The Nursing and Midwifery Department of the Local Health Authority USL Tuscany Sud Est chose to reengineer its professional vision. It adopted M. Kolorutis’ Relationship-Based Care (CBR) Model as a theoretical reference model to guide change toward enhancing professional practice.

**AIMS**

- Implementing the organizational model that facilitate personalized care and assistance: Primary Nursing in inpatient care, and Family and Community Nursing in primary care.
- Implementing the nursing process with NNN language.
- Adopt the CBR model.

**METHODOLOGY**

- Supporting leadership, training and teamwork as indispensable elements.
- Use of NNN language in each care setting.
- Interprofessional collaborative practice.
- Attention to Staffing levels and Skill mix.
- Measurement of outcomes directly related to care (NSO and NOC).

**RESULTS**

Nursing process with NNN has been implemented in territorial care and inpatient medical areas, along with the Primary Nursing and Family and Community Nurse model.

**IMPACT**

All together learn CBR model. A clear, concrete, and shared vision is an element that unites the professional family toward common and enhancing goals.