

Dear Project Leaders and Team Members,

We are pleased you are joining us for the five day intensive practicum for Relationship-Based Care (RBC) Leaders on March 1-5, 2010 at the *Embassy Suites Hotel Minneapolis Airport*, Bloomington, MN. We believe it will be a significant and rewarding step in the successful leadership of RBC within your organization.

Hotel Accommodations

I recommend participants who need hotel accommodations register at the *Embassy Suites Hotel Minneapolis Airport*, this is the conference location.

Embassy Suites Minneapolis Airport
7901 34th Ave South, Bloomington, MN, 55425
General Phone: 1-952-854-1000 Fax: 1-952-854-0396



When calling to book reservations you can request the Creative Health Care Management block to receive the discounted room rate of \$149.00 per night.

The hotel offers complementary transportation to and from the Mall of America and the airport. All arrangements for room, food or conveniences are strictly between the participant and the hotel. CHCM, Inc. will not be responsible for any costs generated by these arrangements.

FLIGHTS

For air travel, you'll want to fly into the Minneapolis/St. Paul International Airport in Minneapolis, MN. Minneapolis/St. Paul - MSP

GETTING TO THE HOTEL

When you arrive at the airport, and pick up your luggage there will be a bank of phones for various hotels in the baggage area. The *Embassy Suites Hotel* can be called for transportation. Call and tell them you need to be picked up and they will tell you where they will meet you. Rental cars can be obtained at the airport also.

Directions to Embassy Suites

- *From Airport* take 494 West to 34th Avenue Exit. Go South (left) to American Boulevard. The hotel is at the corner of 34th Avenue and American Boulevard.
- *From Minneapolis* take 35W South to 494 East to 34th Ave exit. Go South (right) one block to American Boulevard. Hotel on corner of 34th and American Boulevard.
- *From St Paul* take 35E south to 494 West to 34th Ave Exit. Go South to American Boulevard. Hotel on corner of American Boulevard and 34th Ave.

The Embassy Suites Minneapolis Airport hotel in Bloomington MN is located one mile from the Mall of America and the Minneapolis/ St. Paul International Airport (MSP) and two miles from historic Ft. Snelling.

You can also book online and get directions for the Embassy Suites Hotel at www.embassysuites.com

Creative Health Care Management
5610 Rowland Road, Suite 100, Minneapolis, MN 55343 - Phone 800.728.7766
Fax: 952.854.1866 - www.chcm.com



Preparation Materials

This is a highly interactive practicum, so expect some group assignments/homework during the evening hours to deepen your understanding in some areas and to provide time to do group preparation for presentations/facilitation. As a participant, you will be attending the RBC Leader Practicum for the full five day experience. Please make any arrangements necessary to plan on pagers being turned off during the Practicum, if possible.

Recommended readings before the program are:

- *Relationship-Based Care: A Model for Transforming Practice*, Mary Koloroutis ed.
- *Primary Nursing*, Marie Manthey
- *Appreciative Inquiry: A Positive Revolution in Change*, David Cooperrider and Diana Whitney
- *Calling the Circle: The First and future Culture*, Christina Baldwin
- *I²E²: Leading Lasting Change*, Jayne Felgen

These can be ordered by calling 1-800-728-7766 or online at www.chcm.com

Class Schedule

Classes will be held every day at the *Embassy Suites Hotel Minneapolis Airport* starting March 1st. You will be able to get the conference room location at the front desk.

Date	Time
March 1, 2010	9:00 am - 4:30 pm
March 2, 2010	8:30 am- 4:30 pm
March 3, 2010	8:30 am- 4:30 pm
March 4, 2010	8:30 am- 4:30 pm
March 5, 2010	8:30 am- 12:30 pm

Also included in your tuition is:

Monday-Thursday – Lunch and late afternoon snack provided

Friday – Box Lunch provided

Casual, comfortable attire is encouraged. You may want to bring a sweater as the conference room may get chilly. Come prepared to learn and have fun!

If you have any questions, don't hesitate to contact me.

Respectfully,
Amy Monroe
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