



Dear Attendees,

We are pleased you are joining us for the five-day intensive practicum for **Relationship Based Care (RBC) Leaders** on October 23-27, 2017 at Embassy Suites Minneapolis Airport, Bloomington, MN. We believe it will be a significant and rewarding step in the successful leadership of RBC within your organization.

## ACCOMMODATIONS

We recommend participants reserve accommodations at the Embassy Suites Minneapolis Airport, Bloomington, MN, this is the conference location. To obtain our negotiated rate please call the number below and mention you will be attending the Creative Health Care Management event. We have a limited amount of rooms at this rate so please reserve your room early! Breakfast is included in our special rate!

**Embassy Suites Minneapolis Airport**  
7901 34<sup>th</sup> Avenue South  
Bloomington, MN 55425  
952-854-1000



## FLIGHTS

For air travel, you will want to fly into Minneapolis St. Paul International (MSP)

## GETTING TO THE HOTEL

Directions to Embassy Suites, Minneapolis Airport

From Minneapolis St.Paul International

Go NW on Glumack Dr and keep left at the fork. Merge onto MN-5 toward I-494/Bloomington. Take the 34<sup>th</sup> Ave/I494 E Exit toward Terminal 2. Keep right to take the ramp toward Terminal 2/34<sup>th</sup> Ave. Keep left at the fork on the ramp. Merge onto 34<sup>th</sup> Ave S. Make a U-Turn at American Blvd E onto 34<sup>th</sup> Ave S.



## 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.

Recommended readings before the program are:

- *Relationship-Based Care: A Model for Transforming Practice*, Mary Koloroutis editor.
- *See Me as a Person: Creating Therapeutic Relationships with Patients and Their Families*, Mary Koloroutis and Michael Trout
- *I<sup>2</sup>E<sup>2</sup>: Leading Lasting Change*, Jayne Felgen

Supplemental Resources

- *Primary Nursing*, Marie Manthey
- *Appreciative Inquiry: A Positive Revolution in Change*, David Cooperrider and Diana Whitney
- *The Circle Way*, Christina Baldwin
- *I'm Here: Compassionate Communication in Patient Care*, Marcus Engel

## CLASS SCHEDULE

Classes will be held every day at the Sheraton Crescent Hotel. You will be able to get the conference room location at the front desk.

Date	Time
Monday	9:00 am - 4:30 pm
Tuesday	8:30 am- 4:30 pm
Wednesday	8:30 am- 4:30 pm
Thursday	8:30 am- 4:30 pm
Friday	8:30 am- 12:30 pm

Monday-Thursday – Lunch & late afternoon snack provided by CHCM

Friday – Box lunch provided by Creative Health Care Mgt.

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,

Andie Skillings

askillings@chcm.com

Direct: 952.252.1140, Toll-free: 800.728.7766 x109