

Dear Attendees,

We are pleased you are joining us for the five-day intensive practicum for **Relationship Based Care (RBC) Leaders** on February 11-15, 2019 at Point Hilton Squaw Peak Resort, Phoenix, AZ. 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 Point Hilton Squaw Peak Resort, Phoenix, AZ, 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!

**VA and Government clients please note: Rooms held in our block are suites with 1 bedroom and a living room with a pullout sofa. Double occupancy rate is \$224. Because of the season, finding a room locally within government per diem may be difficult. This property fills up fast and we urge you to book as soon as possible.

Point Hilton Squaw Peak Resort, Phoenix, AZ
7677 N. 16th Street
Phoenix, AZ, 85020
602-997-2626



FLIGHTS

For air travel, you will want to fly into Phoenix International Airport (PHX)



GETTING TO THE HOTEL

Directions to Point Hilton Squaw Peak Resort:

From Phoenix International Airport

- Take Interstate 10 West
- Take the AZ-51 N exit, EXIT 147A-B, toward AZ-202 Loop E.
- Take the Glendale Ave exit, EXIT 5, toward Lincoln Dr.
- Turn slight left onto E Glendale Ave. and right on 16th Street
- The Resort will be on the right.

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
- *I²E²: 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 Point Hilton Squaw Peak Resort. 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 – Light breakfast, 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,
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