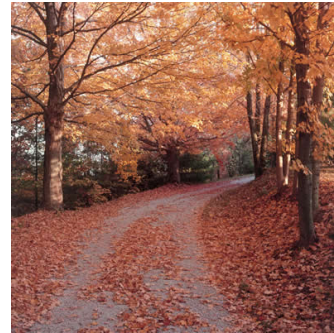


## Present Moment Busters, Busted!

Autumn in the Upper Midwest is a beautiful time of year. The scenery transforms into spectacular color. Yet, changing seasons are spectacular only if we take time to notice them. This is a beautiful reminder for staying present. Many of us in the Midwest have a love-hate relationship with autumn. We love the cooler temps, stunning beauty, college football, and visits to the apple orchard...but because we associate it with winter approaching and bringing all its darkness and sub-zero potential, we may not allow ourselves to completely enjoy autumn.



[Learn the antidote for not fully enjoying the present.](#)

## Integrate RBC into Every Phase of the Talent Life Cycle

*From A Quick Guide to Relationship-Based Care*

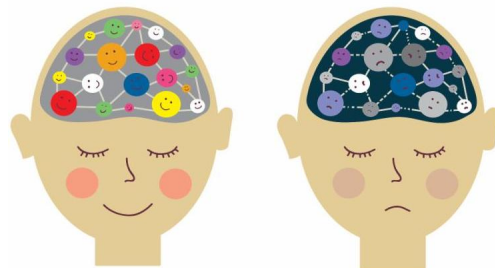
Building the best possible team to practice Relationship- Based Care includes recruiting and selecting people who fit the organization's expectations of both technical and relational competence. Job postings and position descriptions that explicitly describe people who understand the importance of relational competence and that are designed to attract people who are excited about working where healthy relationships are both supported and expected sifts out those who won't fit into an RBC culture and will excite and energize those who do.



[Continue reading for other ways to integrate RBC.](#)

## Ways to Build Resilience

Unfortunately we don't become more resilient just by declaring ourselves so. It takes practice to focus our attention on the more-positive aspects of life and develop resilience. So, be good to yourself, and try these tips to help hone your skills.



[Free download on ways to build resilience.](#)

## Fierce, Bold, and Devoted: Lessons from the Lived Experiences of a Patient

**FREE WEBINAR: January 25, 2019 - 12 pm CST**

Caring cultures consist of individuals and teams who consciously choose to help patients and their families by affirming, dignifying,

and responding to the things they teach us about who they are and what they need. In this webinar, attendees will learn what behaviors were experienced as caring and non-caring from a patient's perspective and what patients need most from their health care experiences.

[Register today!](#)



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## Upcoming Events

### [WEBINAR: Ambulatory Nurse Sensitive Data: What's Available?](#)

December 14, 2018 - 12 pm CST

### [Shared Governance Strategies That Work](#)

January 31 - February 1, 2019 - Fort Myers, FL

### [Relationship-Based Care Leader Practicum](#)

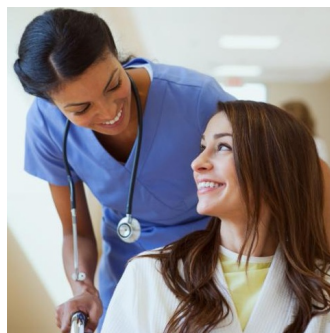
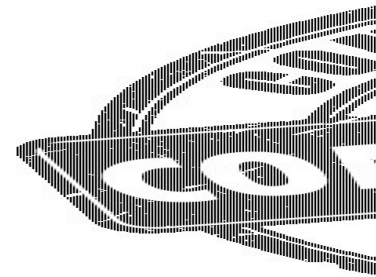
February 11-15, 2019 - Phoenix, AZ

### [Crafting Your Magnet® Document Based Upon the 2019 Manual](#)

March 27-28, 2019 - Fort Myers, FL

### [Getting Clear on the 2019 Magnet® Data Requirements](#)

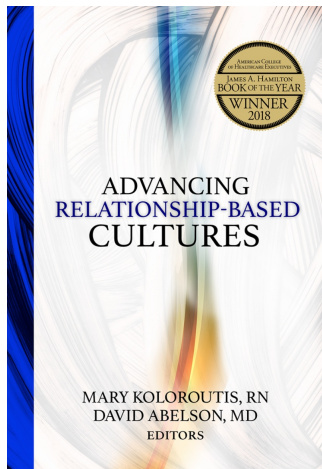
March 29, 2019 - Fort Myers, FL



## Saturate your culture with relational excellence.

Relational Insight 360 (RI-360) provides actionable insights and development to enable everyone in your organization—quickly and sustainably—to embody the four relational practices that ensure patients and their families feel safe, seen, and held with every encounter, every time.

[Learn more and schedule a demo.](#)



## 2018 ACHE Book of the Year!

*Advancing Relationship-Based Cultures* explains and expands a fundamental and often overlooked truth in health care: It is the confluence of relational and clinical competence that advances relationship-based healing cultures. A relationship-based culture is one in which a critical mass of people provides care and service with relational competence. In these cultures, the skills that foster relational competence are actively developed, nurtured, practiced, reinforced, and evaluated. While countless thought leaders have championed the importance of improving relationships, this book provides a practical how-to for the creation and nurturance of healthy relationships in health care.

[Read a sample chapter and visit the bookstore here.](#)

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Remember your first patient?



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