

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 August 9-13, 2021 at the Gettysburg Hotel in Gettysburg, PA. 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 Gettysburg Hotel, this is the conference location. Creative Health Care Management has a room block available.

Gettysburg Hotel
One Lincoln Square
Gettysburg, PA 17325
Phone: 717.337.2000



The Gettysburg Hotel is conveniently located at One Lincoln Square within an hour's drive from Washington, D.C., Baltimore, Harrisburg and Hershey.

DIRECTIONS TO THE HOTEL

From **Baltimore-Washington International Airport (BWI)** take I-95 North towards Baltimore. Exit I-95 onto I-695 North. Follow I-695 North and exit onto I-795 North. Follow to Route 140 West to Westminster, Maryland. Exit Route 140 to Route 97 North and continue approximately 20 miles to the traffic circle in Gettysburg. The hotel will be on your right when you enter the traffic circle.

From **Harrisburg International Airport (MDT)** take Route 283 West to the Pennsylvania Turnpike. Exit at old Exit 17 onto Route 15 (Gettysburg Pike) South. Continue on 15 South for approximately 25 miles and exit at the York Street Exit (Route 30) and proceed West on Route 30. Follow approximately two miles to the traffic circle and the hotel will be on your right side.

You may want to rent a car.

PREPARATION MATERIALS

A critical learning outcome is to think about how this work aligns with the measures you seek to improve in your organization/department. We invite you to bring or be able to easily access real time all relevant departmental, facility and/or system data regarding the patient experience, HCAHPS, quality, safety, staff engagement, vacancy rates and turnover for use in your action planning.

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 ed.
- *See Me as a Person: Creating Therapeutic Relationships with Patients and Their Families*, Mary Koloroutis and Michael Trout
- *Primary Nursing*, Marie Manthey
- *Appreciative Inquiry: A Positive Revolution in Change*, David Cooperrider and Diana Whitney
- *The Circle Way*, Christina Baldwin
- *I²E²: Leading Lasting Change*, Jayne Felgen
- *I'm Here: Compassionate Communication in Patient Care*, Marcus Engel

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 Gettysburg Hotel. You will be able to get the conference room location at the front desk.

Date	Time
August 9, 2021	9:00 am - 4:30 pm
August 10, 2021	8:30 am- 4:30 pm
August 11, 2021	8:30 am- 4:30 pm
August 12, 2021	8:30 am- 4:30 pm
August 13, 2021	8:30 am- 12:30 pm

Also included in your tuition is:

Monday-Thursday – Continental Breakfast, lunch and late afternoon snack.

Friday – Continental Breakfast and a box lunch.

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,
Debbie Bachel
dbachel@chcm.com
952.252.1139