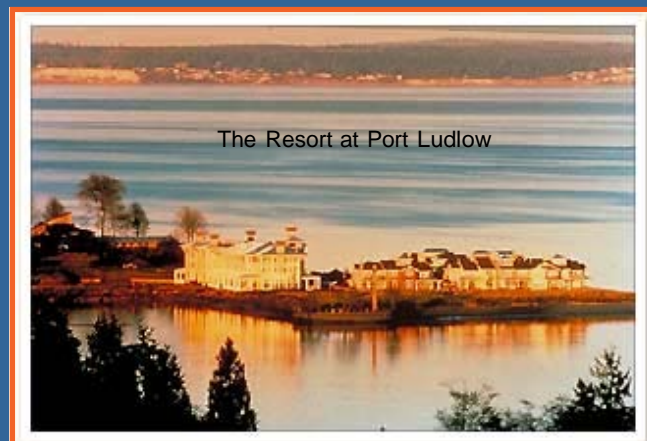
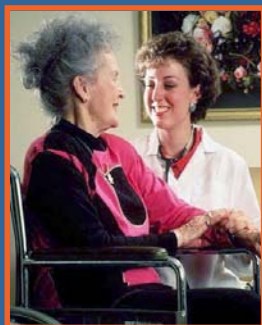




Relationship & Results Oriented™ Healthcare Educator and Facilitator Intensive Learning Session



**May 4-6, 2010
The Resort at Port Ludlow
Port Ludlow, WA**



Relationship & Results Oriented Healthcare™

The Relationship & Results Oriented Healthcare™ system is an overarching philosophy & method of delivering care that combines patient & family-centered communication with high impact team practices to create positive health outcomes. The three level certification process prepares key individuals in healthcare organizations to fully implement the RROHC™ System.

Relationship & Results Oriented Healthcare Facilitator™ Certification

Following completion of the three-day intensive learning session, up to 2 years of individual & group coaching and participation in the virtual learning community, certified RROHC™ Facilitators will:

- **Proficiently educate** staff on RROHC™ principles. Please note: Licensing of PowerPoint slides and Handouts is available.
- Skillfully **present interdisciplinary training** (generational & cultural variances, novice to expert levels, and learning styles)
- Apply **individual growth in emotional intelligence & critical thinking skills** to organizational problems
- Utilize and adapt key indicator tools to **assess department results**
- **Address organizational resistance & facilitate change** process
- **Engage key stakeholders** and sustain momentum
- Flexibly **facilitate meetings** and strengthen team development
- Conduct basic **coaching conversations** to accelerate RROHC™ learning

RROHC™ Level 2 Facilitator Program Overview

The RROHC™ Level 2 Facilitator Program includes a three-day intensive learning session, a facilitator guide, six months of individual & group coaching, and access to a virtual learning community introducing RROHC™ Specialists to the facilitation and training concepts required to launch and sustain RROHC™ initiatives within their own organizations.

Who Should Attend?

- Leaders of patient-centered organizational change initiatives
- Educators
- Clinical leaders
- Charge nurses or allied-health leaders
- Staff nurses & other health care professionals

About the Seminar Leaders

Participants say. . .

"I am thrilled to bring this back to my organization! Now I have a guide for success!"

"Career/life affirming... transforming! Wow!"

"Opportunities to apply concepts in an environment of trust, openness, and passion for patient care."

"RROHC™ has opened my eyes to limitless possibilities to foster excellent patient outcomes!"

Ruth I. Hansten RN MBA PhD FACHE is the **author of five books** and numerous articles. **Her mission is to promote healing and wholeness, transforming organizations through relationship enhancement and skills development.** With over 36 years of experience in nursing, she brings both a **practical and humorous approach** to the essential work that nurses do. For the past 18 years her national consulting practice has worked with nursing care delivery models, critical thinking, delegation and leadership skills, and interdisciplinary team development. Her doctoral research focused on critical thinking and clinical judgment. She is most proud of being voted "**boss of the year**" by the ABWA in Spokane, WA, one of the "**great head nurses**" by the AJN in the 1980s, and helping **raise 5 kids**. Visit her website www.Hansten.com for a list of her books and articles.

Kimberly McNally MN RN is an executive coach and consultant who understands the rewards and challenges of working in the healthcare industry. Her mission is to **improve healthcare one conversation at a time**. For the past nine years, her company has provided coaching, leadership development and retreat facilitation to healthcare organizations across the country. She draws on over 30 years of healthcare management experience. In addition, she brings experience leading professional association (including Health Care Education Association) and community boards to her work and is presently a board president of an academic medical center. She has written several articles on organizational coaching. Visit her website at www.mcnally-assoc.com for more information.

RROHC™ Level 2 Facilitator Session Schedule

Time Frame	Day 1 – Tuesday, May 4	Day 2 – Wednesday, May 5	Day 3 – Thursday, May 6
8:00a	Welcome/Outcomes/Expectations/ Introductions	Emotional Intelligence: Self-Awareness & Personal Development	Delivery of Team Presentations w/ Instructor Feedback
9:00am	Setting the Context: RROHC™ Research/Best Practices Personal Leadership Goals	Managing Change	Delivery of Team Presentations w/ Instructor Feedback
10:30am	Facilitating Effective Learning	Critical Thinking Interdisciplinary Teamwork	Delivery of Team Presentations w/ Instructor Feedback
12:00pm	Networking Lunch	Networking Lunch	Networking Lunch
1:00pm	Understanding RN Foundations Workshop design with Facilitator Guide Preparing Environment Using AV Aids Meeting Facilitation	Design Team Presentations using RROHC™ Foundations Workshop Facilitator Guide	Coaching 101 Implementation Road Map
2:30pm	Facilitating Effective Learning	Personal Time and Preparation for Presentations	Engaging Stakeholders Evaluating ROI Action Planning Evaluation Session Ends at 5pm
5:00pm	Personal Time	Evening free for presentation preparation and team building	 <p style="text-align: center;">The Resort at Port Ludlow</p>
6:30pm	Hosted Group Dinner Peer Networking	Dinner on Your Own Team Building	

RROHC™ Level 2 Facilitator Registration Form

Registration Fee Includes:

Three-day Intensive Learning Session * Facilitator Guide * Six months (minimum) Individual & Group Coaching * Virtual Learning Community

Meals: Breakfast & Lunch all three days; Dinner on Tuesday.

Questions? Call Kathy Watkins at 773.224.6999 or Hansten Healthcare at 360. 437.8060.

Lodging: The Resort at Port Ludlow

www.portludlowresort.com
1 Heron Road Port Ludlow, WA 98365
Phone: 360.437.7000 or 800.732.1239

Due to the location and distance to the airport, we recommend participants include Thursday night in their hotel accommodations. Specify Hansten Healthcare Rates.

Transportation to/from SeaTac Airport:

Car rentals are available at SeaTac. You can also contact Carey Limo at 206.762.3517 for a town car shuttle at a one-way rate of \$280, including tip, taxes, and airport and fuel charges. For the same price or less, you can book a roundtrip seaplane flight with Kenmore Air directly to our docks, including shuttle to/from the airport. There is a 2-passenger minimum. There is a 3 hour commute time to/from the airport. For Return Flights: The conference ends at 5pm, add 3 hours commute time and 2 hour airport check-in time. Contact Kathy Watkins at 773-224-6999 with questions.



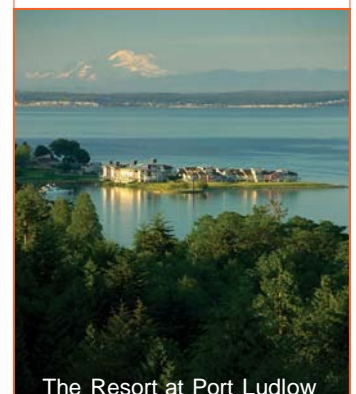
Participants say. . .

“This is one of the best seminars I have ever attended. I definitely recommend this to others!”

“This gives me a framework for a more effective leadership role.”

“I can’t wait to share the 4Ps with my staff!”

“This is the first seminar I have ever attended that kept my full attention the entire time.”



The Resort at Port Ludlow

**Healing Healthcare:
One Person,
One Organization
at a Time**

Register by Mail or on the Web at www.RROHC.com

Fee for 3-day session plus 6-months (minimum) ongoing education

- Individual participant rate\$2,850/person
- Team rate (4 or more from one facility)..... \$2,600/person

Larger team rates available. Contact kathy.watkins@hansten.com

Ask about licensing RROHC™ workshop materials (CD, handout master & PowerPoint!)
(Note: transportation & lodging, and additional textbooks not included in fee)

Contact Information

Name (s) _____

Position/title _____

Organization _____

Address _____

Email & Phone _____

If registering by mail, send registration form & payment to:

Hansten Healthcare PLLC
101 Merridith Street
Port Ludlow, WA 98365