

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
- Breakfast & lunch all three days
- Dinner on Monday & Tuesday

Lodging:

Cedarbrook Center
18525 36th Avenue South
SeaTac, Washington 98188

Phone 866.901.WAMU
Specify Hansten Healthcare Rates



Questions? Call Marcie Thomas at 573.435.0080
or Ruth Hansten at 360. 437.8060.

Transportation to/from SeaTac Airport:

Transportation to and from Cedarbrook is free. After collecting your luggage proceed to ground transportation station 3 pick up the phone for Cedarbrook.



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

Register by mail, email or at www.RROHC.com

Fee for 3-day session plus 6-months ongoing education

- Individual participant rate\$2,750/person
- Team rate (3 or more from one facility)..... \$2,500/person

Larger team rates available. Contact Ruth@hansten.com or Marcie@hansten.com

Ask about licensing RROHC workshop materials (CD - handout master & Power-Point)!

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
Marcie@hansten.com

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."

"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!"

Relationship & Results Oriented Healthcare™ Facilitator Intensive

**Cedarbrook Center
SeaTac,
Washington
Feb 2-4, 2009**



Relationship & Results Oriented Healthcare™

hansten
HEALTHCARE PLLC

Healing Healthcare: One Person, One Organization at a Time

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.

RROHC™ LEVEL 2 FACILITATOR PROGRAM OVERVIEW

The RROHC Level 2 Facilitator Program is an intermediate program that introduces participants to the facilitation techniques and training concepts required to launch the RROHC system in their own organizations.

This is a three-day intensive learning session. Each participant receives a facilitator guide, and six months of organizational coaching, plus access to a virtual learning community to help ensure success.

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 who have completed RROHC™ Level 1 Specialist training

Relationship & Results Oriented Healthcare Facilitator Certification

Following completion of the three-day intensive learning session, six months 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


About the Seminar Leaders

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 33 years of experience in nursing, she brings both a practical and humorous approach to the essential work that nurses do. For the past 20 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 currently serves as a medical center trustee. 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 10 years, her company has provided coaching, leadership development and retreat facilitation to healthcare organizations across the country. She draws on over 28 years of healthcare management experience. In addition, she brings experience leading professional associations (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.

Linda Pullins RN MS is the Vice President of Patient Care Services at Marion General Hospital, Marion, OH, having thirty years of combined clinical and administrative experience, including critical care staff nursing and director of ancillary services. She has an MS from St. Joseph's College in Healthcare Administration. Linda helped to lead her organization through the merger of two hospitals and has championed clinical and system improvements during her tenure. She has served as a community faculty member at Marion Technical College and Tri-Rivers School of Paramedicine. Marion General Hospital is a 160-bed community hospital.

RROHC™ Level 2 Facilitator Session Schedule

Time Frame	Day 1 – Monday, Feb 2, 2009	Day 2 – Tuesday, Feb 3, 2009	Day 3 – Wednesday, Feb 4, 2000
8:00	Welcome/Outcomes/Expectations/ Introductions	Emotional Intelligence: Self-Awareness & Personal Development	Delivery of Team Presentations w/ Instructor Feedback
9:00	Setting the Context: RROHC Research/Best Practices Personal Leadership Goals	Managing Change	Delivery of Team Presentations w/ Instructor Feedback
10:30	Facilitating Effective Learning	Critical Thinking Interdisciplinary Teamwork	Delivery of Team Presentations w/ Instructor Feedback
12:00	Networking Lunch		
1:00	Understanding <i>RN Foundations</i> Workshop design with Facilitator Guide Preparing Environment Using AV Aids Meeting Facilitation	Design Team Presentations using RROHC Foundations Workshop Facilitator Guide	Coaching 101
2:30	Facilitating Effective Learning	Personal Time and Preparation for Presentations	Implementation Road Map Engaging Stakeholders Evaluating ROI Action Planning Evaluation
5:00	Personal Time	Evening free for presentation preparation and team building	
6:30	Hosted Group Dinner Peer Networking	Hosted Group Dinner Team Building	