

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 January 23-27, 2012 at the Renaissance Chicago North Shore Hotel, Northbrook IL. We believe it will be a significant and rewarding step in the successful leadership of RBC within your organization.

ACCOMMODATIONS

I recommend participants reserve accommodations at the Renaissance Chicago North Shore Hotel, this is the conference location. To obtain our negotiated rate, please click [here](#) to make reservations or call the number below and mention you will be attending the Creative Health Care Management event.

Renaissance Chicago North Shore Hotel
933 Skokie Boulevard
Northbrook, IL (Chicago, IL Area)
Phone: (847) 498-6500



Amenities include:

- 2 Onsite Restaurants
- Fitness Center
- Indoor Pool
- Full Business Center

The Renaissance is about an hour north of Chicago, and convenient to excellent restaurants and shopping. For participants who wish to enjoy downtown Chicago, you may wish to stay an additional day.

FLIGHTS

For air travel, you'll want to fly into Chicago O'Hare International Airport (ORD) in Chicago, IL.

You may rent a car although it is not necessary.

LOCAL TRANSPORTATION

We recommend Alpha Cab Services. Their number is 847-358-6666. The cost of the cab would be roughly \$23.00. They do take credit cards.

Other Taxi cab options are: American Taxi (rather than the yellow cabs outside the airport), American Taxi should be called from baggage claim after you have your luggage. They do take credit cards. American Taxi: 800-244-1177; Tell the taxi dispatcher that you are going to the Renaissance Chicago North Shore Hotel. They will need to know what terminal you are in. You can read the terminal number above all doors by baggage claim, or simply tell them what airline you flew in. You will be assigned a cab number and instructed which door to exit.

DIRECTIONS TO THE HOTEL

From the Chicago O'Hare International Airport

Merge onto I-190 E. 1.9 miles. Take 294 North for about 8 miles. Exit at Willow Road East (make a right off the exit ramp). Take Willow Rd roughly 4 ½ miles. Make a Left turn onto Sunset Ridge Road. Take Sunset Ridge Rd 2 miles. Sunset Ridge merges into our parking lot. Total Est. Time: 29 minutes Total Est. Distance: 17.70 miles.

You may rent a car although it is not necessary.

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 ed.
- *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 Renaissance Chicago North Shore Hotel starting January 23, 2012. You will be able to get the conference room location at the front desk. (Greenery Room)

Date	Time
January 23, 2012	9:00 am - 4:30 pm
January 24, 2012	8:30 am- 4:30 pm
January 25, 2012	8:30 am- 4:30 pm
January 26, 2012	8:30 am- 4:30 pm
January 27, 2012	8:30 am- 12:30 pm

Also included in your tuition is:

Monday-Thursday – Breakfast, Lunch and late afternoon snack.

Friday – 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,

Kristina Skuster

kskuster@chcm.com

Direct: 952-252-1136, Toll-free: 800-728-7766 x106