



CREATIVE  
HEALTH CARE  
MANAGEMENT

Dear Cultures of Excellence Workshop Participant,

We are pleased you are joining us for the two day workshop for Cultures of Excellence on May 25 and 26, 2010 at the Hilton Garden Inn, Burlington, MA. We believe it will be a significant and rewarding step in the successful creation and/or refinement of a sustained culture of excellence within your organization.

### ACCOMMODATIONS

I recommend participants who need accommodations register at the Hilton Garden Inn which is the workshop location.

Hilton Garden Inn  
5 Wheeler Rd, Burlington, MA  
781.272.8800



Creative Health Care Management has a room block until May 10, 2010. Room rate is \$109 per night plus applicable taxes.

Amenities include:

- Full service restaurant
- Complimentary shuttle within a 5 mile radius
- Heated indoor pool and Fitness center
- Complimentary outdoor parking
- Complimentary wireless high-speed Internet access throughout the hotel
- Complimentary 24-hour business center



### DIRECTIONS TO THE HOTEL

#### **From Logan International Airport**

I-93 North to I-95/128 South to Exit 32B(Middlesex Tpke).

Left off exit & follow for .5 miles.

Left onto Wheeler Rd. for approximately .10 mile and hotel is on left.

### **From the South**

I-95 to exit 32B (Middlesex Turnpike).  
Turn left off the exit onto Middlesex Turnpike.  
Turn left onto Wheeler Road  
Hotel is located 1/8 of a mile on the left.

### **From the North**

I-95 to exit 32B (Middlesex Turnpike).  
Turn left off the exit onto Middlesex Turnpike.  
Turn left onto Wheeler Road  
Hotel is located 1/8 of a mile on the left.

### **From the West**

Mass Pike (I-90) to exit 14/ I-95 North.  
Follow I-95 North to exit 32B (Middlesex Turnpike).  
Turn left off the exit onto Middlesex Turnpike.  
Turn left onto Wheeler Road  
Hotel is located 1/8 of a mile on the left.

## **FLIGHTS**

For air travel, you will want to fly into Boston Logan International Airport in Boston, Ma. You may rent a car although it is not necessary.

## **LOCAL TRANSPORTATION**

Taxi service is readily available immediately outside all Logan International Air terminals. The cost would be approx \$50. You must inquire if the particular taxi accepts credit cards.

## **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.

We recommend you read:

- *Feel the Pull: Creating a Culture of Excellence*, G.Guanci.
- *I<sub>2</sub>E<sub>2</sub>: Leading Lasting Change*, J. Felgen.
- *What You Accept is What You Teach*, M. Cohen.

These can be ordered by calling 1-800-728-7766 or online at [www.chcm.com](http://www.chcm.com)

## **CLASS SCHEDULE**

Classes will be held both days from 8:00 – 4:30. You will be able to get the conference room location at the front desk.

Also included in your tuition is:

Both Days:

- Full Continental Breakfast
- Mid-morning beverage refresh
- Full lunch buffet including salad bar, deli bar, soup du jour and hot entrees
- Mid-afternoon tasty treats

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,

Cathy Perrizo

Program Coordinator

Direct Phone: 952.252.1148

Toll Free: 800.728.7766

