

# Relationship & Results Oriented Healthcare™ Foundations Seminar

Gig Harbor,  
Washington

October 16, 2007



*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.

*hansten*

HEALTHCARE PLLC

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

"This continuing nursing education activity (CEARP 8934, Expiration Date August 2010) was approved by the Washington State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation."

# RROHC™ Foundations Seminar

October 16, 2007

RROHC Foundations workshop may be attended as a one day seminar, or as a complement to the 16-week, instructor-guided/self-study introductory program that grounds participants in the RROHC system philosophy and set of practices. Enrollment in this program can be concurrent to enrollment in the RROHC Level 2 Facilitator program.

The Specialist is prepared to function as an expert team leader, charge nurse, clinical leader, or allied healthcare leader who expertly demonstrates and role models the RROHC™ System.

Following completion of the 16-week program and this Seminar, participants will be able to:

- Effectively assign, delegate, supervise, and establish team leadership.
- Communicate professionally as a leader and interdisciplinary team member.
- Skillfully deliver essential reports and feedback.
- Solve problems through primary critical thinking skills.
- Successfully apply 4 P's (Purpose, Picture, Plan, Part) with patients, patients' families, teams, and organization.

## 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. Visit her website [www.Hansten.com](http://www.Hansten.com) for a list of her books and articles. She welcomes Kimberly McNally as her colleague in coaching organizations and individuals toward excellence in patient care.

**Kimberly McNally RN MN** 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 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 and Chair, Governing Boards Committee of the Washington State Hospital Association. She has written several articles on organizational coaching. Visit [www.mcnally-assoc.com](http://www.mcnally-assoc.com) for more information.

Relationship &  
Results Oriented  
Healthcare™



## Location and Agenda

The Seminar is being held at the lovely Inn at Gig Harbor, 3211 56th St. NW, Gig Harbor, WA. If you plan to stay overnight, reservations are available by phoning 800-795-9980 or visit the Inn online at <http://www.innatgigharbor.com>.

### AGENDA

0800 to 0830	Registration and Continental Breakfast
0830 to 0845	Review of Intended Outcomes Overview of Certification Process <i>Elements of RROHC professional practice</i>
0845 to 0945	Definition of 4 Ps & Reflection Philosophy and Practices of R&R Oriented Healthcare (RROHC) 4Ps application
0945 to 1000	Break
1000 to 1030	Results, Research, Evidence NPSF, IOM, JCAHO
1030 to 1130	Self Assessment of Current Skills; Group's Strengths & Weaknesses
1130 to 1230	Lunch
1230 to 1300	Discussion of Purpose, Picture, Part, and Plan applied to Professional Goals, Certification Program and Group Sharing
1300 to 1315	Definitions of Critical Thinking Emotional Intelligence, Clinical Judgment, EI in Patient, Family Relationships
1315 to 1345	The 5 Rights of Collaborative Teams, Right Feedback Process
1345 to 1400	Break
1400 to 1445	RROHC Framework Applied to Shift Report, Assignments, Focused Patient Interview
1445 to 1545	Critical Thinking Problem Solving
1545 to 1600	Evaluation and Questions

## Program Registration Fees

### Foundations Seminar

Individual participant rate	\$200/each
Team rate (3 + from one facility)	\$185/each
Full-time student	\$ 95/each

### Level 1 Specialist Certification Program

Includes Foundations Seminar and 16-weeks of ongoing education including group coaching

Individual participant rate	\$695/each
Team rate (3 + from one facility)	\$675/each

### Level 1 without the Foundations Seminar

Individual participant rate	\$495/each
Team rate (3 + from one facility)	\$475/each

Materials, continental breakfast & lunch included.  
Transportation and lodging are not included.

Register online at [www.rrohc.com](http://www.rrohc.com) or email Ruth Hansten at [Ruth@hansten.com](mailto:Ruth@hansten.com) or Marcie at [marcie@fidnet.com](mailto:marcie@fidnet.com)