

FACULTY

Mary Koloroutis, MSN, RN

As a co-creator, author and editor of the *Relationship-Based Care* series of books and seminars, Mary helps healthcare organizations create a framework for delivering world-class care with strong underlying values and principles and then works with them to implement that framework.

She achieves results by identifying and using the existing strengths and capacities of individuals and groups. Her approach blends the practicalities of care delivery with ethical necessities. She's worked extensively with leadership teams for a wide range of programs, including *Leadership at the Point of Care*, *Leading an Empowered Organization*, and the *Relationship-Based Care Leader Practicum*. Mary provides coaching built on the tenets of transformational leadership for leaders at all levels.

Mary's career spans more than 35 years and includes experience as a staff nurse in oncology and labor and delivery, clinical manager, and administrator for a patient care division. She served as cochair of an ethics committee in a large tertiary center for ten years. She has her BSN from Mary-Hardin Baylor University in Belton, Texas and earned an MS in nursing administration from the University of Minnesota. She currently lives in Champaign/Urbana, Illinois.

CONTINUING EDUCATION CREDIT

5.7 nursing contact hours will be awarded upon completion of this event.

The Arkansas Hospital Association is an approved provider of continuing nursing education by Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

CONFERENCE SPONSORS

ArONE will recognize sponsors which help make this conference possible at the conference.

Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's COA.

CANCELLATION AND REFUND POLICY

If cancellations are received **before July 25**, a refund minus \$50 administrative fee will be given. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. If the alternate is not a member, the non-member registration fee will be required. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.

DIRECTIONS TO GILBREATH CONFERENCE CENTER, BAPTIST HEALTH MEDICAL CENTER – LITTLE ROCK

Baptist Health is located at 9601 Interstate 630, Exit 7 in Little Rock.

For directions to the Gilbreath Conference Center on the Baptist Health Campus, please see that enclosed map.

HOTEL INFORMATION

The Arkansas Hospital Association has made arrangements with nearby hotels for reduced rates on sleeping rooms. Please see information accompanying this program brochure.



an affiliate of



2014 Summer Conference Relationship Based Care

featuring

Mary Koloroutis, MSN, RN

**Baptist Health Medical
Center - Little Rock
Gilbreath Conference Center**

August 1, 2014

REGISTRATION FORM

Please Do Not Email Registrations!

WHAT: ArONE 2014 Summer Conference

WHERE: Baptist Health Medical Center - Little Rock, Gilbreath Conference Center

WHEN: Friday, August 1, 2014

REGISTRATION FEE:

- \$90 ArONE Member
- \$115 Non-ArONE Member
- \$130 to Register/Join ArONE

I will have a Poster Presentation

Title of Poster

PERSON ATTENDING:

Name

Title

Hospital/Institution

Mailing Address

City, State, Zip

Phone Number

E-Mail Address

MAKE CHECK PAYABLE TO:

**Arkansas Organization for Nurse Executives
(ArONE)**

Credit Cards NOT Accepted

PLEASE REGISTER (by mail or fax) NO

LATER THAN JULY 25 TO:

ArONE, 419 Natural Resources Drive, Little Rock, AR 72205; Telephone #501-224-7878; Fax #501-224-0519

ArONE 2014 Summer Conference Relationship Based Care

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**Gilbreath Conference Center
Baptist Health Medical Center - Little Rock**

August 1, 2014

OVERVIEW

Relationship Based Care (RBC) is a culture transformation model that improves safety, quality, patient satisfaction, and staff satisfaction by improving every relationship within an organization. In an RBC culture, clinicians get reconnected with the purpose and meaning of their work, teamwork is based on deep commitment rather than surface compliance, and patients and their families feel safe and cared for as clinicians allow themselves to make authentic human connections with the people in their care. The success of RBC can be implemented, managed, and measured by CNO's, C-Suite executives, and the entire staff.

Agenda

- 8:00 a.m. Registration, Refreshments & Poster Presentations**
- 8:30 a.m. Welcome
Barbara Dyson, ArONE President**
- 8:45 a.m. Relationship Based Care Improves 3 Critical Relationships**

Objectives

- Discuss the relationship between caregivers and the patients and families they serve.
- Identify the caregiver's relationship with self.
- Describe the relationship among members of the healthcare team.

9:45 a.m. Break & Poster Presentations

**10:00 a.m. Relationship Based Care
3 Critical Relationships (cont.)**

11:45 a.m. Lunch & Poster Presentations

12:30 p.m. Business Meeting

12:45 p.m. Implementing Relationship Based Care

Objective

- Discuss how to implement Relationship Based Care into your organization
- Identify leadership qualities and behaviors for "heartwiring" Relationship Based Care into your culture

**2:15 p.m. Break & Poster Presentations
(Judging of Posters Ends at 2:30)**

2:30 p.m. The Transformational Power of Relationship Based Care

Objectives

- Identify what Relationship Based Care will achieve.

4:00 p.m. Evaluation & Poster Presentation Awards

POSTER CONTEST

Any hospital interested in presenting a poster presentation related to a relationship based care model, initiative and/or practice should use the following criteria for their poster.

Poster should include:

- Freestanding display board or 3-fold cardboard display
- Title of presentation & Organization/Individuals involved in model/initiative/practice
- One-page summary handout outlining model/initiative/practice

If you plan to present a poster please email Lyndsey Dumas at ldumas@arkhospitals.org by July 25 to reserve a table. Participants will be required to have their posters displayed by 8 a.m. the day of the conference. Conference participants will vote on the poster that demonstrates the best overall relationship based care model, initiative and/or practice.