

RELATIONSHIP-CENTERED CARE NETWORK of Southwest Michigan

Good Relationships = Best Outcomes 2010-2011 Health Care Series – Program 5 Thursday, April 28 5:30 – 8:30 PM

Battle Creek Health Systems
300 North Ave., Battle Creek, MI 49017
Outpatient Center, Conference Rooms 1 & 2
(2nd floor of the Outpatient Center Building) – See map attached

Co-sponsored by Michigan Organization of Nurse Executives (MONE), District 2

“Managing Coworker Conflict”

Learning Objectives:

1. Discover how Borgess Health is using video, discussion, tools, and practice opportunities to prepare associates to successfully manage coworker conflict.
2. Participate in a simulated coworker training session
3. Discuss how the approaches presented could be used with associates at your organization

Presenters:

Anita Heyman MSN, RN Administrative Director, Medical/Surgical/Cardiac Borgess Health	Rosalind Lee-El MSN, RN Educator Borgess Health
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Pre-registration & pre-payment preferred: Mail RSVP below & payment by April 23, 2010 OR register by email to rccswmi@gmail.com & pay at the door with cash or check payable to “The Forum – RCC”

Questions? Contact Bill Reed 269-324-0512 or rccswmi@gmail.com

RSVP BY APRIL 23, 3PM



Yes, register me for the RCC SWMI *Good Relationships = Best Outcomes* event on April 28, 2011.

Name: _____ Email: _____

Organization: _____

Address: _____

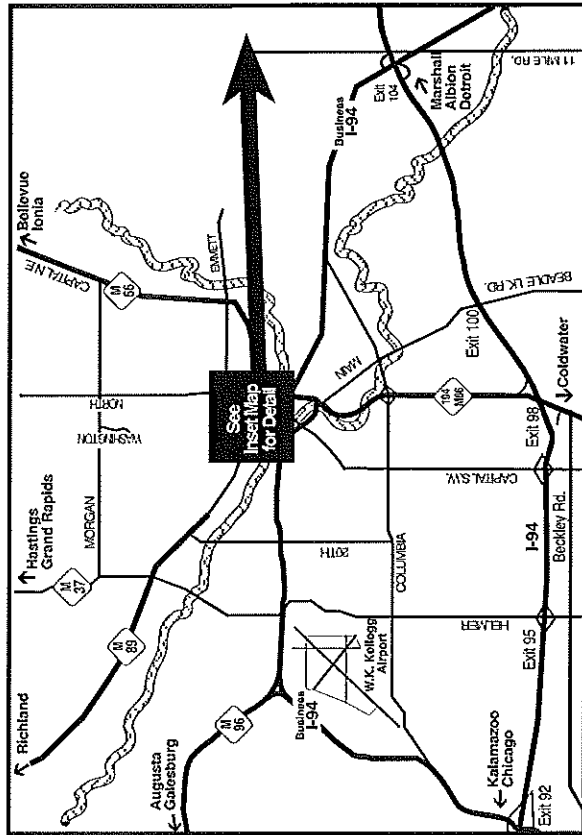
Work phone: _____ Home: _____ Fax: _____

Vegetarian Meal: Yes No

*Mail RSVP with \$25 to: The FORUM-RCC, 1120 Lakeway Ave - Suite 2, Kalamazoo, MI 49001
MONE District 2 members pay just \$15*

Battle Creek Health System

BCHS Main Campus • 300 North Avenue • Battle Creek, MI 49007 • 269-966-8000



Driving Directions from Points North:

From Grand Rapids —

- South on M37 to Morgan Rd.
- East on Morgan to North Ave.
- Turn south to BCHS

From Lansing —

- South on I-69 to I-94.
- I-94 west to 194/M66 North.
- 194/M66 North becomes Division.
- Take Division to Van Buren & go left.
- Turn right on Capital Ave.
- Veer left onto North Ave.
- Follow North Ave. to BCHS.
(See inset map, top right)

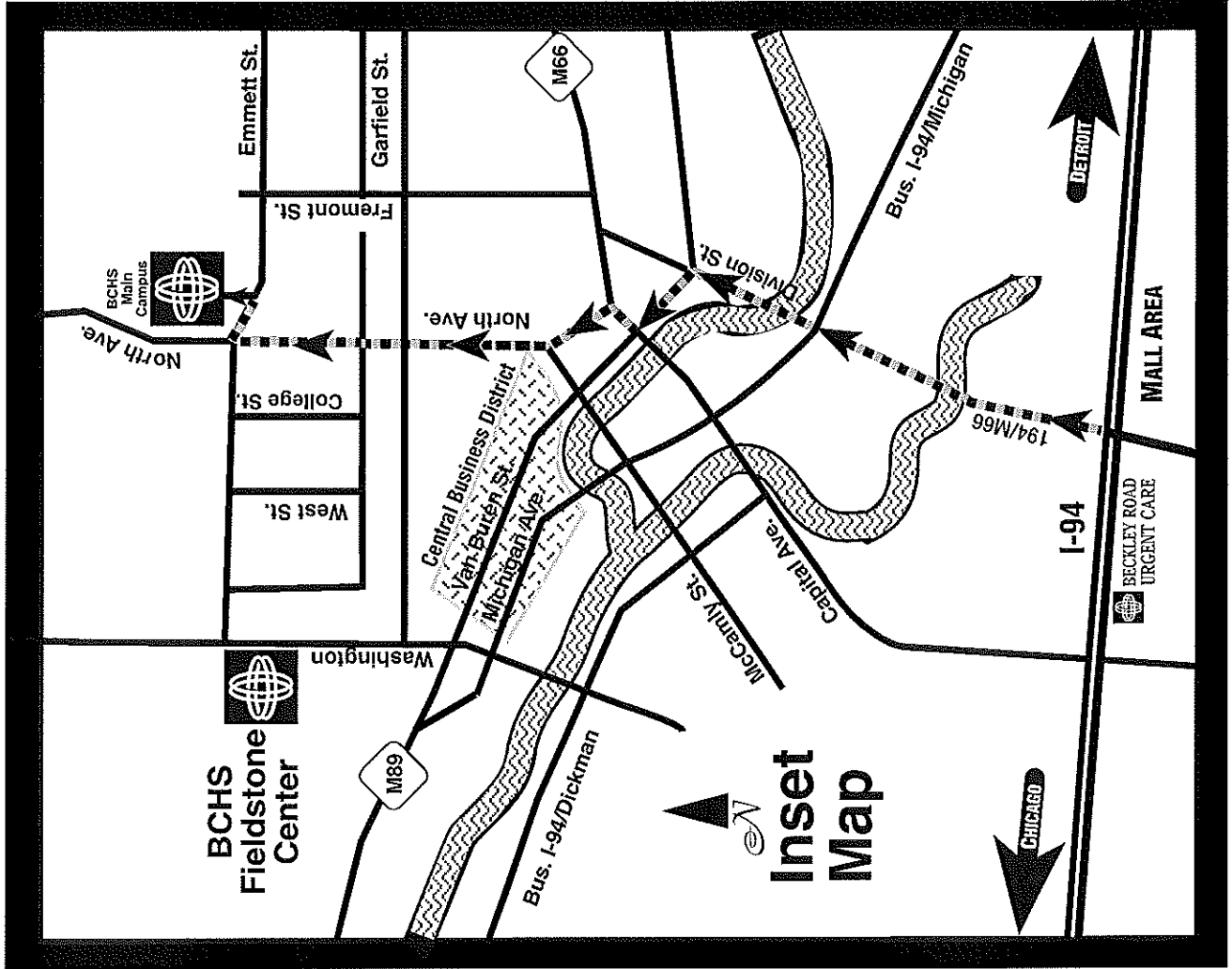
Driving Directions from Points South:

From Kalamazoo —

- East on I-94 to 194/M66 North
- 194/M66 becomes Division.
- Take Division to Van Buren & go left.
- Turn right on Capital Ave.
- Veer left onto North Ave.
- Follow North Ave. to BCHS
(See inset map, top right)

From Marshall (I-69) —

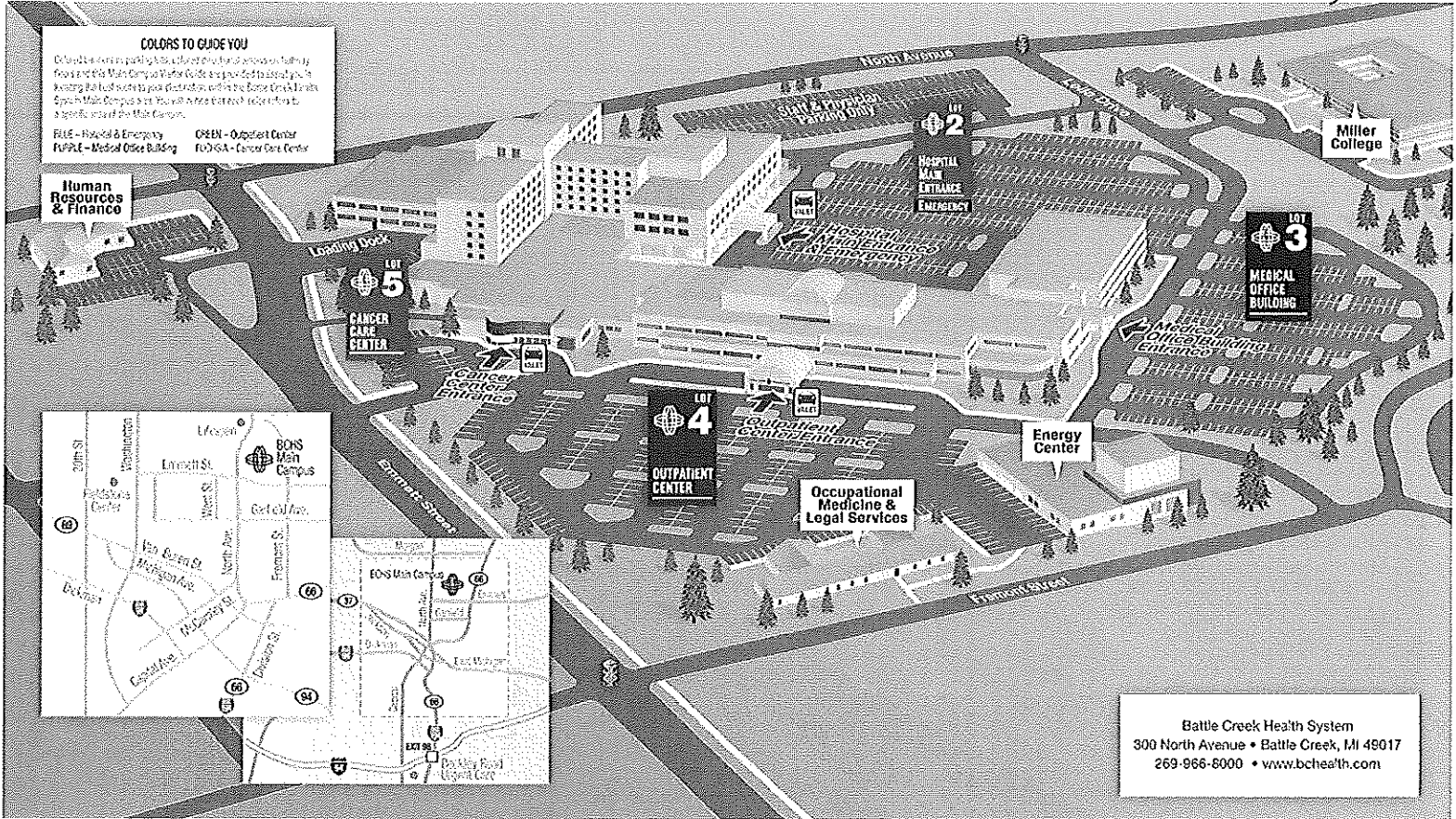
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(See inset map, top right)



BATTLE CREEK HEALTH SYSTEM

Main Campus Map & Wayfinding!

Revised 05-2008



Interior Floor & Department Guide!

LL lower level
1st first floor
2nd second floor
3rd third floor
4th fourth floor
5th fifth floor
6th sixth floor

LEGEND
 ■ Elevator ■ Information ■ Waiting
 ■ Restroom ■ Telephone ■ Nurse Station
 ■ Parking ■ Airing Room ■ ATM

TO HELP MAKE YOUR VISIT MORE PLEASANT
 • Please Call Health System's 24-HOUR HELPLINE
 • Multiple visit check-in and check-out times
 • Check-in 15 minutes before your scheduled visit
 • If you have a question, please call 269-966-8000

DEPARTMENT	FLOOR	DEPARTMENT	FLOOR	DEPARTMENT	FLOOR
1 BOIS Auxiliary Gift Shop	1	11 Endoscopy & Infusions	1	21 Patient Rooms 201-255	2
2 BOIS Auxiliary Utilization Garden	1	12 Family Birth Center	4	22 Patient Rooms 301-355	3
3 California	LL	13 Health System Pharmacy (MOB Suite 201)	2	23 Patient Rooms 401-430	4
4 Cancer Center Check-In/Registration	1	14 Inpatient Radiology	1	24 Patient Rooms 501-555	5
5 Cancer Resource Center	1	15 Java Junction	1	25 Patient Rooms 641-656	6
6 Cardiac Health & Pulmonary Center	2	16 Mary Coleman Women's Center	1	26 Pediatrics Clinic (MOB Suite 111)	1
7 Cardiovascular Department (Cath Lab)	1	17 Medical Oncology	1	27 Pre-Admission Screening	1
8 Cigna	LL	18 Medical Records	2	28 Radiation Oncology	1
9 Conference Rooms (EPC 1 & 2)	2	19 Neurodiagnostic	2	29 Registration	1
10 Vacant Med Office (MOB Suite 303)	3	20 Orthopedic Reimbursement Center	2	30 Rehab Services	2
11 Critical Care Unit Rooms 1-20	3	21 Outpatient Radiology Department	1	31 Security	1
12 Diabetes Center (MOB Suite 521)	3	22 Outpatient Flight Attendant Services	1	32 Wound Healing Center	2
13 Emergency Registration	1	23 Patient Activities & Publix Center (PARC)	2		

www.bchealth.com
 (269) 966-8000