

Complete registration form and return with your check for \$625.00 by January 13, 2010

Please indicate your room choice: single double Arrival/Departure Dates: _____

Name and Credentials: _____

Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____

Administrative Assistant & E-Mail: _____

FACULTY

Marjorie M. Godfrey, MS, RN

Mark Splaine, MD, MS

Members of the Clinical
Microsystem Resource Group

CONVENED BY

**THE DARTMOUTH INSTITUTE
FOR HEALTH POLICY & CLINICAL PRACTICE**



Where Knowledge Informs Change™

Please Note:

- ◆ Please be sure to fill out your registration form completely and legibly. It is very important that we have your phone and e-mail contacts.
- ◆ Web conferences will require a computer with speakers or headphones, headset microphone, a web camera and an internet connection.
- ◆ Hotel and commuter fees are **NOT** included in the registration fee.



WWW.CLINICALMICROSYSTEM.ORG

COACH *the* Coach

THE ART AND SCIENCE OF
COACHING & IMPROVING QUALITY

e-Coach-the-Coach “eCTC”

>> DATES

- ◆ 02-05-10 S1: Web-based
- ◆ 03-22-10 to S2: Face-to-Face
03-24-10
- ◆ 04-29-10 S3: Web-based
- ◆ 05-27-10 S4: Web-based
- ◆ 09-09-10 S5: Web-based

>> LOCATION

Face-to-Face Session
Lake Morey Resort
1 Clubhouse Road
Fairlee, VT 05045

>> REGISTRATION DEADLINE

January 13, 2010

**THE DARTMOUTH INSTITUTE
FOR HEALTH POLICY & CLINICAL PRACTICE**



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PROGRAM AIM

Through a “hybrid” model of Coach-the-Coach, provide an experiential developmental program that blends electronic and face-to-face education and learning to develop coaches to coach interdisciplinary clinical microsystem teams to be able to provide exceptional care and continuously improve health care.

FORMAT

Each participant will select an interdisciplinary team at their home organization to apply coaching knowledge and skills throughout the 6-month program

Each web conference will have between-session activities to apply coaching skills and knowledge and be prepared to report progress at the next web conference.

The March Face-to-Face session will include three microsystems (Inpatient, Outpatient and Supporting) to observe coaching and interactions with faculty. Coaches will have the opportunity to develop relationships with other coaches and continue to grow skills and knowledge.

At the completion of the e-CTC series, additional support will be offered through participation in monthly Adobe Connect coaching sessions, access to “The Coaches Corner” and “Stories from the Field” on www.clinicalmicrosystem.org, annual coach reunion, and optional senior microsystem coach advisor for 6 months.

COACH *the* COACH

PROGRAM OVERVIEW

S1 WEB: FEBRUARY 5, 10AM–2PM

Overview of the eCTC series, format, deliverables and process will be discussed, Review of the eCTC prework materials and discussion/reflection of reading and getting ready to coach activities. Guidance will be offered to apply this series content to own setting for action learning

S2 FACE-TO-FACE: MARCH 22, 23 & 24

Three volunteer microsystems will be present. The two and ½ days will be very full with many opportunities to interact in person with one another. Exercises to continue to adapt and apply in local setting will be given to coaches. Hotel and commuter fees for the face-to-face meeting are **NOT** included in the registration fee.

S3 WEB: APRIL 29, 10AM–2PM

Focus on coaching tips, models, processes, micro-meso-macro-systems, leadership and report outs from the coaches on journey to adapt and apply in home organization

S4 WEB: MAY 27, 10AM–2PM

Follow up with coaches to hear of progress, provide support and encouragement and offer additional insights and tips.

S5 WEB: SEPTEMBER 9, 10AM–2PM

Final report out of progress by coaches. Discussion regarding formal follow up and opportunity to submit coach experience in an e-portfolio for credentialing consideration from The Dartmouth Institute.

REGISTRATION INFORMATION

Registration Fee:

\$625.00/person by check or money order made payable to: **Trustees of Dartmouth College.**

Complete registration form and mail with your payment of \$625.00 to:

Joy McAvoy

Center for Leadership and Improvement
HB 7251
30 Lafayette Street
Lebanon, NH 03766

Phone: 603-653-3229

Fax: 603-653-3201

Joy.E.McAvoy@Dartmouth.EDU

Room reservations will be made through Joy McAvoy. Payment for room will be made directly to Lake Morey Resort at the end of your stay during Session 2.

Registration Deadline: January 13, 2010

HOTEL/COMMUTER INFORMATION

A block of rooms is being held at the resort at a per night all inclusive of meals, conference package and taxes rate of:

\$212.72 single occupancy

\$173.81 double occupancy

The per day all inclusive of conference package and taxes commuter rate: \$41.51.

Room reservations must be made through Joy McAvoy.

Lodging Deadline: January 13, 2010