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Page; Copyright; Dedication; Contents; Tables & Figures; Boxes; Contributors; Foreword; Preface; WHY THIS BOOK?; WHAT IS THIS BOOK ABOUT?; WHAT IS THIS BOOK GOOD FOR; WHO WILL FIND THIS BOOK USEFUL?; Acknowledgments; PART ONE: An Invitation to Our Readers; Introduction: The Invitation; Chapter 1: Beginning the Journey; SUPPORTING THE ESSENTIAL WORK OF NURSES; THE ROLE OF THE CNO; ASSESSING THE ENVIRONMENT; DEVELOPING A VISION FOR THE DEPARTMENT OF NURSING; PREPARING THE ENVIRONMENT FOR CHANGE; IMPLEMENTING CHANGE; REFERENCES
PART TWO: Creating the Conditions for Change Chapter 2: Finding and Defining the Good; DEVELOPING A PLAN FOR FINDING AND DEFINING THE GOOD; KEY LESSONS AND NEXT STEPS; REFERENCES; Chapter 3: Creating a Healthy Work Environment; UNDERSTANDING HEALTHY WORK ENVIRONMENTS; ESTABLISHING PRIORITIES FOR ACTION; ENGAGING NURSE DIRECTORS IN DEVELOPING AN ACTION PLAN; NEXT STEPS; REFERENCES; Chapter 4: Strengthening the Practice of Nursing; THE PRACTICE OF NURSING; REFERENCES; Chapter 5: Ensuring the Voice of the Nurse: Designing, Developing, and Implementing a Committee Structure; PRACTICE COMMITTEE
INFORMATICS AND CLINICAL INNOVATIONS COMMITTEE PATIENT AND FAMILY EDUCATION COMMITTEE; QUALITY, SAFETY, AND CARE IMPROVEMENT COMMITTEE; STANDARDS, POLICIES, AND PROCEDURES STEERING COMMITTEE; Chapter 6: The Center for Nursing Excellence: Setting the Table; LAUNCHING THE FUTURE SEARCH; DEVELOPING NEW PARTNERSHIPS AND STRATEGIES FOR LEARNING; CONTEXT AND CATALYSTS FOR CHANGE; IMPACT OF PROGRAM REDESIGN AND NEW INFRASTRUCTURE; CNE STAFF ROLE REDESIGN; REFERENCES; Chapter 7: The Center for Nursing Excellence: Initiatives and Innovations; RESEARCH AND SCHOLARSHIP; CELEBRATING NURSING EXCELLENCE ACKNOWLEDGING OUR PARTNERS IN CARE AFFIRMING CULTURAL COMPETENCE; A GLOBAL HEALTH AGENDA; CONCLUSION; Chapter 8: Beyond Regulatory Compliance: Our Quality Journey; ROLE OF LEADERSHIP IN QUALITY AND SAFETY; INFRASTRUCTURE AND ROLE CREATION; METHODOLOGY; REINFORCEMENT; SUMMARY; REFERENCES;
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STARTING UP: SELECTION AND DEVELOPMENT OF CO-CHAIR'S, STAFF SUPPORT, AND ADVISER ROLES GROWING: MANAGING THE MEETINGS; GROWING: MANAGING THE WORK OUTSIDE THE MEETINGS; SUSTAINING: COMMUNICATION AND FEEDBACK STRATEGIES; SUSTAINING: REFINING AND REDEFINING GOALS; Chapter 10: Change Through Narrative; 10.1 The Nurse Manager Narrative Project; References; 10.2 Navigating Change Through a Narrative; 10.3 Growing Up Brigham; Chapter 11: Change Through Clinical Experts: The APN Role and Impact
11.1 The Psychiatric Nursing Resource Service: Building an Infrastructure for Practice and Modeling the APN Role

Sommario/riassunto

Brigham and Women's Hospital, a high-profile, complex, academic medical center in Boston, MA, is a founding member of the Partners Health Care System and is associated with Harvard Medical School and Dana Farber Cancer Institute. This truly unique volume chronicles the systemic efforts of the nursing department to make an already outstanding system even better. It provides access to a compelling story of institute-wide nursing practice today and how the opportunity for major change was embraced and successfully accomplished. Told

from the perspective of ninety administrative and staff nurses, it
