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Sommario/riassunto	""Smoothly written and effectively blending hard facts and personal observations, the book is peppered with inspiring success stories about ""what works"" in terms of improving morale and the quality of nursing practice."" Sean Clarke, RN, PhD, CRNP. University of Pennsylvania School of Nursing. ""[Fabre's] not afraid to tackle the tough issues . Implementing Smart Nursing concepts will result in energy enhancing experiences for your nurses and better care for your patients."" -- Susan Keane Baker, MHA. Author, Managing Patient Expectations. Too many health care organizations are using short-