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- Cardiac monitoring
- Specialty nursing certification
- Disruptive behavior

### MISSION STATEMENT

To provide strategic professional information and services that nurses need to excel as healthcare leaders.

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## **Features**

Seventh annual salary survey

Join in Nursing Management's salary survey by completing it in this issue or online at http://www.nursingcenter.com/surveys. Hurry, the survey closes April 30.

**Recruitment and Retention special** 

Nursing Management's Recruitment & Retention Conference

Your mission: Learn, strategize, and reignite your passion for the nursing industry. By Nicole T. Taylor

C E IMMEDIATE CE TEST PROCESSING See our Web site at www.nursingmanagement.com.

101 tips to retain a happy, healthy staff

Implement these retention practices to keep your staff firmly engaged at your institution.

By Galden Bethune, RN, CNAA, MSN, Dennis Sherrod, RN, EdD, and Linda Youngblood, CHCR

Build a framework for conflict assessment

Properly manage conflicts to keep them from becoming power struggles. By Susan Sportsman, RN, PhD

Helping hands: CNAs in elder care

A greater number of hospitalized elders, combined with the nursing shortage, demands that hospitals do more with less.

By Tina Weitzel, RN,C, BSN, MA, Sherry B. Robinson, RN,CS, PhD, Lisa Henderson, RN,C, BSN, and Kathy Anderson

The Magnetic pull

Better understand the components of Magnet designation. By Nicole T. Taylor

### **Critical care**

Patient satisfaction: Get the edge

The emergency department makes or breaks patient perception of your facility.

By Brad Sherrod, RN, MSN, and Hazel N. Brown, RN,C, CNAA, EdD

Staffing extra

Does your agency have JCAHO's approval?

Nurse staffing companies and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) share their viewpoints on the new certification. By Joson Stacchini

Celebrate Nurses Week, May 6 to 12
This year's theme: Nurses: Many roles, one profession