



## FEATURES

- 17 Beyond expectations, part 2** *In the final installment of this two-part series, a cross-section of nurses involved in the Institute for Healthcare Improvement's 100,000 Lives Campaign were interviewed about how interventions were working, barriers that were encountered, and how they overcame them. By Cynthia Saver, RN, MS*
- 41 Evidence-based strategies to decrease psychiatric patient assaults** *At a North Carolina hospital, various evidence-based techniques have decreased patient-to-staff assaults and spurred process changes to ensure prudent investments in training. By Amanda McGill, RN, MSN*

- 45 Guide to nursing organizations** *Retain this comprehensive listing for quick reference. By Patricia Wolf*

### CE CONNECTION

IMMEDIATE CE TEST PROCESSING  
See our Web site at [www.nursingmanagement.com](http://www.nursingmanagement.com).

- 24 Collaborative capital: Conversation for a change** *Not only is conversation the gossamer thread of collaboration and teamwork, but it provides an opportunity to share our voice and inspire others to share theirs as well. By Patricia C. Pilette, APRN, BC, DAPA, CRS, EdD*

- 30 Shadowing: A winning recruitment tool** *This process provides new applicants the opportunity to meet staff in the surgical units and learn about the units' philosophy, work culture, and model of practice. By Herminia Shermont, RN, CNA, MS, and Jane M. Murphy, RN, CS, PNP, MS*

- 35 PACs help control patient flow** *Patient access coordinators reduce turnaround time for bed assignment and patient flow, and improve patient, physician, and staff satisfaction. By Desiree Brunelle, RN, MSN, and Cynthia Rawlinson, BS, BA*

Cover illustration: Sergio Baradat

## CRITICAL CARE

This special demographic section doesn't appear in every issue. To view the article below, visit <http://www.nursingmanagement.com>.

Bonus CE (appears between pages 48 and 49)

- 48A Managing VAP effectively to optimize outcomes and costs** *Learn how to decrease ventilator-associated pneumonia incidence, patient length of stay, and care costs while improving outcomes. By Jan Powers, RN, CCRN, CCNS, CWCN, MSN*

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