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- 18 It's okay to be the boss—Be a great one! Even in rnany flagship healthcare institutions, there's a profound lack of daily guidance, direction, feedback, and support for nurses from their immediate supervisors. Embrace leadership by saying no to "undermanagement." By Bruce Tulgan, Congress2007 Keynote presenter
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- 29 Best-practice protocols: Reducing harm from pressure ulcers The Institute for Healthcare Improvement challenges clinicians and administrators to raise care quality through its 5 Million Lives Campaign, a sequel to the 100,000 Lives Campaign. Here, learn how one facility decreased hospitalacquired pressure ulcers.

By Bevette Griffin, RN, CWON, Hoa Cooper, RN, BSN, MHSA, Cassandra Horack, RN, BSN, Melissa Ktyber, RN, CWOCN, BSN, and Deb Schimmelpfenning, RN, CWON, BSN

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