28 Ripple effect: Shared governance and nurse engagement
This evidence-based quality improvement project evaluates the influence of a shared governance environment on RN engagement and turnover rates.
By Allison Ong, DNP, MSN, RN, CCRN; Nancy Short, DrPH, MBA, RN; Patricia Radovich, PhD, RN, CNS, FCCM; and Janet Kroetz, MN, RN, NE-BC

36 Authentic caring: Rediscover the essence of nursing
Scripted, formulaic encounters have become dominant in today’s healthcare landscape. Boost patient and nurse satisfaction rates with an authentic caring approach to patient care.
By Pat McClendon, DNP, RN

42 Performance Potential Special: Incivility in nursing practice
Examine what we know about incivility on the unit, how frequently it occurs, and its implications for nurse leaders.
By Mary Jo De Villers, PhD, RN, and Tanya Cohn, PhD, RN