

LEADING and MANAGING in NURSING

Patricia S. Yoder-Wise

SEVENTH EDITION



Donation of Books from the People of North Carolina, with the support of the North Carolina - Moldova Bilateral Partnership, the U.S. Embassy in Moldova, AO CICD "PHOENIX" Moldova World Children's Fund and other partners.



U.S. Embassy Moldova



Evolve®

Student Resources on Evolve
Access Code Inside

ELSEVIER

LEADING and MANAGING in NURSING



Patricia S. Yoder-Wise, RN, EdD, NEA-BC, ANEF, FAAN

SEVENTH EDITION

Professor and Dean Emerita
Texas Tech University Health Sciences Center
Lubbock, Texas

771309

UNIVERSITATEA DE STAT DE MEDICINĂ ȘI FARMACIE
„NICOLAE TESTEMIȚANU”
BIBLIOTECA
ȘTIINȚIFICĂ MEDICALĂ

ELSEVIER

CONTENTS

PART 1 Overview

1. Leading, Managing, and Following, 1
2. Clinical Safety: The Core of Leading, Managing, and Following, 20
3. Legal and Ethical Issues, 32
4. Cultural Diversity and Inclusion in Health Care, 62

PART 2 Know Yourself

5. Gaining Personal Insight: The Beginning of Being a Leader, 77
6. Being an Effective Follower, 89
7. Managing Self: Stress and Time, 99
8. Communication and Conflict, 123
9. Power, Politics, and Influence, 141

PART 3 Know the Organization

10. Healthcare Organizations, 159
11. Organizational Structures, 176
12. Care Delivery Strategies, 193
13. Staffing and Scheduling, 215
14. Workforce Engagement Through Collective Action and Governance, 237

PART 4 Use Your Skills

15. Making Decisions and Solving Problems, 257
16. The Impact of Technology, 274
17. Delegating: Authority, Accountability, and Responsibility in Delegation Decisions, 298
18. Leading Change, 320
19. Building Effective Teams, 336
20. Managing Costs and Budgets, 358
21. Selecting, Developing, and Evaluating Staff, 377
22. Person-Centered Care, 385
23. Managing Quality and Risk, 407
24. Translating Research Into Practice, 428
25. Managing Personal and Personnel Problems, 451

PART 5 Prepare for the Future

26. Role Transition, 465
27. Managing Your Career, 476
28. Developing the Role of Leader, 495
29. Developing the Role of Manager, 510
30. The Strategic Planning Process, 530
31. Thriving for the Future, 540