This publication is an excellent resource that all CNOs or health care HR professionals can provide to their new and existing nurse management staff as an essential training guide.

Since we can’t travel back in time, we’ve developed the next-best thing to talking to Florence in person — an essential guide designed to mentor you in all aspects of being a great nurse manager as you navigate this phase in your career.

This guide details Florence's ideals and how using them can make you a phenomenal nurse manager in the 21st century. This book offers actionable tips on:
- Care coordination.
- Community partnerships.
- Developing others.
- Ethical practice.
- Safety and quality improvement.
- Strategic planning.

With this handbook, you don’t have to steer through the current regulatory, quality and reimbursement issues in the era of health care reform without practical real-world guidance.