

TABLE OF CONTENTS

Downloadable Resources

About the Authors

Acknowledgments

Foreword, X Marks the Spot: The Evidence, *by Amy E. Elliot, Ph.D.*

Foreword, *by Jody Hoffer Gittel, Ph.D.*

A Note to Our Readers: In It Together

Introduction

Shock and Awe, *by David J. Farrell*

PART I: People

1. High-Performance Leadership: The Business Mandate
2. Staff Stability: Why and How
3. High-Involvement Leadership: Why and How

PART II: Systems

4. Relationships Closest to the Resident Matter Most
5. Quality Improvement Closest to the Resident
6. Care Planning for the Highest Practicable Well-Being

PART III: Processes

7. Doing Better Together
8. A Doing Better Together Story: Finger Foods

Index