About the Author

Kathleen D. Pagana, PhD, RN, is a dynamic speaker and bestselling author. She is an emeritus professor at Lycoming College in Williamsport, Pennsylvania, and the president of Pagana Keynotes & Presentations. She has been a leader in healthcare for more than 40 years. She has a BSN from the University of Maryland and an MSN and PhD in nursing from the University of Pennsylvania. She has earned the prestigious designation of Certified Speaking Professional (CSP) from the National Speakers Association.

She is the author of more than 95 articles and 29 books. Her business etiquette articles have appeared in more than 15 different national publications. Her most popular books, Mosby’s Diagnostic and Laboratory Test Reference (14th ed.) and Mosby’s Manual of Diagnostic and Laboratory Tests (6th ed.), have sold almost 2 million copies, with translations in Chinese, French, Greek, Korean, Polish, Portuguese, and Spanish.

In her positions as patient care manager, military officer, faculty chair, academic dean, and director on the board of a healthcare system, professional etiquette has helped her handle a number of business challenges. She has enjoyed the privilege of helping thousands feel more comfortable in professional and business situations where they are in the spotlight and need to look and act their best.