

American Academy of Ambulatory Care Nursing

Forty-Second

Annual Conference

The premier conference for ambulatory care and telehealth nurses



May 10-13, 2017

New Orleans Marriott

New
Orleans

**Free Mobile
Conference App**

See page 2 for details.



American Academy of
Ambulatory Care Nursing

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Welcome. We are pleased that you are joining your ambulatory care nursing colleagues at our 42nd Annual Conference!

Our conference is filled with numerous opportunities for you to connect with other nurses in similar roles, enhance your leadership skills, and advance your practice.

We know you won't be able to take advantage of everything the conference has to offer in a few short days, **so we have extended the value of the conference** by providing you with online access to all of the sessions—for free!

With your **free access to the AACN Online Library**, you can:

- Access selected recorded sessions and presentation materials
- Obtain your CNE certificate
- Evaluate the sessions you attended

You have access to a rich source of CNE contact hours that you can use for certification and licensure requirements.

Thank you for attending the AACN Conference. Enjoy your time with us here in New Orleans!

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Conference App

Get the most out of your experience with the AAACN conference app! Use the app to learn more about sessions, find and contact fellow attendees, post photos for all to see, connect to social media, and more. Registered attendees automatically receive download and sign-in information in their confirmation emails. More questions? Visit the Technology 101 table near the registration desk onsite.



Lead Retrieval & Exhibitor Contacts

AAACN will use a lead retrieval system in the conference Exhibit Hall. Attendees will receive a bar-coded badge that may be used during visits to the Exhibit Hall. You have the option to allow exhibitors to scan your badge, which contains the following information: your name, preferred mailing address, and email address. This service (optional to exhibitors) saves you time and makes your exhibit visits more productive.

Note: All conference exhibitors will receive a list of conference registrants that includes attendee names and mailing address. AAACN will NOT provide exhibitors with attendee email addresses.

Conference Schedule

TUESDAY, MAY 9, 2017

3:00 am – 6:00 pm
Registration Open

WEDNESDAY, MAY 10, 2017

10:00 am – 6:00 pm
Registration Open

1:00 pm – 3:15 pm

Welcome and President's Address

Debra L. Cox, MS, RN, CENP, 2016-2017 AACN President

KEYNOTE ADDRESS (1.25 contact hours)

101 Pressing Forward in Challenging Times and Essential Skills for Managing Multiple Demands

Connie Merritt, BSN, RN, PHN

- After completing this learning activity, the learner will discover and develop vital skills to successfully juggle, not struggle, and have less stress with more time to do the things you really need to do, all while maintaining passion to make good decisions and reach goals.

This session will not appear in the AACN Online Library.

3:15 pm – 3:35 pm
Refreshment Break

3:35 pm – 4:35 pm

CONCURRENT SESSIONS (1.0 contact hour)

L 111 Use of the Project ECHO Model to Support Frontline Nurses in Complex Care Management in a Multi-Site Federally Qualified Health Center HRSA-Funded Project

Mary Blankson, DNP, APRN, FNP-C; KellyAnn Rooney, BA; Kathleen M. Thies, PhD, RN

- After completing this learning activity, the learner will understand how the Project ECHO model can be used to support nurses as they develop competency as a nurse care manager in managing complex patients in primary care.

C 112 Proactive Health: A Technology-Enabled Approach to Care in Primary Care

Monique Lucas, BSN, RN, CCM, CCCTM

- After completing this learning activity, the learner will understand the importance of team-based care and discover some best practices.

Conference Schedule

WEDNESDAY, MAY 10, 2017

113 Telephone Nursing – Seeing with Your Ears

T *Joyce Birr, MPA, BSN, RN-BC*

- After completing this learning activity, the learner will be able to describe the unique aspects of telephone nursing and understand the process of patient engagement during a telephone interaction.

114 Ambulatory Clinical Coordinating Council: Infrastructure for Empowering Ambulatory Care Nurses

L *Andrea Manning, MBA; Christina Stocker, MBA*

- After completing this learning activity, the learner will be able to determine a structure or process to provide structural empowerment to their organization.

4:45 pm – 5:45 pm

CONCURRENT SESSIONS (1.0 contact hour)

121 Building a Business Case for Clinical Oversight

L *Debbie Buchwach, MSN, RN-BC; Lori Hill, MEd, BSN, RN*

- After completing this learning activity, the learner will be able to identify potential strategies they can use in their organization to improve patient safety.

122 Implementation of an Interprofessional Program to Decrease Readmissions in Bladder Cancer Patients Undergoing Cystectomy

C *Kathleen Sweeney, MS, RN, ACNS-BC, AOCNS, NE-BC; Julie Bluma, BSN, RN*

- After completing this learning activity, the learner will be able to look at a group of complex patients with high readmission rates and use the information presented to develop a similar program based on the needs of the setting and patient population.

123 Built to Last: A Culture of Highly Engaged Telephone Triage Nurses

T *David Chatterton, MSN, RN; Tiffany Obray, BSN, RN*

- After completing this learning activity, the learner will be able to distinguish the differences between engaged and disengaged behaviors of staff within a telephone triage environment and discuss the benefits of building and maintaining an engaged environment for telephone triage staff.

124 Ambulatory Care RN Residency Program: Implementation Strategies

June Levine, MSN, RN; L. Jessie Jones-Bell, MSN, RN, PHN; Laurel L. More, MS, RN, CPN

- After completing this learning activity, the learner will be able to describe the AAACN Ambulatory Care RN Residency Program and how it may benefit the development and retention of the new ambulatory care registered nurse.

Conference Schedule

WEDNESDAY, MAY 10, 2017

6:00 pm – 7:00 pm

130 AAACN 101: Getting Excited About AAACN and the Conference

If you are a new AAACN member or are here for the first time, attend this session to meet new colleagues, learn about AAACN, and find out how to get the most from your conference experience.

6:00 pm – 10:00 pm

Poster Viewing (Group A)

7:00 pm – 9:00 pm

140 Opening Reception/Silent Auction

Join us at the Opening Reception and Silent Auction for some fun and relaxation. Network with colleagues, make new friends, and enjoy some light hors d'oeuvres (on us!). Be sure to place your bids in our Silent Auction, which raises money for the AAACN Education and Scholarship Fund. Cash bar provided.

THURSDAY, MAY 11, 2017

7:00 am – 5:30 pm

Registration Open

7:00 am – 8:00 am

Continental Breakfast

7:00 am – 4:00 pm

Poster Viewing (Group A)

8:00 am – 9:15 am

GENERAL SESSION (1.25 contact hours)

201 The Role of the RN in Ambulatory Care

Susan M. Paschke, MSN, RN-BC, NEA-BC; Kathleen Martinez, MSN, RN, CPN; Stephanie G. Witwer, PhD, RN, NEA-BC

- After completing this learning activity, the learner will describe the role of the RN in ambulatory care today along with opportunities for role development to meet future needs of patient populations and health care organizations.

9:15 am – 10:30 am

Exhibit Hall Open/Refreshment Break

Conference Schedule

THURSDAY, MAY 11, 2017

10:30 am – 11:45 am

SPECIAL INTEREST GROUP (SIG) SESSIONS (1.25 contact hours)

211 Patient/Staff Education SIG

Elizabeth Barton, RN-BC

- After completing this learning activity, the learner will be able to create a plan for implementing innovative EBP solutions to an identified clinical or practice concern.

212 Telehealth SIG

T *Maureen Phillips, BSN, RN, PHN; Mary Jo Vetter, DNP, RN, AGPCNP-BC; Margaret Mastal, PhD, RN; Cynthia L. Murray, BN, RN-BC; Jim Puente, MS, MJ, CAE; Tabitha Anglea, MSN, RN, CCRN-K, LNC*

- After completing this learning activity, the learner will be able to create a plan for implementing innovative EBP solutions to an identified clinical or practice concern.

213 Veterans Affairs SIG

Julie Alban, MSN, MPH, CCCTM, RN-BC; Sarah Jane Espin, MSN, RN-BC, VHA-CM; Mary Kate Sweeney, MSN, RN-BC

- After completing this learning activity, the learner will demonstrate knowledge of VA access guidelines, policies, and resources.

11:45 am – 1:00 pm

221 Networking Box Lunch (0.5 contact hours)

- After completing this learning activity, the learner will be able to identify common concerns and devise approaches to handling those concerns with ambulatory nursing colleagues.

1:00 pm – 3:00 pm

SPECIAL SESSIONS (2.0 contact hours)

231 SPECIAL IN-BRIEF SESSIONS

L The Registered Nurse in the Ambulatory Practice Settings: Work Standardization and Compensation

Patty Hughes, DNP, RN, NE-BC

- After completing this learning activity, the learner will be able to describe the advantages of a process that clearly defines RN roles in ambulatory practice settings.

L Novel Staffing Solutions Across a Diverse System

Melissa R. Mooney, MSN, RN, LNC; Karen F. Clements, MSB, RN, FACHE

- After completing this learning activity, the learner will be able to develop strategies that will provide a quality, flexible, cost-effective contingent staffing.

Conference Schedule

THURSDAY, MAY 11, 2017

232 SPECIAL IN-BRIEF SESSIONS

C Choosing the Best Strategic Partners and Collaborators: How Community-Based Organizations and Health Networks Bring High Value to the Healthcare Sector

Marcia A. Potter, MA, RN; Sandy Atkins, MPA, BA; Marcia Colone, PhD

- After completing this learning activity, the learner will know 10 success factors that facilitate a medical-CBO partnership; how to make a case for and build local networks of community-based services that augment caregiving beyond what is customarily built by hospitals, physician groups, clinics, and ongoing rehabilitative care agencies; and how CBOs close the health care quality gaps experienced by persons impacted by the social determinants of health, making medical/non-medical agency partnerships key to the dynamic and evolving future of health care and positive patient outcomes.

C Triple Aim Meets ACA: Nurses Have Changed Health Care Delivery in Primary Care

Donna Jill Chapel, MSN, RN-CNML

- After completing this learning activity, the learner will describe how a nurse-led pilot program transformed the traditional fifteen-minute office visit to a patient-centered, team-based care delivery model.

233 SPECIAL IN-BRIEF SESSIONS

T Telehealth Quality, Performance, and Trending Data: How to Report and Trend Your Nurse and Clinical Data Using Tools You Already Have

Timothy W. Ogrentz, BSN, RN; Jacqueline Richardson, RN

- After completing this learning activity, the learner will be able to take steps to gather data to measure and trend production staff and answer operational and clinical questions based on data collection and analysis.

T The Continuing Evolution of Telehealth Nursing: Nursing Leadership's Role in Cultivating a Culture of Change Management, Understanding and Acceptance for "World B" Healthcare

Satrina M. Hill, MHA, BSN, BS, RN; Dawn L. Fletcher, BSN, RN; Marjorie Leathers, BSN, RN; Donna McDaniel, MN, RN, OCN

- After completing this learning activity, the learner will describe steps for implementing "live call handling" and describe resource assessment and decision support tools utilized in model selection.

Conference Schedule

THURSDAY, MAY 11, 2017

234 SPECIAL RAPID FIRE SESSIONS

“Joining the Forces” to Standardize Education and Training Processes for 470 Multispecialty Clinics within a Large Healthcare Organization

Wendy Cort, BSN, RN; Panissa B. Caldwell, MHA, BSN, RN

- After completing this learning activity, the learner will be able to identify the benefits of utilizing an interdisciplinary approach associated with the formation of the ambulatory clinical education council.

Integration of Ambulatory Nursing Curriculum into BSN Programs at Emory University and Building the New Graduate Pipeline into Emory Ambulatory Care Practices – A Collaborative Partnership

Deena Gilland, MSN, RN, NEA-BC; Caroline V. Coburn, DNP, MS, ANP-BC; Curtissa P. Mapp, MSN, APRN, ACNS-BC; Lenekia McKnight, MSN, RN, OCN

- After completing this learning activity, the learner will be able to describe a BSN curriculum that provides a formal process for transition into practice in the ambulatory care environment.

Building Capacity to Support Community-Based Undergraduate Practicum Experiences

Kae Rivers Livsey, PhD, MPH, RN; Judy Neubrandner, EdD, FNP-BC

- After completing this learning activity, the learner will be able to identify innovative strategies to incorporate care coordination and transition management content to support development of competencies needed for work in primary care and community settings.

Hand and Hand: The Journey to Successful Onboarding

Kimberly Ennis, BSN, RN; Kelly Sullivan, MSN, RN

- After completing this learning activity, the learner will be able to identify tools and resources to successfully onboard clinical staff and enhance the initial orientation process.

Implementing Change on the Front Line with Staff-Initiated Educational Interventions

Kristy Haun, MSN, RN

- After completing this learning activity, the learner will be able to initiate change through educational interventions involving front line staff.

3:00 pm – 4:00 pm

Exhibit Hall Open/Dessert Break

Conference Schedule

THURSDAY, MAY 11, 2017

4:00 pm – 5:15 pm

SPECIAL INTEREST GROUP (SIG) SESSIONS (1.25 contact hours)

241 Leadership SIG

L *Christine M. Ruygrok, MBA, RN; Cynthia L. Murray, BN, RN-BC; Patty W. Moore, MSN, MBA, RN*

- After completing this learning activity, the learner will be able to understand the survey results for leaders in ambulatory care nursing in order to focus future learning and education that can be applied to this specialty and develop programs for staff that will align with priorities in the ambulatory arena.

242 Tri-Service Military SIG

LCDR Amy L. Holzer, MSN, RN-BC

- After completing this learning activity, the learner will be able to create a plan for implementing innovative EBP solutions to an identified clinical or practice concern.

243 Pediatric SIG

Valeri Batara Aymami, MSN, RN, CNS, CPN, PCNS-BC; Christine Barron Macaulay, MSN, CEN

- After completing this learning activity, the learner will be able to discuss one topic of interest in your pediatric ambulatory setting, including processes, strategies for improvement, and best practices.

5:00 pm – 10:00 pm

Poster Viewing (Group B)

5:15 pm – 7:00 pm

250 Tri-Service Military Evening Forum and Networking

Nurses from all branches of the military, DoD and the VA are invited to attend an evening forum and networking event. Dinner will be provided for all paid registrants. Content will focus on evidence-based practices and/or presentations applicable to all services.

Military on funded TAD/TDY are required to attend. All others are welcome and encouraged to join. Dress is business-casual for civilians, Uniform of the Day for military attendees.

Conference Schedule

FRIDAY, MAY 12, 2017

7:00 am – 3:30 pm
Registration Open

7:00 am – 8:00 am
Continental Breakfast/Exhibit Hall Open

7:00 am – 10:45 am
Poster Viewing (Group B)

8:00 am – 9:30 am
TOWN HALL (1.5 contact hours)

301 Ambulatory Care Nursing Design for the Future: Integrating the RN Role, Nurse Residency, NSIs, and Josiah Macy Jr. Recommendations
Beth Ann Swan, PhD, CRNP, FAAN

- After completing this learning activity, the learner will be able to discuss recommendations for enhancing the role of RNs in primary care and expanding nurse residency programs in ambulatory care.

9:30 am – 10:45 am
Exhibit Hall Open

10:45 am – 12:00 pm
CONCURRENT SESSIONS (1.25 contact hours)

311 Partnering with the State Board of Nursing and Redesigning Roles for
L Nurses in the Ambulatory Clinics

Jay Maningo-Salinas, PhD, RN, NE-BC, FACHE

- After completing this learning activity, the learner will be able to illustrate the steps to take in redesigning the nurse's role and collaborating with the state board of nursing to obtain approval.

312 Utilization of the Health Care System by Community Case Management
C Patients

Sarah Arnold, DNP, RN, ACNS-BC

- After completing this learning activity, the learner will be able to consider a nurse-led model to be effective in reducing a patient's utilization of the ED and hospital.

313 Getting Patients and Staff to Use a Centralized Nurse Advice Line

T *David V. Thomas, MPA, BSN, CEN, CMSRN, RN-BC, PLNC; Katherine Noel, MSN, ACNP-BC, RN-BC*

- After completing this learning activity, the learner will be able to describe the potential cost-savings benefits, improved patient outcomes, and increased standardization operationalized through the implementation of a single nurse advice line throughout a large health care organization.

Conference Schedule

FRIDAY, MAY 12, 2017

314 CONCURRENT RAPID FIRE SESSIONS

Asthma Medications: Pills, Dry Powders, Metered Dose, or Biologics

Elizabeth Melville Klements, MS, PPCNP-BC, AE-C

- After completing this learning activity, the learner will be able to outline the latest in asthma interventions including medications, biologics, and delivery devices.

The Gold Standard

Daneen Smith, MSN, RN; Kelly Thomas, GN

- After completing this learning activity, the learner will describe how engagement of front line associates helps to improve the patient's experience.

A Nurse in a Patient's Gown – Bringing the Patient Back to Patient-Centered Care

Cynthia Fenton, MSN, MHA, BSN, RN

- After completing this learning activity, the learner will be able to assess patient care delivery in their work environment and with a solid understanding of patient-centered care, employ strategies that promote patient-centered care.

Immunization Strategy within a Large Integrated Healthcare Delivery System

Tracy Bieber, BSN, RN; Brittany Montecucollo, MS, RN, CJCP, CSHA

- After completing this learning activity, the learner will be able to promote immunizations within their health care system.

12:00 pm – 1:15 pm

Lunch on Your Own

Note: Cash food concessions available in hotel lobby.

12:15 pm – 1:15 pm

320 AAACN Connected Communities 101

Celess Tyrell

Are you using AAACN's Connected Community platform to network with your colleagues? Or, would you like to but aren't sure where to start? In this session, learn about the value of online communities and how to navigate them and contribute to discussions about practices and issues in ambulatory care nursing.

Note: Connected Community is a benefit of AAACN membership and open to AAACN members only.

No contact hours will be awarded for this session.

Conference Schedule

FRIDAY, MAY 12, 2017

1:15 pm – 2:00 pm

President's Address

M. Elizabeth Greenberg, PhD, RN-BC, C-TNP, 2017-2018 AACN President

2:15 pm – 3:30 pm

CONCURRENT SESSIONS (1.25 contact hours)

321 Registered Nurses: Partners in Transforming Primary Care

L *Beth Ann Swan, PhD, CRNP, FAAN*

- After completing this learning activity, the learner will be able to describe and discuss rationale supporting the movement for primary care and payment reform, enhanced roles for RNs as part of a larger, more integrated care delivery team, and the need for engaging schools of nursing and health care delivery systems in support for education optimization and dissemination.

322 Nurse-Led Patient-Centered Advance Care Planning in a Primary Care Setting

C *Diane E. Holland, PhD, RN*

- After completing this learning activity, the learner will be able to identify ways in which primary care nurses can engage patients and families in ACP.

323 Telehealth Live – A Demo of Telehealth Modalities

T *Katherine K. Andersen, MSN, RN-BC, CCM; Tonia O'Day, BSN, RN, CCM; Jamie Jensen*

- After completing this learning activity, the learner will have an increased knowledge of a variety of telehealth modalities and how these advances are changing patient care delivery across the country.

324 Decreasing Admissions: Innovative and Novel Care Model that Supports Transitional Care Coordination in the Ambulatory Setting

C *Lorelei Papke, MSN, RN, CEd*

After completing this learning activity, the learner will be able to identify opportunities for avoiding emergency department visits and preventing direct admissions, while learning strategies for setting up an ADTU structure, process, and outcomes.

Conference Schedule

SATURDAY, MAY 13, 2017

7:00 am – 8:00 am

Certification Review Course Registration/Continental Breakfast

8:00 am – 5:00 pm

POST-CONFERENCE WORKSHOP (7.9 contact hours)

901 Ambulatory Nursing Certification Review Course

E. Mary Johnson, BSN, RN-BC, NE-BC; Susan M. Paschke, MSN, RN-BC, NEA-BC

- After completing this learning activity, the learner will be able to use the presentation to reinforce knowledge of ambulatory care nursing, self-assess the content areas where they need further review, and use the content presented as preparation for taking the certification exam.

Networking Lunch Instructions

The Networking Lunch session is a continuing nursing education (CNE) activity. The purpose is to examine an identified professional or clinical problem and document the approaches discussed. Choose a table with a category of interest, appoint a facilitator and recorder for each table and document the group's activity on the card provided at each table. Members of the Planning Committee will be available to provide activity guidance. (Note: Tables will be available in Bissonet or Salon C rooms.)

Networking Session Topics and Approximate Table Locations

Nursing Excellence

Care Coordination and
Transition Management

Electronic Health
Records

Clinical Topics

Patient-Centered
Medical Home

Telehealth

Poster Judging Instructions

All attendees are invited to vote for the best poster. Please review all posters and cast **only one ballot** by 10:45 am on Friday, May 12, 2017, for the poster you feel best meets the following criteria:

- Clarity in description of topic/issue
- Implication of topic/issue to ambulatory care nurses
- Presentation of clearly defined outcomes
- Appeal in visual portrayal of topic

Remove this ballot from the program book, identify the poster that you feel best meets the below criteria, and place your ballot in the voting box located in the poster viewing area.

Winning posters will be announced at the end of the President's Address on Friday, May 12, at 2:00 pm. Recognition will be given for 1st, 2nd, and 3rd place based on the number of votes received. Ribbons will be placed on the Registration Message Board for the winners to take home.

BALLOT

AAACN 42nd Annual Conference Poster Judging

Voting Deadline

Friday, May 12, 2017

10:45 am

**Vote for the best poster by filling in
the number and title of your favorite poster.**

Poster # _____

Title _____

Poster Presentations

2.0 contact hours to be awarded for poster viewing.

Learning outcome: After completing this learning activity, the learner will be able to assess innovations being used by other professionals in the specialty and evaluate the potential of implementing the improvements into practice.

Poster judging: All attendees are invited to vote for best poster (see p. 14). *In order to provide you with the most information, two groups of posters are being displayed. Be sure to visit the posters on both days before casting your vote.*

Conference App display: Select posters are available for electronic viewing via the AACN Conference App.

Post-conference display: As an added benefit for AACN members, select posters will be available for post-conference viewing on the AACN website.

Poster Group A

Available for viewing on:

Wednesday, May 10, 2017, from 6:00 pm to 10:00 pm

Thursday, May 11, 2017, from 7:00 am to 4:00 pm

- 1: **Increasing Patient Satisfaction by Increasing Patient Access to Orthopaedic Care**
- 2: **Using Hands-Free Devices to Enhance Nursing Communication – Are We There Yet?**
- 3: **Nursing Role in Suboxone/Vivitrol Recovery for the Opiate Dependant Patients**
- 4: **RN Care Coordination for Patients with Metabolic Syndrome in Ambulatory Care**
- 5: **A System-Wide Approach to Improving Healthcare Effectiveness Data and Information Set**
- 6: **The Effects of Using Electronic Disease Registries for Prioritization of Care Management Intervention on HbA1c Values in Adult Diabetic Patients**
- 7: **Increasing Patient Satisfaction with Coordination of Care: Utilizing Written Order Guidelines**
- 8: **Impact of Education on Depression Screening Rates of Care Manager Registered Nurses**
- 9: **Transition of Care for the Adult DKA Population**
- 10: **Implementation of a Care Manager in the Ambulatory Setting**
- 11: **Colonoscopy Prep in the Diabetic Patient**
- 12: **Success: Reducing Admissions by Care Navigation**
- 13: **Use of RN-Led Clinics in Primary Care**

Poster Presentations

Poster Group A

- 14: **Hidradenitis Suppurativa, Let's Get It right!**
- 15: **CCTM in the Surgical Specialty Environment**
- 16: **A Structured Education Program for the Community-Dwelling Older Adult**
- 17: **Ambulatory Nursing Indicator: The Connection between Patient Education and Primary Care Health Part 2: Incorporating the EMR**
- 18: **Call Me...Maybe? A Comparison of Appointment Reminder Methods in a Chronic Care Clinic**
- 19: **Process Improvement Proposal to Enrich the Patient Experience and Optimize Procedural Workflow**
- 20: **Centralized Prescription Renewals – Enhancing Healthcare Provider and Patient Experience**
- 21: **Pulmonary Adherence Clinic Quality Improvement Project**
- 22: **A Toolkit for New Ambulatory Care Nurses: Applying Available Resources for the Job at Hand**
- 23: **The Role of the Nurse Navigator: An EBP Project**
- 24: **Improving Our Care: Transitional Care Needs for Patients Discharged on IV Medications Requiring Post-Hospital Care in Infectious Disease**
- 25: **Enhancing the Patient Experience through Shared Governance Approach to Process Improvement**
- 26: **Integration of a Care Coordination Program within a Free-Standing Cancer Center**
- 27: **The Medical Assistant Academy: Preparing MAs for a Team-Based Approach Workflow in Primary Care Redesign**
- 28: **Changing an Ambulatory Patient Care Delivery Model through Enhancement of the Registered Nurse Role**
- 29: **H2Home: Care Transition Management for Patients Experiencing Homelessness**
- 30: **Interdisciplinary Care Plans for Improved Team Communication**
- 31: **Breaking the TCM Ceiling – An Organization's Successful Journey**
- 32: **Creating Standards and Guidelines for RN Care Coordinators in Primary Care**

Poster Presentations

Poster Group A

- 33: Akron Children's Hospital's School Health Services Use Technology to Improve Care Coordination and School Nursing Practice
- 34: Promoting the Role of the RN Care Manager
- 35: Implementing Fast Track in Ambulatory Infusion: A Workflow Realignment Project
- 36: Standardization Decreases Confusion: Utilizing Warfarin Standing Order in Nurse-Run Anticoagulation Clinics
- 37: Nursing Care Coordination Outreach Calls to Patients Enrolled in Neighborhood Health Plan in the Context of an Accountable Care Organization
- 38: Inter-Visit Calls: One Improvement Method to Meet the Multiple Needs of Our Patient Population
- 39: Care Coordinator Functions and Patient Satisfaction: The ACT Care Coordination Team
- 40: The Effects of Patient Handoff Processes on Communication and Care Transitions: A Quality Improvement Project
- 41: Patient Care Assessment System (PCAS): An Innovative Tool to Support Care Coordination
- 42: Pediatric Asthma Care Coordination at Codman Square Health Center
- 43: Integrated Care Program High-Risk Patients and "Guided Care"

Poster Group B

Available for viewing on:

Thursday, May 11, 2017, from 5:00 pm to 10:00 pm

Friday, May 12, 2017, from 7:00 am to 10:45 am

- 1: Increasing RN Certification in an Outpatient Area
- 2: When the Answer is "No": Changing Perceptions of Placing Nursing Students in a Pediatric Ambulatory Setting
- 3: Enhanced Nurse Visits for Medication and Lifestyle Management for Patients with Uncontrolled Hypertension
- 4: Using the Patient's Voice to Shape Education
- 5: SWARMing to Safety: A Unique Approach to Improve Patient Safety

Poster Presentations

Poster Group B

- 6: **Merging the Players in Population Health: A Story of a CIN (Clinically Integrated Network)**
- 7: **Effective Diabetic Teaching In the Ambulatory Setting**
- 8: **Appreciating Employees through Nursing Education Incentives with the Outcome of Bridging the Nursing Shortage Gap**
- 9: **Examining Relationships between Adherence to the Transitional Care Model Interventions, Demographic Characteristics and 30-Day Readmission in Heart Failure Patients**
- 10: **Improving HEDIS in Internal Medicine Clinic**
- 11: **A Case for Centralizing the Reprocessing of Instrumentation**
- 12: **Standard Tuberculosis Testing Workflow**
- 13: **Safety First: Emergency Response in the Ambulatory Clinic**
- 14: **Safely Eliminating Fasting Lab Tests for Lipids and Diabetes**
- 15: **The Effects of Culturally Sensitive Education on Hypertension and Heart Health in the African-American Community**
- 16: **Standardizing Anticoagulation Education CentraCare Health Clinics**
- 17: **Is Table Paper on Exam Tables in Clinics Really Necessary?**
- 18: **Self-Compassion and Mindfulness-Based Attention Training on Eating Behavior in the Pre-Operative Bariatric Patients**
- 19: **Healthy Discussions: Standardized Patient Simulation**
- 20: **Predictors of Readmission in Phase II Cardiac Rehabilitation Patients with Metabolic Syndrome**
- 21: **Positional Plagiocephaly**
- 22: **Ready, Set, Go: Transforming the Orientation Approach across Primary Care**
- 23: **Low Vision Evaluation and Rehabilitation in the Management of Headache and Photophobia in Veterans with Traumatic Brain Injury**
- 24: **Increasing Immunization Rates by Empowering Nursing Staff**

continued on page 23

Program-At-A-Glance

Tuesday, May 9, 2017

3:00 pm – 6:00 pm

Registration Open

Location: Acadia Foyer

Wednesday, May 10, 2017

10:00 am – 6:00 pm

Registration Open

Location: Acadia Foyer

1:00 pm – 3:15 pm

Welcome and President's
Address/Keynote Address

101: Pressing Forward in Challenging
Times & Essential Skills for
Managing Multiple Demands

Location: Bissonet

3:15 pm – 3:35 pm

Refreshment Break

*Location: Outside Concurrent Session
Rooms*

3:35 pm – 4:35 pm

Concurrent Sessions

111: Use of the Project ECHO Model to
Support Frontline Nurses in
Complex Care Management

Location: La Galerie 6

112: Proactive Health

Location: La Galerie 4

113: Telephone Nursing

Location: Bissonet

114: Ambulatory Clinical Coordinating
Council

Location: La Galerie 1

4:45 pm – 5:45 pm

Concurrent Sessions

121: Building a Business Case for
Clinical Oversight

Location: La Galerie 1

122: Implementation of an
Interprofessional Program to
Decrease Readmissions in Bladder
Cancer Patients Undergoing
Cystectomy

Location: La Galerie 6

123: Built to Last: A Culture of Highly
Engaged Telephone Triage Nurses

Location: Bissonet

124: Ambulatory Care RN Residency
Program

Location: La Galerie 4

6:00 pm – 7:00 pm

130: AAACN 101: Getting Excited About
AAACN and the Conference

Location: Bissonet

6:00 pm – 10:00 pm

Poster Viewing (Group A)

Location: Salon H

7:00 pm – 9:00 pm

140: Opening Reception/Silent Auction

Location: Salon C

Thursday, May 11, 2017

7:00 am – 5:30 pm

Registration Open

Location: Acadia Foyer

7:00 am – 8:00 am

Continental Breakfast

Location: Salon C

7:00 am – 4:00 pm

Poster Viewing (Group A)

Location: Salon H

8:00 am – 9:15 am

201: The Role of the RN in Ambulatory
Care

Location: Bissonet

9:15 am – 10:30 am

Exhibit Hall Open/Refreshment Break

Location: Acadia

10:30 am – 11:45 am

Special Interest Group (SIG) Sessions

211: Patient/Staff Education SIG

Location: Bissonet

212: Telehealth SIG

Location: La Galerie 1

213: Veterans Affairs SIG

Location: Balcony K

11:45 am – 1:00 pm

221: Networking Box Lunch

Pick up your lunch in Salon C.

Network with colleagues in Bissonet
or Salon C.

Program-At-A-Glance

1:00 pm – 3:00 pm

Special Sessions

231: Special In-Brief Sessions

Location: Bissonet

232: Special In-Brief Sessions

Location: La Galerie 4

233: Special In-Brief Sessions

Location: La Galerie 1

234: Special Rapid Fire Sessions

Location: Balcony K

3:00 pm – 4:00 pm

Exhibit Hall Open/Dessert Break

Location: Acadia

4:00 pm – 5:15 pm

Special Interest Group (SIG) Sessions

241: Leadership SIG

Location: Bissonet

242: Tri-Service Military SIG

Location: Balcony K

243: Pediatric SIG

Location: La Galerie 1

5:00 pm – 10:00 pm

Poster Viewing (Group B)

Location: Salon E

5:15 pm – 7:00 pm

250: Tri-Service Military Evening Forum and Networking

Location: La Galerie 4

Friday, May 12, 2017

7:00 am – 3:30 pm

Registration Open

Location: Acadia Foyer

7:00 am – 8:00 am

Continental Breakfast/Exhibit Hall Open

Location: Acadia

7:00 am – 10:45 am

Poster Viewing (Group B)

Location: Salon E

8:00 am – 9:30 am

301: Town Hall: Ambulatory Care Nursing Design for the Future

Location: Bissonet

9:30 am – 10:45 am

Exhibit Hall Open

Location: Acadia

10:45 am – 12:00 pm

Concurrent Sessions

311: Partnering with the State Board of Nursing and Redesigning Roles for Nurses in the Ambulatory Clinics

Location: Bissonet

312: Utilization of the Health Care System by Community Case Management Patients

Location: Balcony K

313: Getting Patients and Staff to Use a Centralized Nurse Advice Line

Location: La Galerie 1

314: Concurrent Rapid Fire Sessions

Location: La Galerie 4

12:00 pm – 1:15 pm

Lunch on Your Own

(Cash food concessions in hotel lobby.)

12:15 pm – 1:15 pm

320: AACN Connected Communities 101

Location: Balcony K

1:15 pm – 2:00 pm

President's Address

Location: Bissonet

2:15 pm – 3:30 pm

Concurrent Sessions

321: Registered Nurses: Partners in Transforming Primary Care

Location: Bissonet

322: Nurse-Led Patient-Centered Advance Care Planning

Location: Balcony K

323: Telehealth Live

Location: La Galerie 4

324: Decreasing Admissions

Location: La Galerie 1

Saturday, May 13, 2017

7:00 am – 8:00 am

Certification Review Course Registration

Location: La Galerie Foyer

7:00 am – 8:00 am

Continental Breakfast

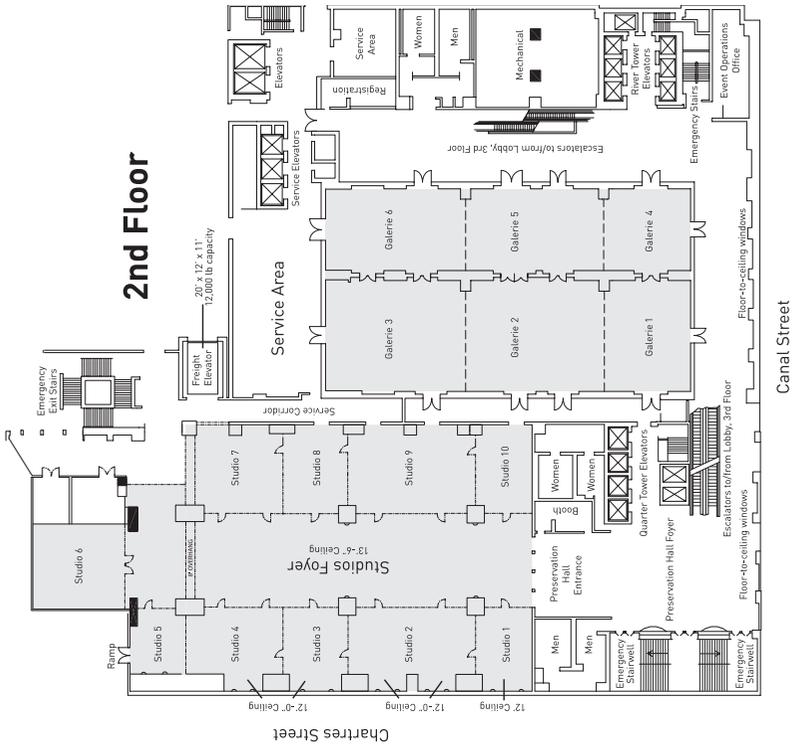
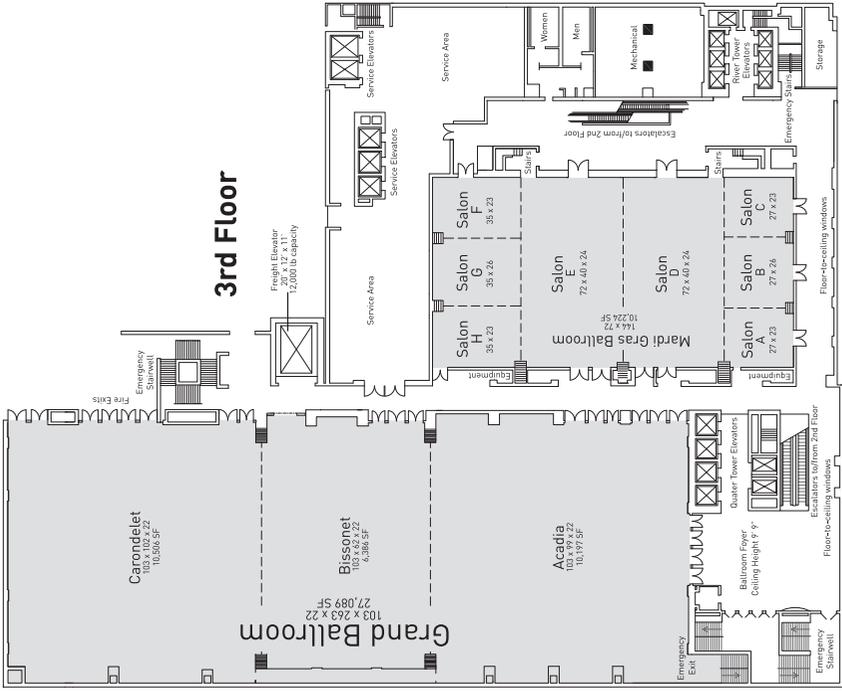
Location: La Galerie 4

8:00 am – 5:00 pm

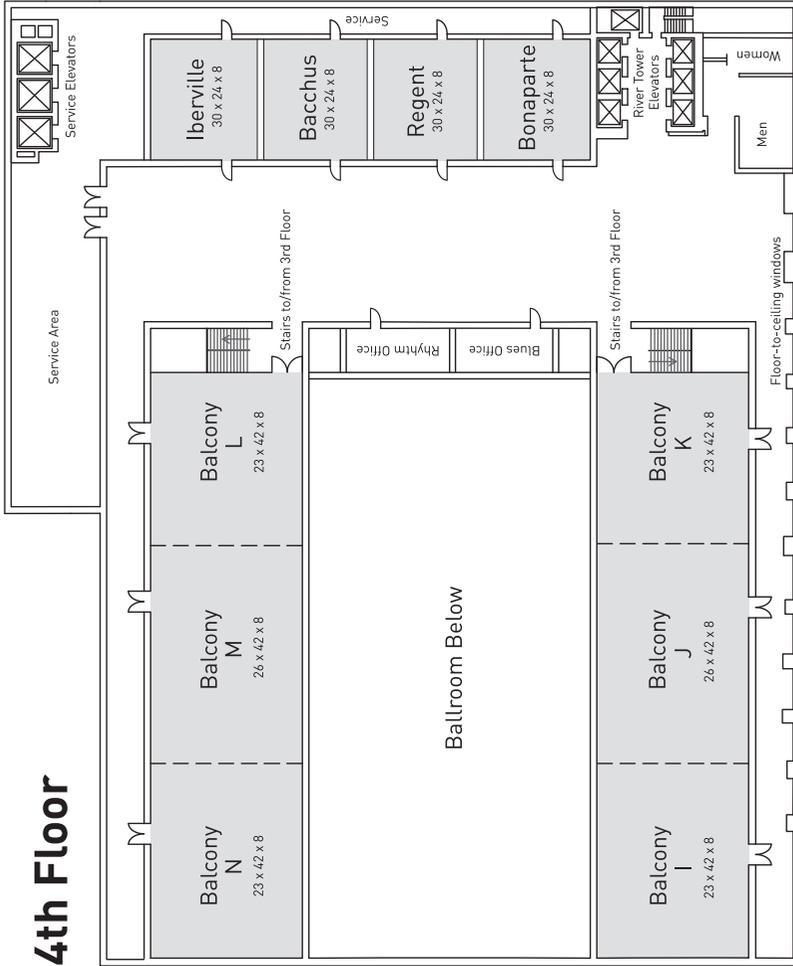
901: Ambulatory Care Nursing Certification Review Course

Location: La Galerie 1

Hotel Floor Plan



Hotel Floor Plan



Chartres Street

Canal Street

Poster Presentations

continued from page 18

Poster Group B

- 25: **Continuing the Culture of Caring Journey in the Henry Ford Medical Group**
- 26: **Ambulatory Patient Care Technician as First Responder: Empowering the Paraprofessional**
- 27: **Standardizing and Expanding the Role of Medical Assistant**
- 28: **Developing and Implementing the New Watchman Procedure**
- 29: **RN-Performed Lumbar Puncture**
- 30: **The Nurse's Role in a Pilot Group Visit Program for High-Risk Asthma Patients**
- 31: **The Effects of Using Education and Caring Attitudes to Empower Hypertensive Ambulatory Patients to Achieve Better Health**
- 32: **Improving Access to Care through Standardized Nurse Protocols: The Naval Health Clinic New England Experience**
- 33: **Evolution of Clinical Staff Education and Training in a Large Multi-Specialty Medical Group**
- 34: **Counter-Pressure Maneuvers, Vasovagal Syncope, and Falls – The Good, the Bad, and the Ugly**
- 35: **Picking Up the Pieces of a Broken Mind: Improving Health Outcomes through Integrative Health**
- 36: **Operating a Nurse-Centric Consolidated Clinic**
- 37: **Obesity and Kidney Transplantation: Outcomes for Recipients with BMI >35Kg/M²**
- 38: **The Utility of Real-Time Location Services in Ambulatory Patient Care**
- 39: **Pre-Licensure Training of Primary Care Nurses Using the Dedicated Education Unit Model**
- 40: **Patient-Friendly Access: A New Paradigm to Enhance Patient Experience**
- 41: **Registered Nurse Practice Coordinator Pacesetter Role in the Clinics**
- 42: **CURE the Common Training Headache**
- 43: **Interprofessional Workgroup to Improve Safety of Immunotherapy**

Poster Presentations

Poster Group B

- 44: Incorporating Lean Principles and Strategies in Defining the Goals and Standard Work of the Ambulatory Professional Practice Council
- 45: Creating a Combined Pediatric and Adult Academic Health Center Ambulatory Professional Practice Council
- 46: Understanding What Nurses Know about Non-Pharmacologic Interventions and Therapies: A Descriptive Study
- 47: Medication Administration Training Curriculum for the Medical Assistant
- 48: Clinical Informatics in the Ambulatory Setting
- 49: Using Post-Traumatic Growth (PTG) to Build Resilience in Nursing Leaders
- 50: Developing a “Nurse-Run” Laser Clinic – A Manager’s Perspective
- 51: Clinical Walkthroughs: Safety, Compliance & Consistency
- 52: Medical Assistant Clinical Ladder to Increase Staff Engagement and Success
- 53: Developing Standard Work for Medical Assistants in Pediatric Ambulatory
- 54: St. Michael’s International Educational Experience: The Qatar Journey
- 55: Keeping Patients Connected to Primary Care – The 300 Day Report
- 56: Minding the Gap in Pediatric Headache Care: A Quality Improvement Project
- 57: Revitalizing Nursing Grand Rounds
- 58: Nursing Students with the Ambulatory Care RN – Part II: Fostering the Academic Practice Partnership in the Ambulatory Care Setting
- 59: Best Practice in Ambulatory Infection Prevention – An Evolving Journey
- 60: Ensuring a Comprehensive Education Plan across the Continuum for Ambulatory Nursing
- 61: Ambulatory Dashboards Improve Patient Satisfaction and Access to Care
- 62: Successfully Integrating HRO Behaviors across the Continuum
- 63: Improving Leadership Competencies and Empowering Ambulatory RNs
- 64: Evaluating Clinical Staff Knowledge in Ambulatory Care
- 65: Improving Well Child Visit Compliance: A Foundation for Success

Poster Presentations

Poster Group B

- 66: **Mentoring Matters: Evidence-Based Guide to Mentoring Ambulatory Nurse**
- 67: **Put a Feather in Your Cap**
- 68: **Coordination of a Multidisciplinary Retreat Resulting in Improved Team Dynamics and Patient Care**
- 69: **Bridging the Gap: Bringing Shared Governance and Continuing Education to the Outpatient Pediatric Specialty Clinics**
- 70: **Improving Patient Care and Access through the Implementation of Telephone Triage**
- 71: **Appropriate Referral Rate: Consideration of a Nurse Sensitive Indicator for Nurse-Led Telephone Triage**
- 72: **My Sister's Health Watch – SDG3 Vehicle of Delivery of Telehealth Nursing to Achieve UN-SDGs Goal No 3**
- 73: **After-Hours Nurse Triage: Who Are Your Patients Talking To?**
- 74: **Advancing Collaborative Practice: The Design of a Nursing and Pharmacy Cohort Clinic (NPCC) for Veteran Hypertension Management**
- 75: **Telephone Advice Protocol Utilization Rates Pre- and Post-Implementation of a Standardized Telephone Triage Training Program**
- 76: **Changing the Model of Healthcare – Clinic and Triage**
- 77: **Implementation of Customized Software for Pediatric Phone Triage: Lessons Learned**
- 78: **Improving Access to Care through Implementation of a Telepsychiatry Pilot Program**
- 79: **Telehealth Nursing: Making Seizure Safety More Savvy**

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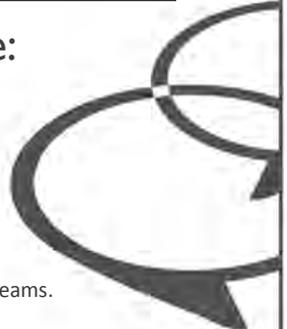
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Continuing Education Information and Disclosure

Learning Outcome

As a result of attending this conference, the participant will strengthen leadership skills in the ambulatory care specialty, develop new strategies for professional practice, and be able to promote best practices in ambulatory care.

Requirements for Successful Completion of Education Activities

- Attend 90% of each session to receive contact hours.
- Complete evaluations and earn your contact hours by following instructions on the Online Library page.
- Print the CE certificate for the activity at any time after completing the overall conference and individual session evaluations.

Contact Hour Credit

Main Conference

Wednesday, 5/10	3.25
Thursday, 5/11	6.25
Friday, 5/12	6.0 (includes 2.0 for posters)

Post-Conference

Certification Review Course	7.9
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Conflict of Interest Disclosures

Planning committee: No planning committee member declares any actual or potential conflict of interest.

Poster presenters: Kristen Shear (Group A, Poster 30) discloses that she is the founder for Shear Consulting Collaborative, LLC.

Speakers: Tracy Bieber (session 314) discloses that she receives other financial or material support as a group facilitator, mentor, and speaker at ICA, which is put on by the Gerontological Society of America.

Jamie Jensen (session 323) discloses that he is an employee of IronBow Technologies.

Commercial support and sponsorship disclosure

This program received commercial support from IronBow Technologies and GlobalMed for the loan of equipment.

This program received corporate sponsorship from the John H. Reck Memorial Grant and general education sponsorship from LVM Systems.

Should any additional disclosures be provided to AAACN, documentation will appear post-conference in the AAACN Online Library.

Accreditation Information

This conference is jointly provided by Anthony J. Jannetti, Inc. (AJJ) and the American Academy of Ambulatory Care Nursing (AAACN).

Anthony J. Jannetti, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

AAACN is a provider approved by the California Board of Registered Nursing, provider number CEP5366.

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Please remember to complete the Overall Conference Evaluation as well. Your feedback helps us make each conference more successful!

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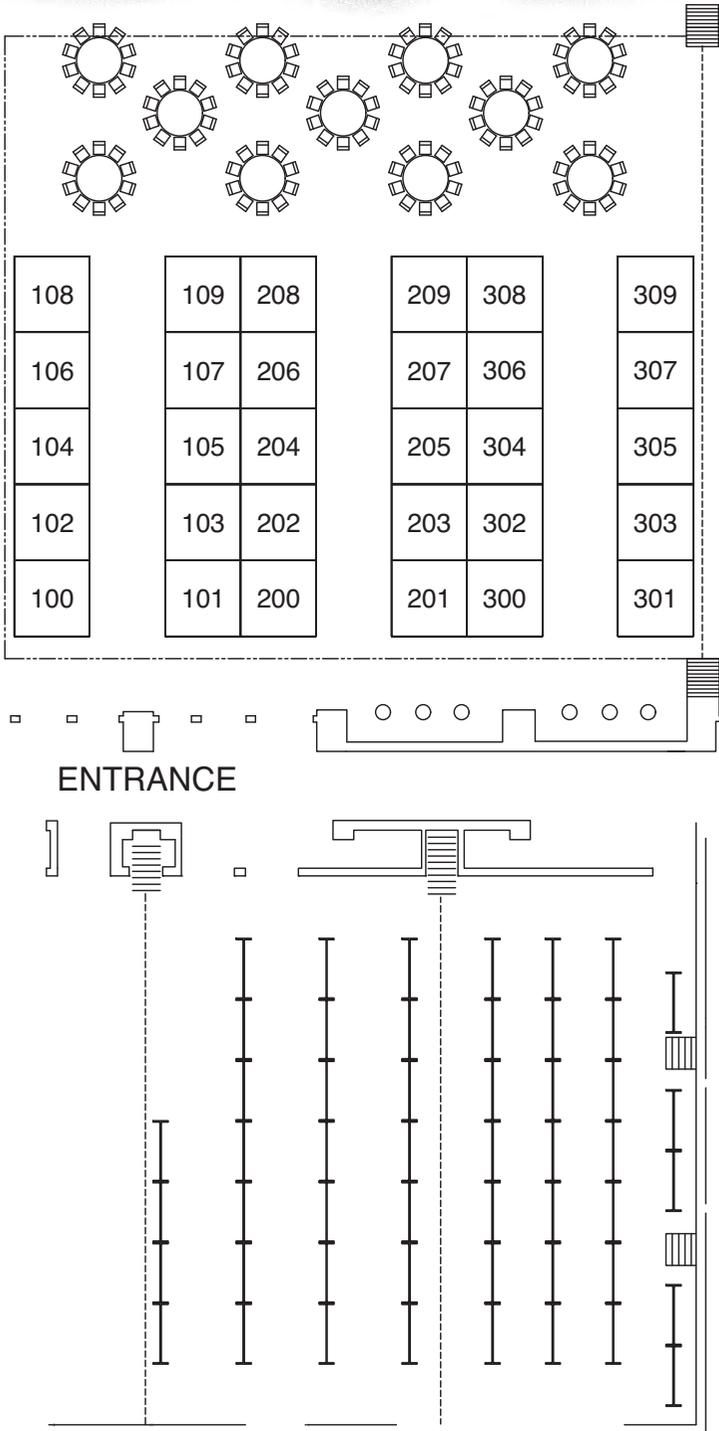
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Exhibit Hall



Exhibits

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San Ramon, CA 94583

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www.cityofhope.org/careers**ClearTriage****Booth #200**

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www.covermymeds.com**Department of Veterans Affairs
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www.healthquality.va.gov**Duke Health****Booth #102**

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Chicago, IL 60601
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ReadyList, Inc.**Booth #100****CORPORATE MEMBER**

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UC Davis Health**Booth #204**

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UCSF Health**Booth #109**

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2018 Call for Oral & Poster Abstracts

AAACN 43rd Annual Conference
May 9-11, 2018 • Orlando, FL

Visit the online AAACN Abstract Management System to register and submit your abstract for review: <https://www.conftool.com/aaacn2018>

General Information

Abstracts that reflect program objectives and innovative, research-based, or new practice information have the highest possibility for selection as a presentation at the 2018 conference.

Program Goals/Objectives

1. Strengthen leadership skills in ambulatory care specialty.
2. Develop strategies for professional practice in ambulatory care.
3. Promote best practices through evidence.
4. Update professional nursing practice and telehealth skills.

Participants

Nursing staff, nurses performing telephone triage, care coordinators, administrators, educators, clinical nurse specialists, advanced practice nurses, and researchers who are involved in the delivery of nursing care in the ambulatory care arena.

Types of Presentation

- *Concurrent Session*: Formal presentation in a lecture-style format lasting 75 minutes. Some freedom exists in terms of formality, but a course size of 75+ participants should be expected.
- *In-Brief Sessions*: Presentation of 35 minutes on an innovative or exciting concept related to creating a preferred future, ambulatory victories experienced, effective strategies to use, or technological advances.
- *Pre-Conference Session*: Workshop presentation of 3 hours that comprehensively focuses on a core skill important to ambulatory nursing.
- *Poster Presentations*: Display of information using a hanging poster. Presenters should be prepared to interactively discuss their poster with individuals who arrive during the open sessions.

Review and Acceptance

Abstracts are selected on blind review by members of the Annual Program Committee. Notice of oral abstract review results will be mailed by the fall of 2017. Notice of poster abstract review results will be mailed by early February 2018.

ORAL ABSTRACT DEADLINE: May 30, 2017

POSTER ABSTRACT DEADLINE: December 15, 2017

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A few ideas to get you started:

- Landing in New Orleans on your first day.
- Meeting up with your friends at the registration desk.
- Inspiring quotes from topic speakers or during the general sessions.
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- Post-session relaxation with new friends.

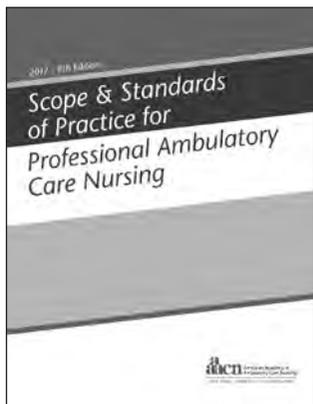
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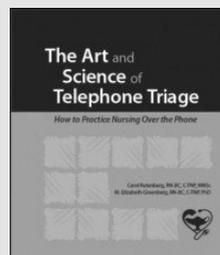


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BOOTH # 202



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