American Academy of Ambulatory Care Nursing

Forty-Third

Annual Conference

The premier conference for ambulatory care and telehealth nurses

Lake Buena Vista, FL

Walt Disney World Dolphin Hotel

May 9-12, 2018

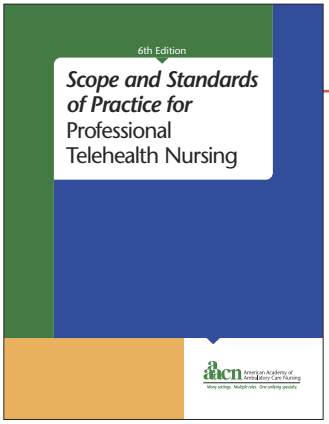
Free Mobile Conference App

See page 2 for details.

aacn American Academy of Ambulatory Care Nursing

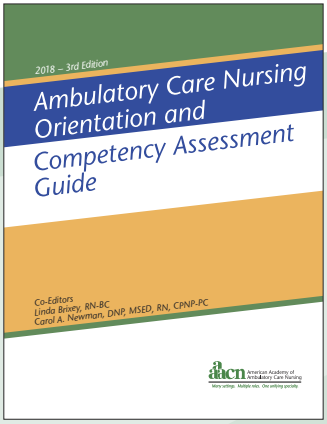
Many settings. Multiple roles. One unifying specialty.

Visit the **AAACN Product Sales Booth** for the latest ambulatory care, telehealth, and care coordination and transition management resources.



HOT OFF THE PRESS

Scope and Standards of Practice for Professional Telehealth Nursing, 6th Edition
Special conference pricing: $29



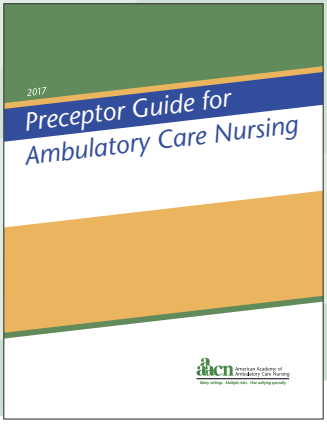
Ambulatory Care Nursing Orientation and Competency Assessment Guide, 3rd Edition
Special conference pricing: $65

Pre-Conference Session on Wednesday, May 9

Creating an RN Workforce for Ambulatory Care Settings

Learn more about orientation and competencies, preceptorship, and implementing a nurse residency program.

Separate fees apply.



Preceptor Guide for Ambulatory Care Nursing
This is an electronic publication.
Order online at www.aaacn.org

See all AAACN education resources at Booth #117

Welcome.

We are pleased that you are joining your ambulatory care nursing colleagues at our 43rd 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 AAACN 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 AAACN Conference. Enjoy your time with us here in Lake Buena Vista!

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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 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 8, 2018

2:00 pm – 6:00 pm
Registration Open

WEDNESDAY, MAY 9, 2018

7:30 am – 6:00 pm
Registration Open

8:30 am – 11:45 am
Pre-Conference Workshop (3.0 contact hours)
010 Creating an RN Workforce for Ambulatory Care Settings
L *Deena Gilland, DNPc, MSN, RN, NEA-BC; Linda Brixey, RN-BC; June Levine, MSN, PHN, RN*

- After completing this learning activity, the participant will be able to develop a transition to ambulatory care program that includes an orientation plan, competency development, preceptorships, and residency program.

1:00 pm – 3:15 pm
Welcome and President's Address
M. Elizabeth Greenberg, PhD, RN-BC, C-TNP, CNE, 2017-2018 AAACN President

Keynote Address (1.25 contact hours)
101 Transforming the Future of Healthcare: Lead, Inspire, and Empower
L *Mary Gullatte, PhD, RN, ANP-BC, AOCN, FAAN*

- After completing this learning activity, the participant will be able to identify global forces impacting nursing and health care and be prepared to lead the transformation of care in the expanding ambulatory care setting.

3:15 pm – 3:35 pm
Refreshment Break

3:35 pm – 4:35 pm
Concurrent Sessions (1.0 contact hour)
111 Strength in Numbers to Meet Cultural Change –
L **Creating an Interprofessional Continuing Education Process**
Theresa Mendoza Mostasia, EdD, DSD, MS, BSN, RN, PHN; Monica Bourke, MSN, RN

- After completing this learning activity, the participant will be able to understand the significance of IPCE (interprofessional continuing education) and will be able design a basic IPCE process.

Session Key	
	C = Care Coordination and Transition Management
	L = Leadership
	T = Telehealth

WEDNESDAY, MAY 9, 2018

112 Using a Collaborative Approach to Build the Care Coordination and
C Transition Management (CCTM) Toolkit
Rachelle White, BSN, RN, CCCTM; Misty Landor, MBA, MSN, RN, CSN, ANP-C, CCCTM; Helen Vigh, BSN, RN, CCCTM
- After completing this learning activity, the participant will have increased knowledge of an evidence-based tool that supports individual or organizational CCTM roles and practice.

113 Connect 2 Care – A One-Call System for Patients to Navigate the Health
T Care System
Christine Savoie, BSN, RN; Adrianne Bauer, MBA, BSN, RN; Rhonda Tanner, MSN, MHA, BSN, RN
- After completing this learning activity, the participant will be able to identify the challenges involved in unifying three independently managed areas (nurse line, clinic, and appointment line).

114 Medical Assistant Externship Program: Transitioning Student Externs
L into Professional Practice
Vanessa DeBiase, MSN, MEd, RN; Maria Hamakiotis, MSN, RN
- After completing this learning activity, the participant will be able to understand the process and outcomes of building a medical assistant externship program and identify the key elements of what makes a medical assistant externship program successful.

4:35 pm – 4:45 pm
Break

4:45 pm – 5:45 pm
Concurrent Sessions (1.0 contact hour)

121 Pre-Licensure Training of Primary Care Nurses Using the Dedicated
L Education Unit Model
Mary Blankson, DNP, APRN, FNP-C; Sharon Taylor, MPH; Sarahi Almonte, MS, BSN, RN
- After completing this learning activity, the participant will be able to identify how the DEU model can be translated to primary care to promote greater understanding of the role of the PC RN.

This session sponsored by the John H. Reck Memorial Grant.

122 Building and Supporting an RN Care Coordinator Program
C in Primary Care
L *Kristine A. Kelm, MS, BSN, RN; Beth A. Beck, BSN, RN, CMSRN; Jennifer Bousman, BSN, RN*
- After completing this learning activity, the participant will be able to identify key components of a successful RN care coordinator program and provide examples of how a health care organization can provide for each of those key components.

WEDNESDAY, MAY 9, 2018

123 Avoiding Litigation in Telehealth Nursing Practice
T *Sherry Smith, MSN, MBA, RN*
- After completing this learning activity, the participant will be able to identify risk areas and how to correct where and when applicable.

124 Clinical Rapid Fire Presentations
C **Outpatient Sickle Cell Pain Management – 1-Year Post-Implementation**
L *Natalie A. Merilus, MS, RN*
- After completing this learning activity, the participant will be able to implement a quality improvement project with a nurse navigator in order to improve pain management for adults with sickle cell anemia and build relationship-based care that reduces ED visits and avoidable hospitalizations in the ambulatory setting.

Standardizing the Pre-Operative Education Piece: The Surgical Passport
Jennifer M. Reinhardt, BSN, RN; Emery A. Collier, LPN
- After completing this learning activity, the participant will have the framework to implement the surgical passport within their clinic and develop the surgical passport to meet the needs of a variety of clinics and services in relation to a surgical procedure or a new diagnosis.

VAX Champ – Development of Immunization Content Leaders
Tracy Jo Bieber, BSN, RN
- After completing this learning activity, the participant will be able to understand the importance of developing content experts regarding immunizations.

Comfort Measures and Distraction Techniques for Children Undergoing Painful Procedures in an Ambulatory Setting
Tara Spruill, MSN, RN, CPN; Jennifer Pfieffer, MSN, RN, PCNS-BC, CPEN
- After completing this learning activity, the participant will be able to be understand non-pharmacologic pain management and be able to use a distraction toolkit specific to the age of the child within an ambulatory care setting.

Metabolic Syndrome – One Thing Leads to Another
H. Elaine Shestokas, BSN, RN
- After completing this learning activity, the participant will be equipped to assess for the risk factors of metabolic syndrome in all patients.

6:00 pm – 7:00 pm
130 AAACN 101: Getting Excited About AAACN and the Conference
Meet new colleagues, learn about AAACN, and discuss tips to get the most from your conference experience. This session is geared toward new AAACN members and first-time conference attendees; however, all are welcome!

6:00 pm – 10:00 pm
Poster Viewing

Conference Schedule

WEDNESDAY, MAY 9, 2018

7:00 pm – 9:00 pm

140 Opening Reception/Silent Auction

- Relax and have fun at the Opening Reception and Silent Auction. Network with colleagues, make new friends, and enjoy delicious hors d'oeuvres (on us!). Place your bids in our 18th Annual Silent Auction, which raises money for the AAACN Scholarship and Education Fund. All attendees are welcome. Cash bar provided.

THURSDAY, MAY 10, 2018

7:00 am – 5:30 pm
Registration Open

7:00 am – 8:00 am
Continental Breakfast

7:00 am – 4:15 pm
Poster Viewing

8:00 am – 9:15 am
General Session (1.25 contact hours)

201 The Journey to Develop Nurse-Sensitive Indicators in the Ambulatory Care Setting

L

Ann Marie Matlock, DNP, RN, NE-BC; Harriet Udin Aronow, PhD; Diane Storer Brown, PhD, RN, FNAHQ, FAAN; Rachel Start, MSN, RN, NE-BC

- After completing this learning activity, the participant will be able to list at least two nurse-sensitive indicators for use in the ambulatory environment and describe the process used by this group to develop those indicators.

9:15 am – 10:30 am
Exhibit Hall Grand Opening/Meet the Board/Refreshment Break

10:30 am – 11:30 am
Special Interest Group (SIG) Sessions
No contact hours will be awarded.

211 Pediatric SIG
Facilitators: Mary Sizer, MSN, RN, CPN; Christine B. Macaulay, MSN, RN, CEN; Valeri Aymami, MSN, RN, CPN, PCNS-BC

212 Telehealth SIG

T

Facilitators: Mary Jo Vetter, DNP, RN, AGPCNP-BC; Maureen Phillips, BSN, RN; Cynthia Murray, BN, RN-BC; Tabitha Anglea, MSN, RN, CCRN-K, LNC; Margaret Mastal, PhD, RN

213 Patient/Staff Education SIG
Presenter: Susan Weiss, MHCA, MM, BSN, RN

Conference Schedule

THURSDAY, MAY 10, 2018

11:30 am – 12:45 pm

220 Networking Lunch with Roundtable Focused Topics (1.0 contact hour)
Box lunch included. Additional information on p. 13.

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

1:00 pm – 2:00 pm
Concurrent Sessions (1.0 contact hour)

231 A Beat Above: How Implementing an RN-Managed Hypertension Clinic Changed Patient Care
L C
Nikki Gilmore, MSN, RN; Shane Gardner, RN

- After completing this learning activity, the participant will be able to justify the need for RN-managed clinics in primary care and optimize the role of an RN by working them to the full extent of their license in the primary care setting.

232 A Magic Wand Is Needed to Meet the Requirements for Nurses in a Primary Care Setting
C L
Pamela Schubert-Bob, MHA, RN, NE-BC, CPN; Ellen Reisinger, MBA; Michelle Fleck, BSN, RN

- After completing this learning activity, the participant will have ideas that could be utilized to change their own area of practice within the nursing scope and staffing model of their current facility.

233 Traversing the Headwinds – Leveraging Nurse Capital and Sustaining Gains in the Face of Expansion and Change
T L
Rea Buie, BSN, RN; Chastity Bennett, BSN, RN

- After completing this learning activity, the participant will be able to appreciate alternative strategies for meeting the demands for virtual health care team members.

234 Transition to Practice Rapid Fire Sessions

L Do What You Can with What You Have: Reality-Based Strategies for Implementing a Transition-to-Practice Program in Ambulatory Care
Julie Tuttle, MSN, RN-BC; Jared Caron, BSN, RN-BC

- After completing this learning activity, the participant will be able to identify strategies that can be applied to existing organizational resources to facilitate the creation of a transition to practice program.

Keeping Pace with the Changes in Healthcare Delivery: Development of a Program Design Toolkit for RN Transition to Practice Programs in Ambulatory Care Settings
Nancy Weaver Parker, MSN, RN, PHN, CNL; L. Jessie Jones-Bell, MSN, RN, PHN

- After completing this learning activity, the participant will be able to explain the benefits of practice partnerships as well as the standardized program model for RNs new to ambulatory care.

THURSDAY, MAY 10, 2018

The Employee Orientation Imperative: Driving the Quality of Care
Lisa Balsam, BSN, RN, CRC; Hope Burnell, SPHR, SHRM-SCP
- After completing this learning activity, the participant will be able to appreciate the importance of incorporating learning design into creating employee orientation programs.

Ambulatory Registered Nurse Residency Program: Design, Implement, Evaluate
Melody Routley, MSN, RN
- After completing this learning activity, the participant will be able to identify four key factors that impact a residency program and review evaluation strategies to determine program effectiveness.

2:15 pm – 3:15 pm
Concurrent Sessions (1.0 contact hour)

241 Journey of Establishing a Magnet® Nursing Culture in Ambulatory Care
L *Curlissa Mapp, MSN, APRN, ACNS-BC; Deena Gilland, DNPc, MSN, RN, NEA-BC*
- After completing this learning activity, the participant will be able to describe strategies used on the journey of excellence to elevate professional nursing practice and care delivery in ambulatory care.

242 Advanced Illness Care: A Patient-Centered Approach to End-of-Life Care
C *Lydia Border Caldwell, BSN, RN; Lisa Myers, RN*
- After completing this learning activity, the participant will be able to identify a new approach to a patient-centered model of care addressing end-of-life conversations.

243 A Veteran's Home Telehealth Experience: Chronic Care Management in
T **the Comforts of Home**
C *Laila Grace Navarro, BSN, RN-BC*
- After completing this learning activity, the participant will be able to describe home telehealth (HT) in the VA and describe the veteran-centric care delivery model.

244 Ready or Not, Here They Come: Ensuring Continuous Readiness in
L **Partnership with Ambulatory Clinics**
Panissa Caldwell, MHA, BSN, RN; Latrice Maddox, BSN, RN; Meredith Parks, BSN, RN
- After completing this learning activity, the participant will be able to identify the clinical resource services team purpose and describe the annual clinical assessment process.

Conference Schedule

THURSDAY, MAY 10, 2018

3:15 pm – 4:15 pm
Exhibit Hall Open/Meet the Board/Dessert Break

4:15 pm – 5:15 pm
Special Interest Group (SIG) Sessions
No contact hours will be awarded.

251 Veterans Affairs SIG
L *Facilitators: Mary Kate Sweeney, MSN, RN-BC; Kathy Andersen, MSN, RN-BC*

252 Tri-Service Military SIG
L *Facilitator: Colonel Andrew Powell; Jennifer J. Hatzfeld, PhD, RN, APHN-BC*

253 Leadership SIG
L *Facilitators: Christine Ruygrok, MBA, RN, Stacey Clark, MBA, BSN, RN, CMPE; Pamela Del Monte, MS, RN-BC*

5:00 pm – 10:00 pm
Poster Viewing

5:45 pm – 7:45 pm
260 Tri-Service Military Evening Forum
Scheduled topics include virtual behavioral health, virtual health in primary care, and nursing research program for nursing scholarship in ambulatory care.

FRIDAY, MAY 11, 2018

7:00 am – 4:30 pm
Registration Open

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

7:00 am – 10:45 am
Poster Viewing

8:00 am – 9:30 am
Town Hall (1.25 contact hours)

301 The RN Role in Non Face-to-Face, Technology-Enhanced Nursing
C **Practice: Meeting Health Needs and Improving Outcomes**
Facilitator: Traci Haynes, MSN, RN, BA, CEN, CCCTM

- After completing this learning activity, the participant will be able to describe three non-traditional ways in which ambulatory nurses are expanding their role.

9:30 am – 10:45 am
Exhibit Hall Open/Meet the Board/Refreshment Break

FRIDAY, MAY 11, 2018

10:45 am – 11:45 am
Concurrent Sessions (1.0 contact hour)

311 L **Measuring Effectiveness of the Ambulatory Care Setting: Using Facility Evaluation to Feed the Continuous Improvement Process**
Denise Hannagan, MSN, MHA, RN-BC, EDAC; Jeri Brittin, PhD, Allied ASID
- After completing this learning activity, the participant will be able to define a pre- and post-facility evaluation and interpret evaluation results relating to the continuous improvement process.

312 C **Evolution of Targeted Patient Population Care Management Strategy to Improve Patient Outcomes and Healthcare Resource Utilization**
Mary Morin, MSN, RN, NEA-BC
- After completing this learning activity, the participant will be able to explain the importance of the establishment of and need for continual evolution of a comprehensive ambulatory care management model for targeted patient populations to improve outcomes.

313 T **Using Evidence-Based Best Practices to Develop Telephone Triage Algorithms**
David Chatterton, MSN, RN
- After completing this learning activity, the participant will be able to summarize a process for ensuring triage algorithms are evidence-based and meet best practice standards.

314 L C **Leadership Rapid Fire Sessions**

Team-Based Care Model in the Ambulatory Care Setting: From Conception to Operationalization
Bryan W. Castle, MBA, BSN, RN; Linda Delaney, MSN, RN; Candice Washington, MSN, BA, RN
- After completing this learning activity, the participant will be able to summarize how to build a team-based care model from concept to implementation.

Catalysts for Growth: Pathways to Becoming a Person of Influence
Kimberly Regis, DNP, RN, PNP-BC
- After completing this learning activity, the participant will leave feeling equipped with practical steps to rejuvenate and inspire their daily practice and beyond.

A Team Approach: Improving Quality Outcomes through the Engagement and Empowerment of Frontline Staff
Janet Porritt, RN
- After completing this learning activity, the participant will learn a new way to facilitate meeting quality measures.

FRIDAY, MAY 11, 2018

Improving Documentation in the EMR Utilizing Electronic Chart Auditing in the Ambulatory Care Setting
Mary-Ellen Gregory, RN; Sibil J. Blee, MSN, RN
- After completing this learning activity, the participant will be able to recognize the benefit of an electronic audit vs. a paper audit.

Making the Glass Slipper Fit for Our Patients: Identifying Key Roles in Primary Care to Enhance a Team-Based Model and Increase Patient Care
Kimberly Thacker Ennis, MSM, MSN, RN
- After completing this learning activity, the participant will be able to identify training methods to support patient care by enhancing the care delivery model in primary care.

11:45 am – 1:15 pm
Lunch on Your Own
Lunch options will be available in the Dolphin, the Swan, and within walking distance on the Boardwalk.

1:15 pm – 2:00 pm
President's Address
Kathy Mertens, DNP, MPH, RN, 2018-2019 AAACN President

2:15 pm – 3:15 pm
Concurrent Sessions (1.0 contact hour)

321 Developing an Ambulatory Care Model
L *Mary Ann Duvanich, MSN, MMHC, RN*
- After completing this learning activity, the participant will be able to describe the steps needed to develop an ambulatory care staffing model that assures top of license practice and the most effective utilization of different roles.

322 A Care Management Strategy to Reduce Emergency Department
C Utilization in the Patient-Centered Medical Home (PCMH)
L *Alverta Robinson, MSA, BSN, RN-BC, LNHA*
- After completing this learning activity, the participant will be able to outline emergency department utilization using care management strategies to reduce non-emergent ED visits.

323 Mission Possible: Journey to RN Advisor Line
T *Dawn Fletcher, BSN, RN*
- After completing this learning activity, the participant will be able to discuss the effect that implementing a telehealth call center has on patient satisfaction, nurses' job satisfaction, and the volume of calls.

FRIDAY, MAY 11, 2018

324 RN-Led Medicare Wellness Visits – Nurses Providing Value in Meeting
C Your Organization's Important Medicare Quality Metrics
Lois Marie Stauffer, MSN, RN, CNL
- After completing this learning activity, the participant will be able to identify the significance of the RN-led Medicare wellness visit to the patient and organization.

3:30 pm – 4:30 pm
Concurrent Sessions (1.0 contact hour)

331 Care Transition Hand-Off Toolkit
C *Gregory S. Kopp, MN, MHA, RN, CENP*
- After completing this learning activity, the participant will be able to utilize the toolkit resources to execute care transition.

332 Care Management Teams: An Amazon Prime Approach to Care Delivery
C *Paige C. Kearns, MSN, RN, CMSRN; Shanee M. Courtney, MSN, RN*
L
- After completing this learning activity, the participant will be able to identify the benefits of an interdisciplinary team approach to case management and improve efficiency and productivity of a team.

333 Clinical Informatics' Role in Implementing an After-Hours Telehealth
T Program for Primary Care
L *Deborah Ann Picchione, MS, BSN, RN; Susanne T. Fehr, PhD, RN-BC, NE-BC*
- After completing this learning activity, the participant will be able to describe the role of the clinical informatics nurse in implementing an after-hours telehealth program and expand telehealth use in ambulatory care.

334 To Leadership and Beyond: Professional Development and Onboarding
L for Ambulatory Care Nurse Leaders
Jamie Kaye Stucky, MS, RN, CJCP; Sara J. Miller, BSN, RN
- After completing this learning activity, the participant will be able to describe the components of a successful orientation and ongoing development program for ambulatory care nurse leaders.

Conference Schedule

SATURDAY, MAY 12, 2018

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 Care Nursing Certification Review Course
T L *E. Mary Johnson, BSN, RN-BC, NE-BC; Susan M. Paschke, MSN, RN-BC, NEA-BC*

- After completing this learning activity, the participant 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.

Roundtable Focused Topics

The Networking Lunch with roundtable focused topics 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.

Networking Session Topics and Approximate Table Locations

Nursing Excellence	Care Coordination and Transition Management	Electronic Health Records
Clinical Topics	Advanced Care Models/PCMH	Telehealth

Get Social with AAACN in Lake Buena Vista!

Facebook.com/AAACN

@AmbCareNursing #AAACN2018

American Academy of Ambulatory Care Nursing

Send us your photos and videos in real time by uploading them directly to the AAACN Facebook page, tweet using the hashtag #AAACN2018, or email our social media desk at julie.genther@ajj.com.

A few ideas to get you started:

- ➤ Landing in Lake Buena Vista on your first day.
- ➤ Meeting up with your friends at the registration desk.
- ➤ Inspiring quotes from topic speakers or during the general sessions.
- ➤ Selfies with your Board of Directors.
- ➤ Post-session relaxation with new friends.

Tag friends, hit share, and have fun!

We're excited to see the conference from your perspective. Feel welcome to send as many photos and videos as you like – it is greatly appreciated.

Want more tips on connecting with AAACN through social media? Visit AAACN.org/GetSocial for links to our profiles, getting started, and best practices.

Photo release: AAACN will take photos of attendees throughout the conference. These photos are for AAACN use only and may appear on the AAACN website, newsletter, conference brochures, social media outlets, or other future AAACN promotional material. This also includes photos uploaded using the AAACN conference app. By virtue of your attendance, you agree to usage of your likeness in such media.

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.

Conference app display: Select posters are available for electronic viewing via the AAACN Conference app.

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

Poster Group A

Available for viewing on:
Wednesday, May 9, 2018, from 6:00 pm to 10:00 pm
Thursday, May 10, 2018, from 7:00 am to 4:15 pm

Poster #1A: Implementing Evidence-Based Strategies to Empower Nurses towards Nursing Professional Certification in a Magnet®-Designated Healthcare Facility

Poster #2A: Emergency Response Readiness in a Magnet®-Designated Pediatric Ambulatory Care Setting

Poster #3A: Is an Ambulatory Train-the-Trainer Program Effective for Validating Competency of Hands-On Skills?

Poster #4A: Continuous Improvement of Ambulatory Orientation Curriculum Improves Caregiver Confidence

Poster #5A: The Impact of In-Situ Mock Codes on Ambulatory Care Clinical Staff

Poster #6A: Improving Patient Safety in Ambulatory Clinics through a Dynamic Vaccine Administration Competency

Poster #7A: Have You Heard? Measuring the Effectiveness of Educational Communication across Multi-Site Ambulatory Clinics

Poster #8A: Mission Possible: Creating Standardized Orientation Length in Ambulatory

Poster #9A: Made from Scratch: Creating an Ambulatory Resource Team Orientation

Poster #10A: Creating a Safe and Efficient Process for Allergy Skin Prick Testing

Poster #11A: Creating a Safe Practice Environment in Subcutaneous Immunotherapy Administration

Poster Presentations

Poster #12A: Don't Be a Rule Breaker: Define Scope of Practice and Redefine Ambulatory Skill Mix

Poster #13A: The Incredible Journey to Patient-Centered Medical Home

Poster #14A: Revolutionizing Inpatient To Community Care by Coordinating to Create a Collaborative Interdisciplinary Team

Poster #15A: The Essential Role of the Ambulatory Care Nurse in Primary Care

Poster #16A: Practice Enhancement to Drive Patient and Care Team Engagement

Poster #17A: Beyond the Face: A Tribute to Craniofacial Team Patients at Connecticut Children's Medical Center

Poster #18A: Impact of Formalized Medication Reconciliation Process on Medication Self-Management and Major Drug Interaction Detection in Home Health

Poster #19A: 30-Day Unplanned Readmission Reduction Program in the Gastrointestinal Oncology Surgical Patient Population

Poster #20A: Transitional Care Management: What's Next?

Poster #21A: Team-Based Care/Incorporation of Integrated Health Therapist in Primary Care Setting

Poster #22A: The Whole Health Connection, Behavior Health and Primary Care Integration

Poster #23A: Grand "Centralized" Station: Creating Centralized Ambulatory Services for Continuum of Care

Poster #24A: Nurse-Led Project to Redesign Initial Visit Flow Led to Substantially Reduced No-Show Rate

Poster #25A: Nurse's Guide to a Standardized Intake Document

Poster Presentations

Poster #26A: Tackling Telephone Consults: Utilizing Continuous Process Improvement to Enhance Patient Care

Poster #27A: The Patient Access Nursing Role in Discharge Scheduling and Care Coordination: A Partnership with Inpatient Surgical Services

Poster #28A: Successful Transitions: Care Coordination and Management of the Adolescent with Congenital Heart Disease

Poster #29A: Increasing Compliance with Advanced Directives in an Ambulatory Care Setting

Poster #30A: Reducing Length of Pre-Admission Testing Clinic Appointment through Workflow Redesign

Poster #31A: Transformation of a Care Coordination Program: A Nurse-Managed Team for Children and Youth with Special Health Care Needs

Poster #32A: Building a Rainbow Bridge

Poster #33A: Care Coordination and Transitions from the Hospital to the Community: A TEAM APPROACH

Poster #34A: Ten Years Later: Are We Still Facilitating a Safe Transition Home for Our ED Patients?

Poster #35A: Insurance and the Ambulatory Nurse: What You Need to Know but Didn't Know What to Ask

Poster #36A: No Ifs, Ands, or Butts About It

Poster #37A: An Integrative, Patient-Centered Model of Care Using Meditation and Care Coordination Improves Quality of Life and Coping Strategies in Cyclic Vomiting Syndrome: A Prospective Randomized Controlled Trial

Poster #38A: Patient Risk Score Registry

Poster #39A: A Case for Advanced Practice in Care Coordination and Transition Management

Poster #40A: Making a Difference: Pre-Operative Education Works!

Poster #41A: Integrating BSN Students into an Interprofessional Primary Care Setting - A VA Initiative

Poster #42A: Putting Your Best Foot Forward: Diabetic Foot Exams and Patient Education

Poster Presentations

Poster #43A: The Use of Continuous Positive Airway Pressure with Moderate Sedation among Patients Undergoing Transesophageal Echocardiograms and Transesophageal Echocardiograms with Elective Cardioversions

Poster #44A: Group Medical Visits for Improving Self-Management in Diabetic Patients

Poster #45A: Innovative Solutions and Interprofessional Collaboration to Enhance Care Coordination for Normal Lab Results Notification

Poster #46A: Utilizing a Modified Care Coordination Measurement Tool to Capture Value of Nurse Practitioners in an Ambulatory Infusion Setting

Poster #47A: Walk-In Contraception Clinics to Improve Access to Effective Contraceptives

Poster #48A: Benefits of Forming a Standardized General Orientation Plan for New Clinical Staff within Ambulatory Services

Poster #49A: Compassion Fatigue: The Impact on Nursing Practice

Poster #50A: Improving Primary Care Nurse Education on Advance Care Planning

Poster #51A: RN-Led Ambulatory Fall Prevention Program Using Technology to Drive Design and Outcomes

Poster #52A: Decreasing No-Show Rates in a Busy Pediatric Clinic

Poster #53A: Incorporating Addiction Services into Primary Care

Poster #54A: No Surgical Items Left Behind: A Multidisciplinary Approach to the Surgical Count Process

Poster #55A: Implementation of a Nurse-Managed Heart Failure Standard Operating Procedure

Poster #56A: Standardizing Standing Orders to Improve Patient Flow across a Large Organization

Poster #57A: Improving Operational Efficiency through the Development of a Multidisciplinary Cross Training Program

Poster #58A: Instilling the Principles of a High-Reliability Organization (HRO) into the Culture of Frontline Safety Champions in the Ambulatory Care Setting

continued on page 23

Program-At-A-Glance

Note: Any changes to published room assignments will be communicated via the conference app and signage onsite.

Tuesday, May 8, 2018

2:00 pm – 6:00 pm
Registration Open
Location: Northern Hemisphere Foyer

Wednesday, May 9, 2018

7:30 am – 6:00 pm
Registration Open
Location: Northern Hemisphere Foyer

8:30 am – 11:45 am
Pre-Conference Workshop
010: Creating an RN Workforce for Ambulatory Care Settings
Location: Southern 4

1:00 pm – 3:15 pm
Welcome and President's Address/Keynote Address
101: Transforming Future of Healthcare
Location: Southern 4

3:15 pm – 3:35 pm
Refreshment Break
Location: Northern Hemisphere Foyer

3:35 pm – 4:35 pm
Concurrent Sessions
111: Strength in Numbers to Meet Cultural Change
Location: Southern 4
112: Collaborative Approach to Build Care Coordination & Transition Management Toolkit
Location: Northern CDE
113: Connect 2 Care
Location: Americas Seminar
114: Medical Assistant Externship Program
Location: Asia 5

4:45 pm – 5:45 pm
Concurrent Sessions (1.0 contact hour)
121: Pre-Licensure Training of Primary Care Nurses
Location: Asia 5
122: Building & Supporting RN Care Coordinator Program in Primary Care
Location: Southern 4
123: Avoiding Litigation in Telehealth Nursing Practice
Location: Northern CDE
124: Clinical Rapid Fire Presentations
Location: Americas Seminar

6:00 pm – 7:00 pm
130: AAACN 101: Getting Excited About AAACN and the Conference
Location: Northern CDE

6:00 pm – 10:00 pm
Poster Viewing
Location: Northern AB

7:00 pm – 9:00 pm
140: Opening Reception/Silent Auction
Location: Pacific A

Thursday, May 10, 2018

7:00 am – 5:30 pm
Registration Open
Location: Northern Hemisphere Foyer

7:00 am – 8:00 am
Continental Breakfast
Location: Northern Hemisphere Foyer

7:00 am – 4:15 pm
Poster Viewing
Location: Northern AB

8:00 am – 9:15 am
201: Journey to Develop Nurse-Sensitive Indicators
Location: Northern CDE

9:15 am – 10:30 am
Exhibit Hall Grand Opening/Meet the Board/ Refreshment Break
Location: Northern AB

10:30 am – 11:30 am
Special Interest Group (SIG) Sessions
211: Pediatric SIG
Location: Americas Seminar
212: Telehealth SIG
Location: Southern 4
213: Patient/Staff Education SIG
Location: Northern CDE

11:30 am – 12:45 pm
220: Networking Lunch with Roundtable Focused Topics
Location: Atlantic B

1:00 pm – 2:00 pm
Concurrent Sessions
231: A Beat Above
Location: Southern 4
232: Magic Wand Needed to Meet Requirements for Nurses in Primary Care Setting
Location: Northern CDE
233: Traversing the Headwinds
Location: Asia 5
234 Transition to Practice Rapid Fire Sessions
Location: Americas Seminar

Program-At-A-Glance

2:15 pm – 3:15 pm
Concurrent Sessions
241: Journey of Establishing Magnet® Nursing Culture
Location: Northern CDE
242: Advanced Illness Care
Location: Americas Seminar
243: A Veteran's Home Telehealth Experience
Location: Asia 5
244: Ready or Not, Here They Come
Location: Southern 4

3:15 pm – 4:15 pm
Exhibit Hall Open/Meet the Board/Dessert Break
Location: Northern AB

4:15 pm – 5:15 pm
Special Interest Group (SIG) Sessions
251: Veterans Affairs SIG
Location: Americas Seminar
252: Tri-Service Military SIG
Location: Asia 5
253: Leadership SIG
Location: Northern CDE

5:00 pm – 10:00 pm
Poster Viewing
Location: Northern AB

5:45 pm – 7:45 pm
260: Tri-Service Military Evening Forum
Location: Southern 4

Friday, May 11, 2018

7:00 am – 4:30 pm
Registration Open
Location: Northern Hemisphere Foyer

7:00 am – 8:00 am
Continental Breakfast/Exhibit Hall Open/Meet the Board
Location: Northern AB

7:00 am – 10:45 am
Poster Viewing
Location: Northern AB

8:00 am – 9:30 am
301: Town Hall: RN Role in Non Face-to-Face, Technology-Enhanced Nursing Practice:
Location: Northern CDE

9:30 am – 10:45 am
Exhibit Hall Open/Meet the Board/ Refreshment Break
Location: Northern AB

10:45 am – 11:45 am
Concurrent Sessions
311: Measuring Effectiveness of the Ambulatory Care Setting
Location: Asia 5
312: Evolution of Targeted Patient Population Care Management
Location: Southern 4
313: Using Evidence-Based Best Practices to Develop Telephone Triage Algorithms
Location: Americas Seminar
314: Leadership Rapid Fire Sessions
Location: Northern CDE

11:45 am – 1:15 pm
Lunch on Your Own

1:15 pm – 2:00 pm
President's Address
Location: Northern CDE

2:15 pm – 3:15 pm
Concurrent Sessions
321: Developing an Ambulatory Care Model
Location: Northern CDE
322: Care Management Strategy
Location: Southern 4
323: Effect of Implementing Virtual RN Telephone Triage Center
Location: Asia 5
324: RN-Led Medicare Wellness Visits
Location: Americas Seminar

3:30 pm – 4:30 pm
Concurrent Sessions
331: Care Transition Hand-Off Toolkit
Location: Southern 4
332: Care Management Teams
Location: Americas Seminar
333: Clinical Informatics' Role in Implementing an After-Hours Telehealth Program
Location: Asia 5
334: To Leadership and Beyond
Location: Northern CDE

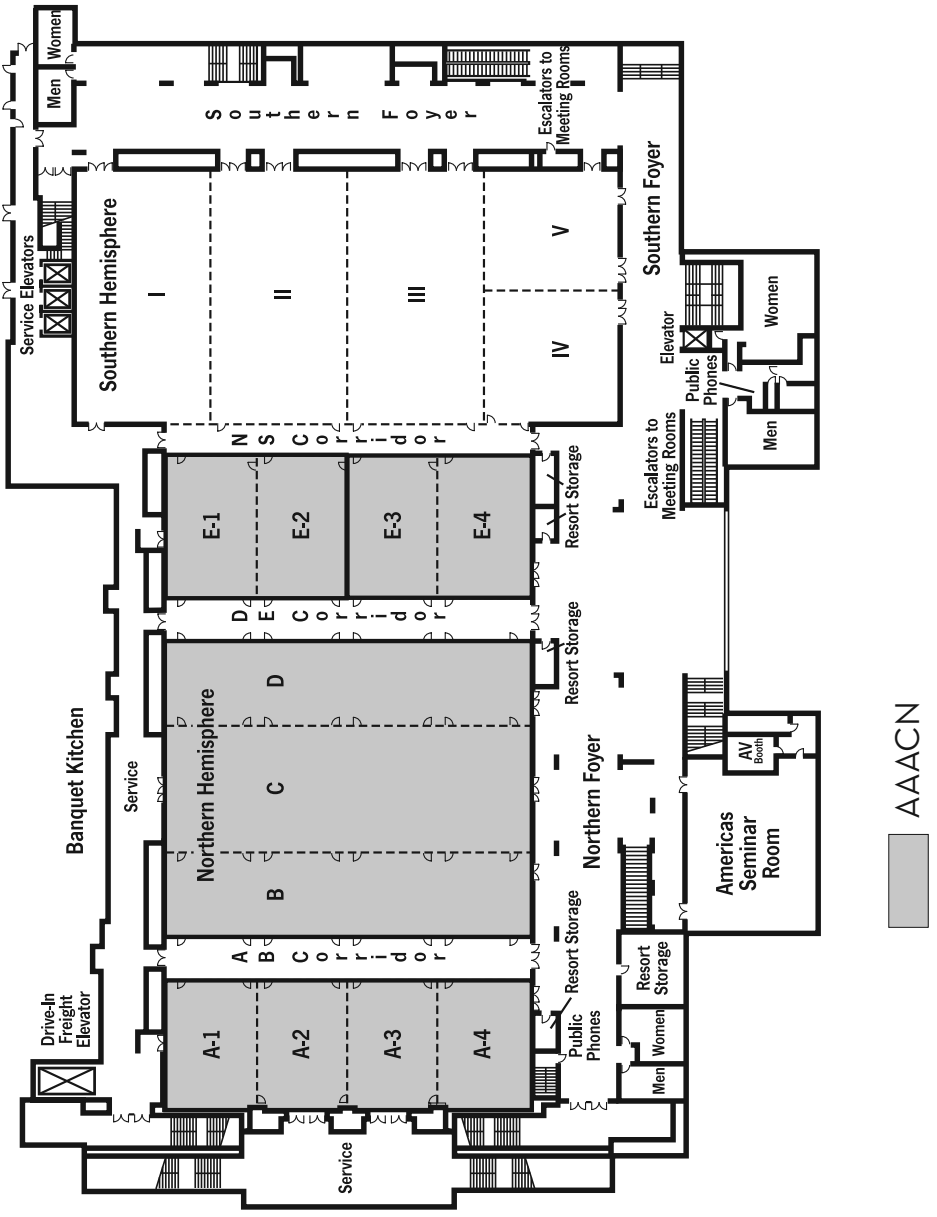
Saturday, May 12, 2018

7:00 am – 8:00 am
Certification Review Course Registration
Location: Northern Hemisphere Foyer

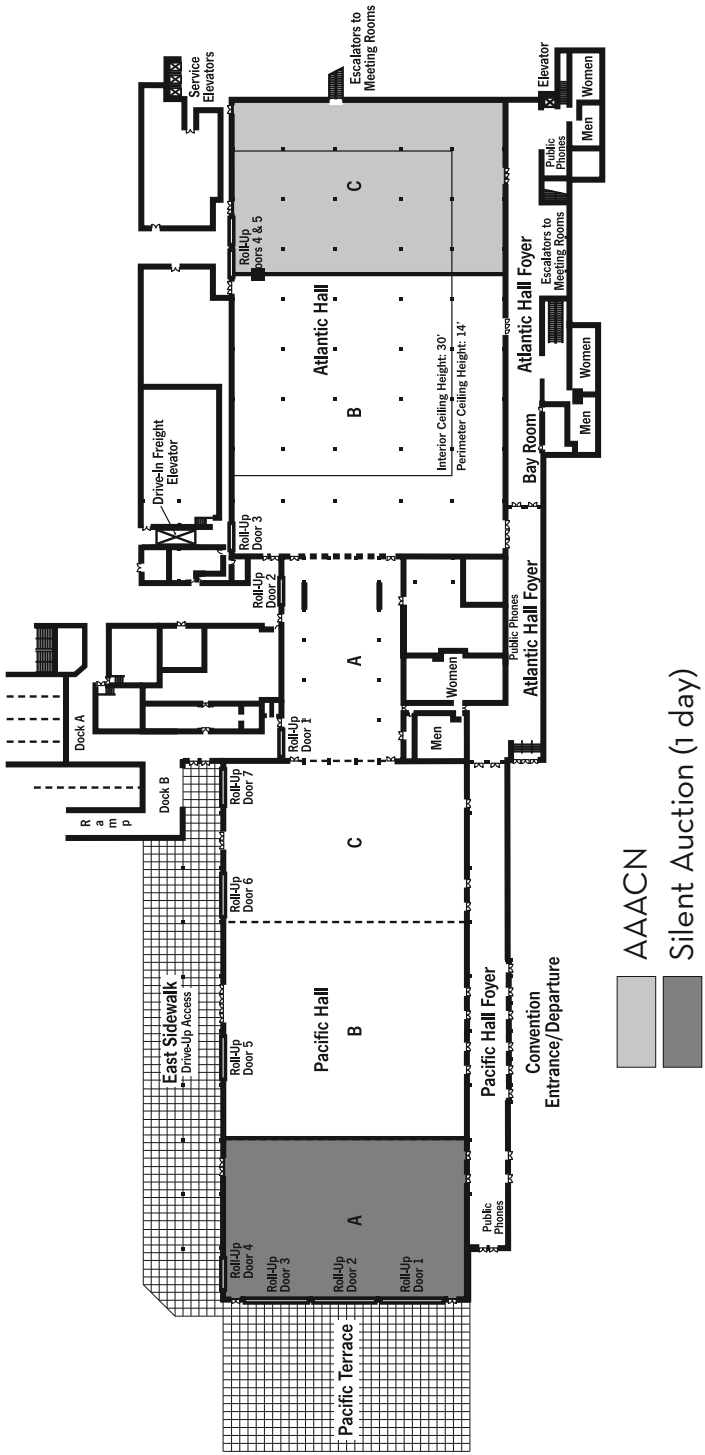
7:00 am – 8:00 am
Continental Breakfast
Location: Northern D

8:00 am – 5:00 pm
Post-Conference Workshop
901: Ambulatory Care Nursing Certification Review Course
Location: Northern E1

Hotel Floor Plan



Hotel Floor Plan



Poster Presentations

continued from page 18

Poster #59A: Exploring Current Practice Trends and Patient Factors that Affect Quality of Care and Hospital Admissions among Newly Diagnosed Adult Veterans with Diabetes Mellitus Type 2

Poster #60A: The Impact of Diabetes Education Groups on HBA1c in Adult Diabetic Patients in the PCMH

Poster #61A: The Art of De-Escalation

Poster #62A: Intravenous Therapy Practices in a Midwest Non-Hospital Outpatient Department

Poster #63A: Nurse Residency Program Expansion to the Ambulatory Setting

Poster #64A: Anaphylaxis Recognition and Management: A Nurse-Driven Quality Improvement Initiative

Poster #65A: Standardizing Automated Blood Pressure Measurement CentraCare Health Clinics with a Competency Checklist

Poster #66A: Bridging Oral Health Care with Research: The Impact of Nursing in the Field of Dentistry

Poster Group B

Available for viewing on:
Thursday, May 10, 2018, from 5:00 pm to 10:00 pm
Friday, May 11, 2018, from 7:00 am to 10:45 am

Poster #1B: Two Ambulatory Clinic Models Compared: Can the Efficiency of an Ambulatory Clinic Be Improved by Implementing Operating Standards?

Poster #2B: Implementing a Hospital/Public Health Partnership Breastfeeding Walk-in Clinic: A Patient-Centered Solution when Patient Needs Are High and Resources Limited

Poster #3B: Benefits of the RN in the Patient-Centered Medical Home

Poster #4B: Peer Review: Improving Feedback Skills in Ambulatory Nurses

Poster #5B: Telephone Triage Simulation Utilizing Standardized Patients

Poster Presentations

Poster #6B: Quantifying Use of Nursing Skills and Knowledge by Registered Nurses Working in Primary Care

Poster #7B: Anticoagulation Therapy: Maximizing the Autonomy of the RN in Targeted Patient Population Management

Poster #8B: Transforming Nursing Support Departments to a Comprehensive Patient Care Services Division

Poster #9B: Improving Teamwork and Communication: A Trauma Outpatient Center TeamSTEPPS Experience

Poster #10B: Hardwiring System Solutions for Continuity of Care, Efficiency, and Regulatory Compliance

Poster #11B: System Solution for Access and Continuity of Care for the Vulnerable Inmate Population

Poster #12B: Improving Clinical Competence and Knowledge for Medical Assistants, Patient Care Associates and Emergency Department Technicians at Connecticut Children's Medical Center

Poster #13B: Optimizing the Team: One Stroke at a Time

Poster #14B: Addressing Virginia's Opioid Crisis

Poster #15B: Ambulatory Safety Event Reporting – Why Are They Not Being Completed?

Poster #16B: A Simulation for Nursing Students or RNs New to Ambulatory Care

Poster #17B: Reducing Errors with Pediatric Immunizations in Ambulatory Care

Poster #18B: What Can Brown Do For You? (Improving Colorectal Screening Compliance)

Poster #19B: Customized Tinted Lenses in Veterans with Headache, Photophobia, and Traumatic Brain Injury (TBI)

Poster #20B: Using Quality Education for Nursing to Improve Incidence of Ambulatory Medication Errors

Poster #21B: Improving Staff Preparedness and Patient Outcomes with Mock Emergencies at Hospital Satellite Offices

Poster #22B: Evaluating Alternatives to Standing Height in the Ambulatory Setting

Poster #23B: Hand Hygiene in the Clinic Setting

Poster Presentations

Poster #24B: A QI Study on the Patient Family Perspective of the Health Care Provider Interaction with Family Regarding Handwashing when Entering and Exiting the Exam Room

Poster #25B: Use of Intranasal Fentanyl for Cast Molding in the Pediatric Orthopedic Outpatient Clinical Setting

Poster #26B: Improving Diabetes Control in Adults with Type 2 Diabetes: A Interdisciplinary Approach

Poster #27B: Medicare Population Health Promotion Outcomes Research

Poster #28B: Across the Street: Borrowing Strategies from Our Inpatient Partners to Enhance the Patient Experience in Ambulatory Practice

Poster #29B: Development of a Clinical Ladder Recognition Program for Licensed Practical Nurses

Poster #30B: Work Study Groups: Effective in Helping RNs in the Outpatient Clinic Setting in Obtaining Their Ambulatory Care Nurse Certification

Poster #31B: Leveraging LEAN Tools for Magnet® Site Visit Preparation within Ambulatory Care Nursing

Poster #32B: Medical Assistant Skills Day

Poster #33B: Building the Foundations of Practice of the LPN and CMA in Ambulatory Care

Poster #34B: Toward Cultural Competency – One Organization's Transformational Journey

Poster #35B: Evaluation of a Medical Home Port's Use of Nursing Protocols

Poster #36B: Using CGCAHPS Scores to Improve a Patient's Perception of Quality of Care

Poster #37B: Clinical Academic Partnership: An Essential Element in Establishing a Ambulatory Care Residency Program

Poster #38B: Development of an Ambulatory Nursing Quality Dashboard at Henry Ford Health System

Poster #39B: It Takes a Village to Raise a Baby...It Takes a Team to Make One!

Poster #40B: Regulatory Readiness in the Ambulatory Setting

Poster Presentations

Poster #41B: Improving LVN Retention through Transformational Leadership and Orientation Initiatives

Poster #42B: Care Coordination across the Continuum: Moving Beyond the Hospital Walls

Poster #43B: Reducing Emergency Department Utilization in Infants: A Quality Improvement Study

Poster #44B: Envisioning Future Roles and Responsibilities of Nursing in Care Management and Chronic Illness Management: A Qualitative Study

Poster #45B: Nursing in Primary Health Care: A Grounded Theory Study

Poster #46B: Interprofessional Continuing Education (IPCE) Proposal

Poster #47B: Essential Communication: Providers and Triage Nurses Working Together to Reduce ED Visits

Poster #48B: Our Nurses Rock! Our Patient Win

Poster #49B: "Emergency, Emergency!" Improving Emergency Prepardness in the Pediatric Outpatient Specialty Care Satellite Centers

Poster #50B: Closing the Gaps in Ambulatory Healthcare Delivery: Discover the CNS Role

Poster #51B: 60-Day Rapid Process Improvement Project

Poster #52B: HEDIS I.O.U Program

Poster #53B: Revitalization of a Safety Coach Program in the Ambulatory Setting of a Large Integrated Healthcare System to Improve Patient Safety and Effectiveness

Poster #54B: Improving Communication through Simulation

Poster #55B: The Clash of the Nurses: After-Hours Nurses Sharing Their Expertise to Develop a Daytime Triage Orientation Process

Poster #56B: Telemedicine Leverages Expert Nursing and Technology: Delivering Standard of Care Closer to Home

Poster #57B: Green-Yellow-Red: Triage Flag List Project

Poster #58B: Call Center Excellence: How Shared Governance "Dialed It in"

Poster #59B: Telehealth: A Service that Increases Access to Health Care, Reduces Hospitalizations, and Maintains Independent Living

Poster Presentations

Poster #60B: Improving Safety and Quality of Telephone Triage through Standardization of Practice across a Large Pediatric Primary Care Network

Poster #61B: Preparing for Surgery: When a Phone Call Is All You Need

Poster #62B: Large Scale Implementation of a Telephone Nurse Advice and Triage Service for an ACO

Poster #63B: Call Us First

Poster #64B: Telephone Triage across UCSF Ambulatory Practices

Poster #65B: Telehealth Nursing Practice Improvement Project in a Large Regional Health care System

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5.0 *FREE CNE* Contact Hours

AAACN main conference registrants will receive an additional 5.0 FREE contact hours! Registrants will have approximately 4 weeks to complete the online evaluations in the AAACN Online Library and receive contact hours for the conference sessions they attend onsite. After the evaluation deadline, main conference registrants will receive instructions on how to earn their 5.0 additional **FREE contact hours.**

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.

Individual learning outcomes for sessions offering continuing education contact hour credit are included in the conference schedule section.

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

Pre-Conference
Residency workshop 3.0
Main Conference
Wednesday, 5/9 . . . . . 3.25
Thursday, 5/10 . . . . . 4.25
Friday, 5/11 . . . . . .6.25
(includes 2.0 for posters)
Post-Conference
Certification review course 7.9

Disclosures

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

Abstract reviewers
Mary DiGiulio discloses that she receives a salary as the lead author for 2 books in demystified series from McGraw-Hill.

Poster presenters
Mary DiGiulio discloses that she receives a salary as the lead author for 2 books in demystified series from McGraw-Hill.

Speakers
Tracy Bieber (session 124) discloses other financial or material support from Sanofi Pasteur to assist in funding of the VAX Champ program.

Diane Storer Brown (session 201) discloses that she is a senior scientist consultant for CALNOC with no potential or actual financial conflict of interests. The presentation shares the work CALNOC has been doing in collaboration with AAACN for the past two years via a formal collaboration agreement.

Commercial support and sponsorship disclosure
This program has not received any commercial support.

This program received private sponsorship from the John H. Reck Memorial Grant.

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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HOW TO CLAIM CNE CREDIT

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

Your CNE certificate/transcript for this conference can be accessed any time by clicking on *CNE Transcript* under *My Account.*

****Do not create a new account!***

If you do not know your password, if you or your employer mailed your registration, and/or you have never established a AAACN online account, go to aaacn.org and click the Log In button, enter your email address then click "Forgot Your Password".

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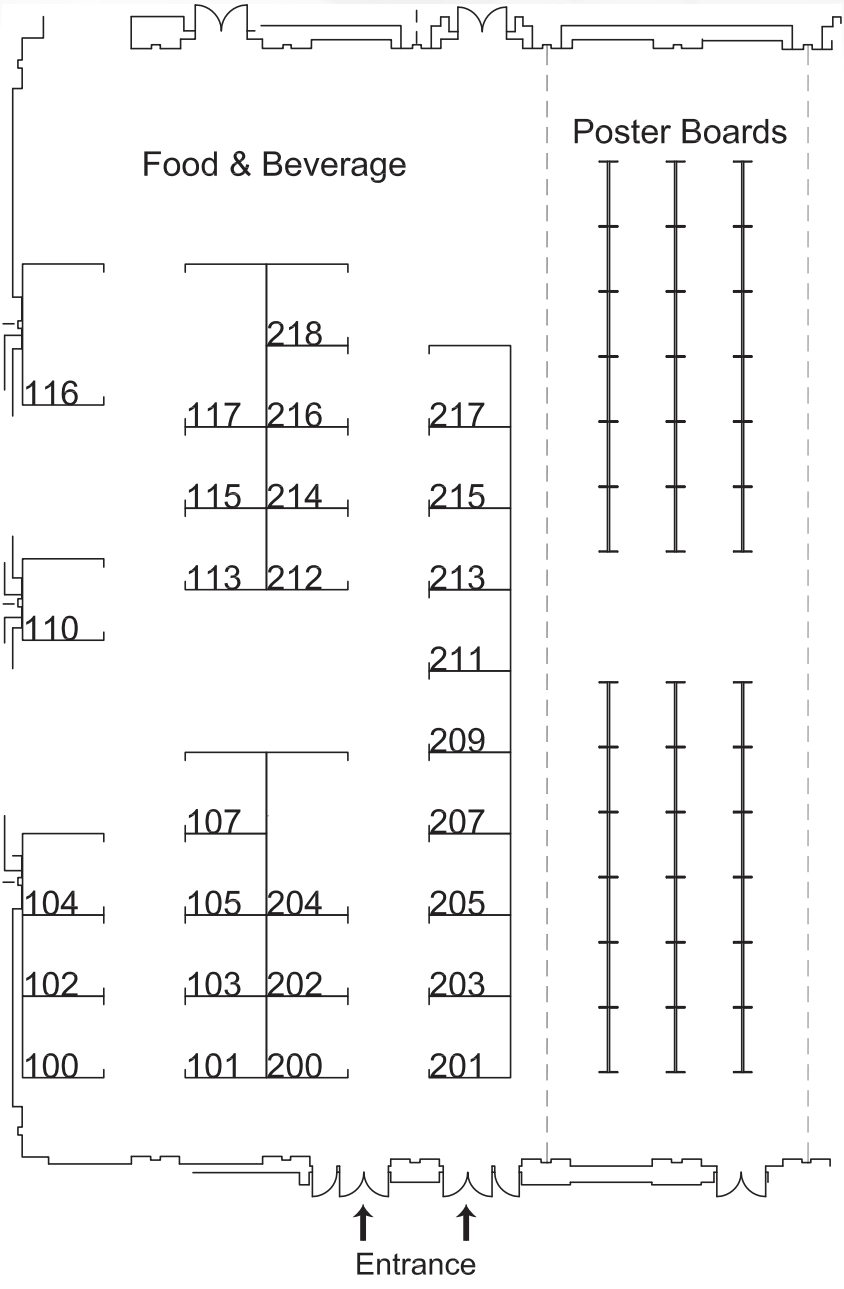
Exhibit Hall

Northern Hemisphere Ballroom



Exhibits

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DUMC 3714
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www.DukeNursing.org

Feel Good, Inc.
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www.feelgoodinc.org

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www.LVMsystems.com

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www.strayer.edu

Exhibits

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www.telephone-triage.com

The DAISY Foundation
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Peachtree City, GA 30269
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Wolters Kluwer
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2019 Call for Oral & Poster Abstracts

AAACN 44th Annual Conference

May 8-11, 2019 • Palm Springs, CA

Visit the online AAACN Abstract Management System to create your user account and submit your abstract for review: https://www.conftool.com/aaacn2019

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 2019 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

- *Pre-Conference Session:* Workshop presentation of 3 hours that comprehensively focuses on a core skill important to ambulatory care nursing.
- *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.
- *Rapid Fire Session:* Presentation of 10 minutes (limited to one speaker) on an innovative or exciting top. Five (5) rapid fire topics will be grouped together in one (1) session.
- *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 2018. Notice of poster abstract review results will be mailed by early February 2019.

ORAL ABSTRACT DEADLINE: May 30, 2018

POSTER ABSTRACT DEADLINE: December 15, 2018

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Have you:

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☐ Applied for or advertised a job in the Career Center?

☐ Networked via the 6 Special Interest Group online discussion communities?

☐ Used the www.aaacn.org website to access resources and information?

☐ Located other members in your state through the online membership directory?

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☐ Sent your clinical question to the expert panel?

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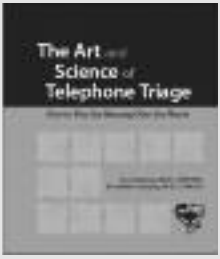

BOOTH # 209

TTC, Inc., owned and operated by Carol Rutenberg, MNSc, RN-BC, C-TNP, provides consultative services to a full range of organizations interested in developing or improving their Telephone Triage services. We are committed to the promotion of telephone triage as professional nursing practice and the belief that the fundamentals of telehealth nursing are common, regardless of practice setting or clinical specialty.

Stop by to say hello and purchase your discounted copy of *The Art and Science of Telephone Triage: How to practice nursing over the phone,* (Rutenberg & Greenberg, 2012), endorsed by AAACN; and view a sampling of our educational products.

www.telephone-triage.com

American Academy of Ambulatory Care Nursing

New Care Transition Toolkits

Care Transition Hand-Off Toolkit

Nurses have a crucial role in ensuring safe patient hand-offs. The American Academy of Ambulatory Care Nursing (AAACN) recently collaborated with the Academy of Medical-Surgical Nurses (AMSN) to produce a new online toolkit available to everyone at no cost.

Explore your role in care transition

The **Care Transition Hand-Off Toolkit** encompasses ambulatory, acute, emergency department, and skilled nursing facility settings with applicability to both urban and rural settings.

Use the toolkit to:

- Learn about the best tools and resources available for patient hand-offs
- Customize a hand-off tool specific to your patient population/setting
- Implement best practices identified in the Evidence Table

Visit **aaacn.org/cctm/hand-off-toolkit**

Care Coordination and Transition Management (CCTM) Toolkit

Coming in summer 2018 for AAACN members only!

Trying to design, implement, or improve your CCTM program? This toolkit is designed to help you. It contains structure, process, and outcome tools such as:

- job descriptions
- orientation programs
- policies and procedures
- best practice outcome metrics
- and numerous other resources

Visit **aaacn.org/cctm/cctm-toolkit** this summer

American Academy of Ambulatory Care Nursing

Forty-Fourth

Annual Conference

The premier conference for ambulatory care and telehealth nurses

May 8-11, 2019
Palm Springs, California

Palm Springs Convention Center and Renaissance Hotel

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Many settings. Multiple roles. One unifying specialty.