

AMBULATORY CARE NURSING CERTIFICATION FACT SHEET

CREDENTIAL EARNED: RN-BC (Registered Nurse–Board Certified)

2,604 nurses are certified as of 12/2014

Pass Rate: 74% in 2014

Updated Sept 2015

EXAM IS ADMINISTERED BY: AMERICAN NURSES CREDENTIALING CENTER (ANCC)

PHONE: 800-284-2378

WEB: WWW.NURSECREDENTIALING.ORG

Complete information about the application and testing process is in the General Testing and Renewal Handbook available at www.nursecredentialing.org. From this website you can type into and print your application. Information to prepare for the exam, such as a **detailed Test Content Outline (TCO)**, references, and sample questions, is also available on this website.

NOTE: The exam changed to correspond with a new Test Content Outline on June 9, 2014.

The exam is a COMPUTER-BASED. Nurses can apply all year long and test during a 90-day window at a time and location convenient to you at a **Prometric testing center (www.prometric.com)**.

FEES:

\$395 non-member

\$340 AACN member (save \$55)

ANA member \$270*

*\$270 member rate for members of ANA Constituent Member Association (AACN is not a constituent), which includes the Federal Nurses Association (FedNA) and the former State Nurses Associations (SNAs), must have held a membership for 6 months prior to application date.

RE-TAKE FEE: \$270 Flat Fee for everyone (No discounts apply)

APPLY TO RETEST

If you do not pass a certification exam, you may retest after 60 days. Candidates may not test more than 3 times in any 12 months. To retest, candidates must meet eligibility requirements in effect when the retest application is submitted. ANCC may require supporting documentation to determine eligibility.

To apply for retesting, wait 5 days after testing to apply for a retest online.
Then visit www.nursecredentialing.org/Certification and choose your certification.

Eligibility Requirements

- Hold a current active RN license in a state or territory of the United States or the professional, legally recognized equivalent in another country
- Have practiced the equivalent of two years full time as a registered nurse
- Have a minimum of 2,000 hours of clinical practice in ambulatory care nursing and/or telehealth nursing within the last three years
- Have completed 30 hours of continuing education in ambulatory care nursing and/or telehealth nursing within the last three years

NOTE: If you are a nurse who is an educator, administrator, etc. who is not performing hands on clinical practice, we encourage you to use the test content outline (TCO) to determine whether your role fits the description of eligibility and whether the work you do lines up with what is described in the TCO. ANCC understands every applicant's role is different and will evaluate each application for eligibility. We recommend:

- 1) If you think you meet the eligibility requirements and your role is congruent with the test content outline, apply
- 2) ANCC will determine your true eligibility based on what you provide with your documentation
- 3) If ANCC decides you are not eligible, you can appeal

Ambulatory Care Nurse Board Certification Test Content Outline – Updated June 9, 2014

There are **175 questions** on this examination. Of these, 150 are scored questions and 25 are pretest questions that are not scored. Pretest questions are used to determine how well these questions will perform before they are used on the scored portion of the examination. The pretest questions cannot be distinguished from those that will be scored, so it is important for a candidate to answer all questions. A candidate's score, however, is based solely on the 150 scored questions. Performance on pretest questions does not affect a candidate's score.

This **Test Content Outline** identifies the areas that are included on the examination. The percentage and number of questions in each of the major categories of the scored portion of the examination are also shown.

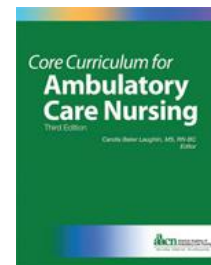
Category	Domains of Practice	No. of Questions	Percent
I	Clinical Practice	80	53.33%
II	Professional Issues and Communication	33	22.00%
III	Management of Clinical Environment	21	14.00%
IV	Education	16	10.67%
	Total	150	100%

Exam preparation resources sold through the American Academy of Ambulatory Care Nursing (AAACN):

Items can be ordered at www.aaacn.org/store. Sorry, no phone orders.

AAACN offers several resources to prepare you to take the certification exam:

Core Curriculum for Ambulatory Care Nursing, 3rd Edition, 2013: Content has been revised and enhanced, and reflects the new test content addressed in the Ambulatory Care Nursing certification exam, such as expanded focus on clinical care and telehealth practice. New content includes a chapter on perioperative care and another on the changing role of the ambulatory care nurse with medical homes, transitional care and complementary and alternative therapies. **Over 30 hours of continuing education credit** are available and are **free** to members of AAACN. Purchase a copy to ensure you or your facility is providing the highest level of patient care in the ambulatory setting. (530 pages) **Member Price: \$79** **Regular Price: \$99**



Ambulatory Care Certification Review Course DVD contains the audio recording of the course, Power Point slides, and printable syllabus. The course provides an overview of the potential content that may be tested on the certification exam. It will reinforce your knowledge of ambulatory care, identify your weak areas, and provide new information. Course content is based on the test content outline for the exam. Topics are offered in an interactive, case problem-solving style to enhance critical thinking. (7.1 contact hours)

AAACN Member: \$119.00

Non-Members: \$159.00

Also Available in the Following Ways:

- Online Library at www.aaacn.org/library. Cost is the same as shown above.
- In person at the AAACN Annual Conference
- Purchase a site license for multiple users of the online course*
- Present the course at your facility: to obtain the details on how you can bring this course to your site for groups of 20 or more, email Kristina.moran@ajj.com*
- Take the Certification Review Focused CE Series offered at nurse.com: an interactive webinar series with



AAACN instructors, 12 contact hours*

*Please see www.aaacn.org/certification-review-course or email steph@aaacn.org for details

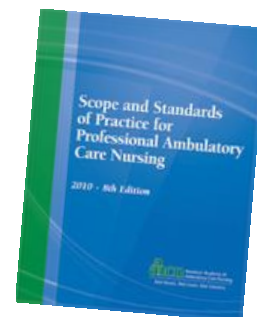
Ambulatory Care Nursing Certification Review Course Syllabus is a comprehensive course syllabus. Content is based on the outline of the ANCC exam and contains outlines, handout materials, and a comprehensive bibliography. **AAACN Member: \$35.00** **Non-member: \$40.00**

Ambulatory Care Nursing Review Questions is a valuable resource that provides 179 multiple choice questions covering various components of ambulatory care practice grouped into 5 topic areas: Clinical practice, communication, issues and trends, systems, and education. This study resource is referenced to the Core Curriculum for Ambulatory Care Nursing. **AAACN Member price: \$34.00** **Non-member price: \$44.00**

Scope and Standards of Practice for Professional Ambulatory Care Nursing, 8th Edition, 2010 explicitly identifies and defines ambulatory care nursing practice in outpatient settings. The first formal Scope of Practice statement contains a definition of ambulatory care practice, an expanded conceptual framework, the characteristics of the practice, the roles of professional ambulatory care nurses, and the trends and issues in ambulatory care settings and nursing practice. There are 16 standards categorized into two major classifications: the nursing process and professional performance standards. Each standard contains distinct measurement criteria to clarify the domains of practice of clinical and administrative practice. The standards will assist registered nurses in preparing for the ambulatory care nursing certification exam.

AAACN Member: \$29.00

Non-member: \$44.00



Telehealth Resources

Scope and Standards of Practice for Professional Telehealth Nursing, 5th Edition, 2011 defines clear responsibilities and accountabilities for clinical practitioners and administrators in the multitude of practice settings delivering telehealth nursing care. The standards are ideal for writing policies, procedures, and job descriptions, orienting staff, planning for Joint Commission surveys, and increasing the quality and safety of patient care. **AAACN Member: \$29.00** **Non-member: \$44.00**



Telehealth Nursing Practice Essentials, 2009 details the necessary information for safe, competent practice of telehealth nursing. It includes topics essential for nurses new to telehealth practice, experienced in telehealth, and for those interested in expanding their telehealth knowledge base. Key information is presented about the nursing process, nursing roles, legal issues, communication, customer service, technology, clinical decision tools, documentation, and clinical information to provide nurses with an in-depth understanding of the scope of telehealth nursing practice. (Earn 13.8 contact hours)

AAACN Member: \$69.00

Non-member: \$89.00

RECERTIFICATION

Every 5 years

Fees: \$350 non-member \$280 AAACN member (save \$70) ANA member \$200*

Candidates for renewal must:

Option A: Professional Development plus Practice Hours.

- Hold a current, active RN license in a state or territory of the United States or the professional, legally recognized equivalent in another country;
- Hold a current ANCC certification;
- Complete the professional development requirements for your certification specialty (must be completed within the 5 years preceding your renewal application submission);
- Complete a minimum of 1,000 practice hours in your certification role and population/specialty (must be completed within the 5 years preceding your renewal application submission); and
- Pay the renewal fee.

Option B: Professional Development plus Testing if you do not have practice hours in your certification specialty. This option applies only to those certifications in which an exam is available.

- Hold a current, active RN license in a state or territory of the United States or the professional, legally recognized equivalent in another country;
- Hold a current ANCC certification;
- Complete the professional development requirements for your specific certification (must be completed within the 5 years preceding your renewal application submission);
- Pay the renewal fee; and
- Pass the exam. (If you do not pass the exam, your certification is no longer valid.)

Tip for Option B: You can apply to test up to 12 months prior to your certification expiration date. If the certification test is retiring, you may apply to test any time before your certification is due to lapse.

NOTE: If your certification has lapsed, go to www.nursecredentialing.org to see the renewal options for lapsed certifications.

For any questions regarding certification or recertification eligibility, pricing, or process, please contact ANCC via email certification@ana.org or by calling 800-284-2378 and **ask to talk to a nurse registrar in the certification department** (this will help you get to the proper person much faster)



Disclaimer: This "Fact Sheet" has been developed by AAACN for your convenience only. Nurses planning to certify should go to www.nursecredentialing.org for the most up-to-date information and **complete** eligibility requirements for the exam.

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| <ul style="list-style-type: none">● The American Nurses Credentialing Center (ANCC) administers the exam.● The American Academy of Ambulatory Care Nursing (AAACN) has developed the study materials for the ANCC exam. |
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The American Academy of Ambulatory Care Nursing
P.O. Box 56, Pitman, NJ 08071-0056
Phone: 800-AMB-NURS Website: www.aaacn.org Email: aaacn@aji.com
Ambulatory Care Nurse Board Certification

Test Content Outline

Effective: June 9, 2014

I. Clinical Practice (53.33%)

A. Assessment, Medication Management and Disease Process/Pathophysiology

Knowledge of:

1. Disease Process/Pathophysiology (e.g., identification, progression, lifestyle effects, exacerbations, complications, lifespan stages of development)
2. Pharmacology (e.g., live vaccines, interactions, side effects, reconstituting and mixing medications, reporting adverse events)
3. Complementary and alternative modalities/medications
4. Drug seeking behaviors and prescription fraud

Skills in:

5. Performing a rapid assessment
6. Triaging crisis situations (e.g., appropriate level of care)
7. Prioritizing patient care needs
8. Recognizing subtle changes (e.g., moderate sedation, verbal cues, nonverbal cues)
9. Determining nursing diagnoses for health promotion, health maintenance and health related problems for ambulatory care patients
10. Using age appropriate and population specific assessment techniques
11. Collecting a medication history and performing medication reconciliation
12. Identifying medications using various resources (e.g., pharmacy, informatics)
13. Monitoring and evaluating compliance with behavioral contracts
14. Educating patient, family, and/or caregiver regarding medication (e.g., self-medication and administration, adverse reactions, generics vs. brand name medications, patient assistance programs)

B. Protocols, Algorithms, Pathways, and Telehealth

Knowledge of:

1. Patient information security practices and nursing licensure issues related to telecommunication (e.g., nurse licensure compact, state line issues)
2. Protocols, algorithms, and pathways (e.g., treatment, disease investigation)
3. Various modalities for remote monitoring (e.g., health buddy, life-line, remote primary care technologies)

Skills in:

4. Obtaining, verifying, and integrating vital information via telecommunication devices and other electronic technologies
5. Triaging via clinical decision support tools to effectively direct to the appropriate level of care
6. Facilitating appropriate and timely care using telecommunication devices and support tools (e.g., active suicide and homicide plan, Acute Coronary Syndrome)

C. Plan of Care, Care Management, and Outcome Evaluation

Knowledge of:

1. Health benefits/services coverage (e.g., accountable care organization (ACO), Patient Centered Medical Home, public/private insurance)
2. High risk populations (e.g., ethnicity, disease, socioeconomic)
3. Disease management (e.g., acute, chronic, palliative, restorative, treat to target, full potential)
4. Coordination of care (e.g., consultations, referrals, timeliness of care, addressing financial barriers)
5. Resource utilization (e.g., hospital, community, Internet, government programs)

Skills in:

6. Gathering, interpreting, prioritizing, and trending disease-focused data
7. Facilitating patient and family participation in the development of the plan of care
8. Facilitating the implementation of the plan of care (e.g., self-management, reduction of lifestyle risks, compliance to plan of care, follow-up, utilization of appropriate level of care, align treatment plan to desired outcome)
9. Assessing and re-assessing plan of care based on outcomes (e.g., economic impact, situational environment, intended or unintended outcomes)
10. Following up post-visit (e.g., procedure, facility discharge, emergency)
11. Following up missed critical appointments (e.g., critical specialist referral, anti-coagulation therapy, chemotherapy, depression medication change)

D. Technical and Clinical Skills

Knowledge of:

1. Informed consent processes
2. Invasive and noninvasive procedures
3. Point of care testing (e.g., variables affecting results, regulations, and quality control)
4. Criteria for discharge (e.g., post-sedation, post-procedure)

Skills in:

5. Executing, assisting, and documenting/recording procedures and protocols (e.g., universal protocols, reviewing lab results, critical value protocols, gathering appropriate equipment)
6. Obtaining, handling, and disposition of specimens (e.g., labeling, storage, documentation, timeline)

II. Professional Issues and Communication (22.00%)

A. Interpersonal skills and customer services

Skills in:

1. Using interpersonal communication techniques (e.g., redirection, reflection, diversion, de-escalating conflicts, active listening, motivational interviewing; with either patients or colleagues) in ambulatory care nursing practice
2. Developing a therapeutic trusting relationship with the ambulatory care patient (e.g., verbal and nonverbal cues, time management, rapport)
3. Formulating and implementing a service recovery plan in ambulatory care settings (e.g., delays, cancellations, complaints, dropped calls, down time)

B. Communication Barriers and Cultural Competency

Knowledge of:

1. Techniques for communicating with sensory altered patients, including multi-sensory limitations (e.g., visual, auditory, emotional, behavioral, developmental)

Skills in:

2. Identifying and addressing communication barriers when providing services (e.g., via telephone, via face-to-face)
3. Managing environment to enhance communication (e.g., privacy, safety, distraction-free, family/caregiver interference)
4. Accommodating individual differences (e.g., culture, health beliefs) while providing care

C. Documentation and Informatics

Knowledge of:

1. Hand-off communication (e.g., change in level of care, change in care provider)
2. Documentation for billing and reimbursement (e.g., guidelines, outcomes, goals, coding)
3. Electronic communication considerations (e.g., communicating with patients, security, protected health information, collaborating with care givers, patient education, patient health portals)

Skills in:

4. Documenting appropriately and accurately in the medical record (e.g., paper, electronic medical record, e-mail. Utilizing the right source/location for the communication)

D. Professional Development and Leadership

Knowledge of:

1. Leadership styles
2. Personality types and group dynamics
3. Shared governance

E. Legal and Ethical Issues

Knowledge of:

1. Electronic social networking issues (e.g., facebook, twitter, text messaging)
2. Mandatory reporting requirements (e.g., abuse, communicable diseases, adverse reactions)
3. Disclosures of unethical and illegal practices

Skills in:

4. Assisting patient with making informed decisions
5. Advocating for ambulatory care nursing within the organization and community settings
6. Advocating for the ambulatory care patient (e.g., cost effective resources and services, safety, rights, advanced directives)

III. Management of Clinical Environment (14.00%)

A. Regulations, standards, and Compliance

Knowledge of:

1. Accreditation standards (e.g., The Joint Commission, Centers for Medicare and Medicaid Services, National Council on Quality Assurance)
2. Government mandates (e.g., Centers for Disease Control and Prevention (CDC), Vaccine for Children Program (VFC), Occupational Safety and Health Administration (OSHA), Health Insurance Portability and Accountability Act (HIPAA), Americans with Disabilities Act (ADA), U.S. Equal Employment Opportunity Commission (EEOC))

Skills in:

3. Delegating (e.g., matching skills with expertise, making assignments, scope of practice, job description)
4. Interpreting and applying clinical guidelines and standards of care into ambulatory care practice

B. Operations

Knowledge of:

1. Fiscal management (e.g., maintaining/rotating supplies, staffing levels, budgeting)
2. Equipment and environment sterilization and disinfection (e.g., autoclaves, scopes, ear picks, dwell time, blood pressure cuff)
3. Policy and procedures development (e.g., guidelines, policies, procedures, protocols)
4. Codes used for reimbursement (e.g., Advanced Beneficiary Notice of Noncoverage (ABN), International Classification of Disease (ICD), Current Procedural Terminology (CPT))

Skills in:

5. Managing clinical workflow (e.g., using benchmarking tools, obtaining pre-authorization for patient care needs, appeals process)
6. Using correct ergonomic techniques and tools to prevent workplace injury

C. Quality Management

Knowledge of:

1. Quality monitors (e.g., tracers, dashboards, benchmarking, satisfaction surveys, NDNQI, work culture surveys)
2. Quality improvement processes (e.g., Plan-Do-Study-Act [PDSA], Lean Six Sigma)

Skills in:

3. Maintaining equipment for patient care (e.g., quality control checks, equipment checks, reporting and repairing malfunctioning equipment)
4. Maintaining a hazard free environment (e.g., safety, biohazard waste)
5. Evaluating literature from various sources (e.g., articles, internet sites, journals)
6. Evaluating/implementing ambulatory care according to current evidence-based practice
7. Identifying opportunities for continuous quality improvement

IV. Education (10.67%)

A. Teaching and Learning Principles and Methods

Knowledge of:

1. Health literacy
2. Modes of educational delivery (e.g., paper, electronic, face-to-face, telephonic)

Skills in:

3. Assessing readiness and barriers to learning (e.g., cultural, emotional, motivational, values)
4. Applying appropriate teaching strategies and methods to specific situation (e.g., motivational interviewing, postponing education, group/community education)
5. Evaluating effectiveness of teaching outcomes

B. Health Promotion and Disease/Injury Prevention

Knowledge of:

1. Preventative health measures (e.g., age-related, risk-related, screenings, evidence-based guidelines, pandemic)
2. Modes of communicable/infectious disease transmissions
3. Consumer product recalls (e.g., medications, car seats, equipment)
4. Emergency preparedness (e.g., hazard vulnerability assessment, facility/patient/staff education)

Skills in:

5. Performing outreach for high risk and/or chronic disease patient populations
6. Providing anticipatory guidance (e.g., pre-procedural, post-procedural, developmental expectations, palliative, progressive conditions/situations)
7. Assessing the validity of health information materials used by patients
8. Facilitating self-care management and self-efficacy (e.g., oxygen, diabetes, falls risk, food safety)
9. Orienting patient and care-giver to the health care delivery system