

American Academy of Ambulatory Care Nursing

Forty-Third Annual Conference

The premier conference for ambulatory care and telehealth nurses

Registration Brochure

Lake Buena Vista, FL
Walt Disney World
Dolphin Hotel
May 9-12, 2018

Here's what's in store for you

- Learn from visionary speakers and leaders
- Connect with friends and inspirational nurses
- Relax and rejuvenate in sunny Florida

aacn American Academy of
Ambulatory Care Nursing

Many settings. Multiple roles. One unifying specialty.

Immerse yourself...

in one of the most rewarding learning experiences of your career.

Welcome to the AAACN community! When you attend our Annual Conference, you become a valued part of a vibrant, unified network of ambulatory care nurses who are excited about learning and helping each other succeed. Here's a look at what this career-changing conference can offer you.

Dive into Learning

to develop yourself head first

- Choose from three focused tracks: Care Coordination and Transition Management (CCTM), Leadership, and Telehealth
- Discover the hottest topics and practice updates
- Jump in on "Rapid Fire" sessions to get several takes on the same topic from different experts
- Earn up to 12.75 contact hours on topics designed for you

Make a Splash

in an endless pool of possibilities

- Meet colleagues, new friends, and AAACN leaders at networking events
- Explore specialized leadership and clinical posters
- Swap tips and ideas with nurses around the country
- Burst into the volunteer scene and learn new skills



Soak in the Benefits

with knowledge as your souvenir

- Return from your learning vacation rejuvenated and inspired
- Bring everything you've absorbed back to your facility
- Build the foundation for your future as a leader
- Uncover the next direction in your career

Swim or Float

to enjoy your ideal getaway

- Bask by the pool or make a splash on the waterslide
- Treat yourself to premium outlets or the thrills of magical attractions
- Indulge in a meal prepared by celebrity chefs or dance at lively nightclubs and music venues
- Escape the world by treating yourself to a luxurious massage or facial

"AAACN's conference is a great place to network, learn from colleagues, knock around ideas, and validate what you are currently doing. Every RN should be associated with a strong networking group like AAACN."

Portia Z., Columbus, OH



Who Should Attend?

This is the premier conference for ambulatory care and telehealth nurses, as well as nurses who practice CCTM. Attendees include managers, supervisors, administrators, directors, staff nurses, care coordinators, educators, consultants, advanced practice nurses, and researchers who practice in such health care settings as:

- Hospital-based outpatient clinics/centers
- Solo/group medical practices
- Telehealth call centers
- University hospitals
- Community hospitals
- Military and VA settings
- Managed care/HMOs/PPOs
- Colleges/educational institutions
- Patient homes
- Free-standing facilities

AAACN 2018 Conference Committees

Program Planning

George D. Velianoff, PhD, RN, FACHE, ANEF
Chair

Nena M. Bonuel, PhD, RN, CCRNE, ACNS-BC, APRN-BC

Diana Harmon, MSN, MHA, RN, CCCTM

Sadiat Toyin Lawal, MSN, RN, CCCTM

Linda Perkins, MSN, RN

Maureen Sims, MBA, BSN, RN, NE-BC

Kathleen Martinez, MSN, RN, CPN
Board Liaison

Rosemarie Marmion, MSN, RN-BC, NE-BC,
Education Director

Abstract Review

LCDR Elyse Braxton, MA, BSN, BS, RN-BC

Donna J. Chapel, MSN, RN, CNML

Nicole Cuthbertson, MSN, RN-BC

Mary DiGulio, DNP, ANP-BC, GNP-BC

Jan Doolittle, MSN

Chrystal Hawkins, RN

Christine Humphrey, MSN, MBA, RN

Jennifer Pfeiffer, MSN, RN, PCNS-BC, CPEN

Julie Satterfield, RN-BC

Anna Sensenig, MBA, BSN, RN, NEA-BC

What's in It For You?

This is the only conference offering education for current and future ambulatory care and telehealth nurses. You will expand and enhance your knowledge with the latest clinical, management, and leadership trends in the specialty.

- Strengthen your leadership skills in the ambulatory care specialty.
- Develop strategies for professional practice in ambulatory care.
- Promote best practices through continuing education sessions and networking experiences.

Added Value

- Professionally developed posters on leadership and clinical topics.
- Special Interest Group (SIG) sessions focused on your practice area.
- Networking lunch session with "Roundtable Focused Topic" discussions.
- Access to 2018 conference sessions through the AACN Online Library indefinitely, at no additional cost. Listen to sessions you couldn't attend on site!
- 5 bonus contact hours in the AACN Online Library. (Available with full main conference registration only.)



Keynote Speaker

"Transforming the Future of Healthcare: Lead, Inspire, and Empower"

Mary Gullatte, PhD, RN, ANP-BC, AOCN, FAAN, is an esteemed nursing leader, speaker, and award-winning author.



Town Hall

"The RN Role in Non Face-to-Face, Technology-Enhanced Nursing Practice: Meeting Health Needs and Improving Outcomes"

Facilitator: Traci Haynes, MSN, RN, BA, CEN, CCCTM



Deals and Discounts

Registration Fees

Full main conference:

- Early Bird price – postmarked on or before March 27, 2018: member price, \$479; regular price, \$639
- Regular/On-Site price – postmarked after March 27, 2018: member price, \$539; regular price, \$699

See page 19 for prices for 1- and 2-day registration, pre-conference workshop, and post-conference workshop.

Registration Deals

- Early Bird special: Register by March 27, 2018, and save \$60.
- AAACN discount: AAACN members save \$160 on registration. (Not a member yet? Join AAACN and register at the discounted rate! See page 16 for instructions.)
- Certification discounts: Attendees certified in ambulatory care, telehealth nursing, or care coordination and transition management save \$20* on registration.

**One certification discount per person.*

Details

- Need to print your registration so you can enclose a check? We've got you covered! Go to conference.aaacn.org for a downloadable registration form (PDF).
- Want to listen to a session you missed? Log in to the AAACN Online Library 3 weeks after the conference. Your access is included with your registration.
- Have questions? We have answers! Read our Conference FAQs, call us at 800-262-6877, or email us at aaacn@aaacn.org.

Register

Visit conference.aaacn.org for everything you need to register.

Connect with us on Facebook and Twitter
and use the hashtag #AAACN2018



Pre-Conference Workshop

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**

Deena Gilland, MSN, RN, NEA-BC; Linda Brixey, RN-BC; June Levine, MSN, RN

This workshop will focus on key areas relative to the registered nurse workforce in ambulatory care practice, including orientation and competencies, preceptorship, and implementing a nurse residency program.

Member price: \$119 Regular price: \$139

Main Conference Schedule

Wednesday, May 9, 2018

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

Mary Gullatte, PhD, RN, ANP-BC, AOCN, FAAN

This session will enlighten, inspire, and empower nurses about future trends in health care and identify success strategies for nurses to lead the transformation of ambulatory health care. Nurses will also hear about how to reinvent themselves for professional and personal success in an ever-changing and unstable health care environment.

3:15 pm – 3:35 pm
Refreshment Break

2018 Tracks

C = Care Coordination and Transition Management

L = Leadership

T = Telehealth

3:35 pm – 4:35 pm

Concurrent Sessions (111-114)

1.0 contact hour

L 111 **Strength in Numbers to Meet Cultural Change – Creating an Interprofessional Continuing Education Process**

Theresa Mendoza Mostasia, EdD, MS, BSN, RN, PHN, DSD; Monica Bourke, MSN, RN; Kathy Bratcher, MSN, RN

This session will discuss the development of an interprofessional continuing education (IPCE) process among physicians, nurses, and other key players using the LEAN methodology. Included will be a focus on cultural change, the differences in people, and the processes that make IPCE challenging yet rewarding.

C 112 **Using a Collaborative Approach to Build the Care Coordination and Transition Management (CCTM) Toolkit**

Rachelle White, BSN, RN, CCCTM; Misty Landor, MBA, MSN, RN, CSN, ANP-C, CCCTM; Helen Vigh, BSN, RN, CCCTM

This session will discuss the development of an online interactive toolkit to allow quick and easy access to CCTM tools that can be used for an individual's unique programs and health care settings.

T 113 **Connect 2 Care – A One-Call System for Patients to Navigate the Health Care System**

Christine Savoie, BSN, RN; Adrienne Bauer, MBA, BSN, RN; Kathleen Jones, BSN, RN, IBCLC

Creation of a patient line, Connect 2 Care, which was designed to create a single entry point for all patients to access medical care, will be discussed.

114 **Medical Assistant Externship Program: Transitioning Student Externs into Professional Practice**

Vanessa DeBiase, MSN, MEd, RN; Maria Hamakiotis, MSN, RN

This session will describe the process of developing a medical assistant externship program in an academic medical center while outlining the elements that are key for a medical assistant externship program to be successful.

4:35 pm – 4:45 pm

Break

4:45 pm – 5:45 pm

Concurrent Sessions (121-124)

1.0 contact hour

L 121 **Pre-Licensure Training of Primary Care Nurses Using the Dedicated Education Unit Model**

Mary Blankson, DNP, APRN, FNP-C; Sharon Taylor, MPH; Sarahi Almonte, MS, BSN, RN

This session will discuss the use of the dedicated education unit (DEU) model as a unique, clinical education experience allowing nursing students to receive hands-on learning in primary care during their senior year.

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

C 122 **Building and Supporting an RN Care Coordinator Program in Primary Care**

Kristine A. Kelm, MS, BSN, RN; Beth A. Beck, BSN, RN, CMSRN; Jennifer Bousman, BSN, RN

The key components needed to build an RN care coordination department will be outlined in this session.

T 123 **Avoiding Litigation in Telehealth Nursing Practice**

Sherry Smith, MSN, MBA, RN

Attendees will learn about the legal risks inherent in telephone nursing practice.

124 Clinical Rapid Fire Presentations

In these short presentations, multiple speakers will highlight their approaches to managing a general work-related issue.

Outpatient Sickle Cell Pain Management – 1-Year Post-Implementation

Natalie Armel Merilus, MS, RN

Standardizing the Pre-Operative Education Piece: The Surgical Passport

Jennifer Marie Reinhardt, BSN, RN; Emery A. Collier, LPN

VAX Champ – Development of Immunization Content Leaders

Tracy Jo Bieber, BSN, RN

Comfort Measures and Distraction Techniques for Children Undergoing Painful Procedures in an Ambulatory Setting

Tara Spruill, BSN, RN, CPN; Jennifer Pfeiffer, MSN, RN, PCNS-BC, CPEN

Metabolic Syndrome – One Thing Leads to Another*

H. Elaine Shestokas, BSN, RN

(*Note: This session will not appear in the Online Library.)

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!

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. See page 18 to find out how you can donate an item. 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

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

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

Speakers will share the results of nurse-sensitive indicators measure development and chart the course for future measure development.

2018 Tracks

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9:15 am – 10:30 am

Exhibit Hall Grand Opening/Poster Viewing/Meet the Board/Refreshment Break

10:30 am – 11:30 am

Special Interest Group (SIG) Sessions (211-213)

No contact hours will be awarded.

There are many practice interests within ambulatory care nursing. Attend one of these Special Interest Group (SIG) meetings to learn more and get involved!

211 Pediatric SIG

Facilitator: Mary Sizer, MSN, RN, CPN

Meet members of the Pediatric SIG, which serves as the voice for pediatric nursing in AACN. If your practice involves caring for infants and children, join us and network with other AACN members who are interested in this practice.

212 Telehealth SIG

T *Facilitator: To Be Decided*

The Telehealth SIG promotes nursing practice consistent with AACN telehealth nursing practice standards. In addition to providing a network of telehealth nurses responding to the changing needs of SIG members, this SIG supports continuing education, aids in research and publication, and ensures the development of collegial relationships – all within the specialty of telehealth nursing practice. Join us to discuss current and future goals, telehealth challenges, and best practices in an open forum for telehealth nursing clinical practices.

213 Patient/Staff Education SIG

Facilitator: To Be Decided

Join the lively discussion focusing on how technology has changed education for staff throughout the ambulatory care setting with the Patient/Staff Education SIG, which covers various educational issues affecting staff and patients.

11:30 am – 12:45 pm

220 Roundtable Focused Topics

1.0 contact hour

Enjoy lunch while networking with attendees from across the country on a topic of interest to you. Tables will be marked with ambulatory care topics.

1:00 pm – 2:00 pm

Concurrent Sessions (231-234)

1.0 contact hour

231 **L** A Beat Above: How Implementing an RN-Managed Hypertension Clinic Changed Patient Care

Nikki Gilmore, MSN, RN; Shane Gardner, RN

The speakers will outline how they justified the need to create RN-managed clinics, garnered buy-in from both administration and physicians, and collaborated with many other disciplines to create a comprehensive program that could be run solely by RNs.

232 **C** A Magic Wand Is Needed to Meet the Requirements for Nurses in a Primary Care Setting

Pamela Schubert-Bob, MHA, RN, NE-BC, CPN; Ellen Reisinger, MBA; Michelle Fleck, BSN, RN

This session will explore the design of a primary care practice that acknowledges that care does not just happen at the hospital or at a specific practice. It will also examine how nursing can motivate, create, and make an impact for the patients in a complex primary care center. The presenters will outline approaches to expand the role of nurses including intervisit interventions that focus on nursing support.

233 Traversing the Headwinds – Leveraging Nurse Capital and Sustaining Gains in the Face of Expansion and Change

T

Jeanine Baskin, MSN, RN, CPHQ; Chastity Bennett, BSN, RN

In this presentation, the speakers will share the leadership strategy, approach, and navigation through the intimidating course of transitioning to a complex, comprehensive, 24-hour RN call center.

234 Transition to Practice Rapid Fire Sessions

In these short presentations, multiple speakers will highlight their approaches to managing issues related to transitioning to practice.

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, ASN, RN-BC; Amanda Dymont, BSN, RN-BC

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, CNL; L. Jessie Jones-Bell, MSN, RN; Cathryn Halford-Cook, DNP, RN, CNS, CNL

New Nurse Graduate Pipeline: Building Perioperative Practice

Alleia Stokes, MSN, RN

The Employee Orientation Imperative: Driving the Quality of Care

Lisa Balsam, BSN, RN; Hope Burnell, SPHR, SHRM-SCP

Ambulatory Registered Nurse Residency Program: Design, Implement, Evaluate

Melody Routley, MSN, RN

2:15 pm – 3:15 pm

Concurrent Sessions (241-244)

1.0 contact hour

241 Journey of Establishing a Magnet® Nursing Culture in Ambulatory Care

L

Curlissa Mapp, MSN, APRN, ACNS-BC; Deena Gilland, MSN, RN, NEA-BC

This presentation will describe the journey of an ambulatory care CNO and Magnet® program director (MPD) to create a culture of excellence using the American Nurses Credentialing Center (ANCC) Magnet recognition program as the framework.

242 Advanced Illness Care: A Patient-Centered Approach to End-of-Life Care

C

Lydia Border Caldwell, BSN, RN; Lisa Myers, RN

Using scenario-based examples, this presentation will describe how advanced illness care was implemented in a large integrated health care system using ambulatory care RN care coordinators to identify and manage patients in advanced stages of illness.

243 A Veteran's Home Telehealth Experience: Chronic Care Management in the Comforts of Home

T

Laila Grace Navarro, BSN, RN-BC

This presentation will highlight a veteran's experience with the home telehealth program and how collaboration among members of his health care team improved his health outcomes.

244 Ready or Not, Here They Come: Ensuring Continuous Readiness in Partnership with Ambulatory Clinics

Panissa Caldwell, MHA, BSN, RN; Latrice Maddox, BSN, RN; Meredith Parks, BSN, RN

The speakers will describe how the collaboration between a clinic leadership team and a clinical resource services team creates a safe environment for patients and team members.

2018 Tracks

C = Care Coordination and Transition Management

L = Leadership **T** = Telehealth

3:15 pm – 4:15 pm

Exhibit Hall Open/Poster Viewing/Meet the Board/Dessert Break

4:15 pm – 5:15 pm

Special Interest Group (SIG) Sessions (251-253)

No contact hours will be awarded.

There are many practice interests within ambulatory care nursing. Attend one of these Special Interest Group (SIG) meetings to learn more and get involved!

251 Veterans Affairs SIG

Facilitators: Mary Kate Sweeney, MSN, RN-BC; Kathy Andersen, MSN, RN-BC

Attend this session to network and collaborate with your VA ambulatory care nursing colleagues while you discuss current issues, share solutions and creative programs, and keep in touch across the country.

252 Tri-Service Military SIG

Facilitator: To Be Decided

All Air Force, Army, and Navy ambulatory care nurses are invited to join the Tri-Service Military SIG (Tri-SIG). The Tri-SIG offers opportunities for ambulatory care nurses (both military and civilian) to present and share research, best practices, and unique challenges encountered in the military health system across the services.

253 Leadership SIG

L *Facilitator: Christine Ruygrok, MBA, RN*

Get your questions ready! Participate in an interactive “Ask the Expert” session with a panel of leaders in ambulatory care nursing. The Leadership SIG shares expertise among members on issues related to policy, structure, and process unique to the ambulatory care nurse leader. Topics of interest are best practices on regulatory standards, staffing models for various settings, and ambulatory care nurse quality metrics.

5:45 pm – 7:45 pm

260 Tri-Service Military Evening Forum and Networking

\$85 separate fee (includes dinner and contact hours)

Contact: COL Andrew Powell, andrew.a.powell14.mil@mail.mil with concerns or questions about attendance.

Friday, May 11, 2018

7:00 am – 4:30 pm

Registration Open

7:00 am – 8:00 am

Continental Breakfast/Exhibit Hall Open/Poster Viewing/Meet the Board

8:00 am – 9:30 am



Town Hall

1.25 contact hours

301 The RN Role in Non Face-to-Face, Technology-Enhanced Nursing Practice: Meeting Health Needs and Improving Outcomes

Facilitator: Traci Haynes, MSN, RN, BA, CEN, CCCTM

Ambulatory care nurses are continually expanding their influence in non-traditional ways. Technology has moved far beyond the telephone to enable innovative models and strategies, remove geographical boundaries, and expand nursing care from the individual to populations. Some examples include remote patient monitoring, population health, care coordination, and interactive long-term care plans. In this session we encourage you to share and learn about current innovations and outcomes in nursing care delivery.

9:30 am – 10:45 am

Exhibit Hall Open/Poster Viewing/Meet the Board/Refreshment Break

10:45 am – 11:45 am

Concurrent Sessions (311-314)

1.0 contact hour

L **311 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

Drawing upon numerous resources as well as recent empirical research in ambulatory care settings, this presentation will cover what facility evaluation is, and why it is important in supporting continuous improvement in ambulatory care. Speakers will also describe the recommended approaches to measuring facility effectiveness and share results and applications from two health care systems that have engaged formal facility evaluation processes.

C **312 Evolution of Targeted Patient Population Care Management Strategy to Improve Patient Outcomes and Healthcare Resource Utilization**

Mary Morin, MSN, RN, NEA-BC

This session will explore the evolution of a medical group's RN care management model to provide targeted patient population management and improve patient outcomes as well as reduce emergency department use and readmissions.

T **313 Using Evidence-Based Best Practices to Develop Telephone Triage Algorithms**

Kerie Sue Olson, RN

The speaker will describe how RNs use a decision support tool with evidence-based algorithms to aid in determining the right level of care for each patient.

314 Leadership Rapid Fire Sessions

In these short presentations, multiple speakers will highlight their approaches to managing leadership-related issues.

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

Catalysts for Growth: Pathways to Becoming a Person of Influence

Kimberly Regis, DNP, RN, PNP-BC

A Team Approach: Improving Quality Outcomes through the Engagement and Empowerment of Frontline Staff

Janet Porritt, RN

Improving Documentation in the EMR Utilizing Electronic Chart Auditing in the Ambulatory Care Setting

Mary-Ellen Gregory, RN; Sibil J. Blee, MSN, RN

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

"This was my very first AACN Conference and I loved it! It was the best conference I have ever attended, and I've attended many. The speakers were SMEs – Subject Matter Experts – who shared their knowledge and expertise. The poster presentations were remarkable, and the attendees were amazingly friendly and very much into networking!"

Theresa M., Bay Area, CA

11:45 am – 1:15 pm

Lunch on Your Own

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 (321-324)

1.0 contact hour

321 Developing an Ambulatory Care Model

L *Mary Ann Duvanich, MSN, MMHC, RN*

Explore the framework of strategies and tactics used throughout the journey to develop a standardized clinical care staffing model for ambulatory care settings (MA, LPN, and RN).

322 A Care Management Strategy to Reduce Emergency Department Utilization in the Patient-Centered Medical Home (PCMH)

C *Alverta Robinson, MSA, BSN, RN-BC, LNHA*

This session will discuss the multifaceted problem of overuse of the emergency department and suggested strategies for addressing the issue.

323 Managing the Ambulatory Ecosystem during Constant Climate Change

T *Diane Woods, BSN, RN*

This session will describe the ongoing efforts within Emory Healthcare to remain innovative in its care delivery while maintaining a continued focus on patient-centered and family-centered care.

324 RN-Led Medicare Wellness Visits – Nurses Providing Value in Meeting Your Organization's Important Medicare Quality Metrics

C *Lois Marie Stauffer, MSN, RN, CNL*

This session will outline the impact to quality metrics and steps to implement an RN-led annual Medicare wellness visit within an organization.

3:30 pm – 4:30 pm

Concurrent Sessions (331-334)

1.0 contact hour

331 Integrating a Nurse Visit Model: Navigating the Bumpy Road of Change

L *Emilee Marie Gubeno, MPH, BSN, RN, CPEN; Anne Mescher, MSN, RN*

Using the nursing skill set to complete independent and nurse-led visits in primary care enabled one setting to evaluate nursing practice, increase provider schedule capacity, and improve access in the practice without compromising outcomes.

332 Care Management Teams: An Amazon Prime Approach to Care Delivery

C *Paige C. Kearns, MSN, RN, CMSRN; Shanee M. Courtney, MSN, RN*

The care management team (CMT) of Kaiser Permanente Colorado is an interprofessional team of RNs, clinical pharmacists, licensed clinical social workers, and medical assistants who collaborate to provide seamless, efficient case management for patients at no cost.

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333 Clinical Informatics' Role in Implementing an After-Hours Telehealth Program for Primary Care

T

Deborah Ann Picchione, MS, BSN, RN; Susanne T. Fehr, PhD, RN-BC, NE-BC

This session will describe how by using the skill set of clinical informatics nurses as part of a larger team, Western Connecticut Medical Group succeeded in implementing an after-hours, direct-to-consumer telehealth program.

334 To Leadership and Beyond: Professional Development and Onboarding for Ambulatory Care Nurse Leaders

L

Jamie Kaye Stucky, MS, RN; Sara J. Miller, BSN, RN

The speakers will share how one organization has worked extensively to provide a strong evidence-based foundational onboarding plan for new nurse leaders, along with ongoing leadership development, in an effort to yield and retain effective leaders.

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

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



Boost your confidence and knowledge as you prepare for the Ambulatory Care Nursing Certification Exam. Based on the ANCC Test Content Outline for the exam, this course is carefully designed to help you earn the certification you have worked so hard to achieve. The course is also helpful for nurses transitioning to ambulatory care and experienced nurses who would like to refresh their knowledge. Topics are offered in an interactive,

problem-solving format to enhance your critical thinking. All course participants will receive the *Ambulatory Care Nursing Certification Review Course Syllabus*. Please note, this course does not grant certification in ambulatory care nursing.

Member Price: \$209 Regular Price: \$259

Continental breakfast and lunch included.

Order your copy of the *Core Curriculum for Ambulatory Care Nursing, 3rd Edition*, at a discounted rate when you register for the Certification Review Course. (See registration form on page 19 for complete information.)

*Note: If you order the *Core Curriculum* when you register, your selection will be sent to you immediately. If your registration is received after April 23, 2018, you will receive your book at the conference.



Registration & General Information

Registration

Visit conference.aaacn.org for complete conference information and to register. You will need a credit card and an email address to register online. You may also complete the registration form at the end of this PDF and mail or fax it to AAACN.

Full conference registration includes:

- Up to 12.75 continuing nursing education contact hours
- 5 bonus contact hours post-conference
- AAACN Online Library access
- Opening Reception
- Two Continental Breakfasts
- One Networking Box Lunch
- Refreshment Breaks

Fees

Full main conference

- Early Bird price – postmarked on or before March 27, 2018: member price, \$479; regular price, \$639
- Regular/On-Site price – postmarked after March 27, 2018: member price, \$539; regular price, \$699

Other registration options

See page 19 for prices for 1- and 2-day registrations, pre-conference workshop, and post-conference workshop.

Deals and Discounts

Early Bird Discount: Register by March 27, 2018, and save \$60 on the regular conference registration fee. Mailed forms must be postmarked by March 27, 2018.

Certification Discount: Attendees who are certified in ambulatory care, telehealth nursing, or care coordination and transition management may deduct \$20* off their registration fee. Expiration date of certification is required. Discount is ONLY applicable with full 3-day main conference registration and at time of initial registration.

*One certification discount per person.

AAACN Membership Discount: AAACN members save \$160 on their conference registration fees. To be eligible for the member rate, you must be a AAACN member through May 31, 2018. If your membership expires prior to May 31, 2018, you may renew your AAACN membership to qualify for the member rate and then register for the conference.

Not a Member?

Join and Get the Reduced Rate!

Join AAACN and get the discounted conference registration rate, plus gain all the benefits of AAACN membership. Join our welcoming community and you will:

- Earn free contact hours from the *ViewPoint* newsletter CNE articles
- Receive a subscription to a leading nursing journal of your choice

- Purchase AAACN education resources at member discounts
- Access online education activities with contact hour credit
- Find a job in the AAACN Career Center
- Network with other members through Special Interest Groups (SIGs) and participate in the AAACN Connected Community
- Enhance your leadership skills through volunteer opportunities

Visit aaacn.org/join-or-renew to join AAACN or renew your membership. You can also complete the AAACN membership application included at the end of this conference brochure PDF. Print just the application page and mail or fax it to AAACN with your \$130 membership dues. Then register for the conference at the discounted member rate once your membership is processed.

Be sure to add aaacn@aaacn.org to your safe sender list to ensure you receive AAACN Conference emails, and/or check your spam folder.

Guest Registration

Guests may register to attend the Opening Reception and Silent Auction for an additional fee of \$35. You may register your guest on the registration form or online. Entrance to the Exhibit Hall, Continental Breakfasts, and Networking Box Lunch are not included in the guest fee.

Special Needs

If any special disability/dietary arrangements are needed, please note on indicated area of registration form.

Payment Policy

Registrations will be processed only when accompanied by full payment. If a check is returned by the bank or a credit card is denied, full payment must be received by cashier's check or money order with an additional \$30 processing fee.

If payment is not received by the AAACN National Office prior to the conference, you must pay the full amount onsite. If you do not receive registration confirmation 1 week prior to the meeting, contact the AAACN National Office at 1-800-262-6877 or aaacn@aaacn.org.

If you have requested payment through your facility/employer, check with the facility/employer to be sure they have processed the payment. You will be responsible for the registration fee onsite if your facility did not pay in advance. Purchase orders (including government purchase orders) are not an acceptable form of payment. All fees are in U.S. dollars.

Cancellations and Substitutions

Cancellations and substitutions must be requested in writing via fax (856-218-0557), email (aaacn@aaacn.org), or written notice to AAACN (PO Box 56, Pitman, NJ 08071-0056). We'll be

General Information *(continued)*

happy to refund your registration fee, less a \$50 administration fee, if received before April 9, 2018. No refunds will be made after that date. Telephone cancellations will not be accepted.

AAACN membership dues are nonrefundable. All other monies will be returned to the party who originally issued payment. If you are unable to attend, a substitution may be made. If your substitute is not a AAACN member, additional fees may apply.

In the event AAACN should find it necessary to cancel or postpone this conference for any reason including, but not limited to, registration responses, strikes, or acts of God, AAACN will not be liable for registrants' expenses. However the cancellation/postponement is ultimately resolved, AAACN will act responsibly to protect members' and registrants' investment in the conference and association.

Hotel Information

Walt Disney World Dolphin Hotel
1500 Epcot Resorts Blvd
Lake Buena Vista, FL 32830

The Walt Disney World Dolphin Hotel is the official hotel for the AAACN 2018 Annual Conference. A block of rooms has been secured at the special rate of \$199 for single/double plus taxes and fees.

Check-in: 3:00 pm

Check-out: 11:00 am

Reserve Your Room

Online: conference.aaacn.org

Call: 800-227-1500 and refer to the AAACN Annual Conference.

The conference rate is available through April 6, 2018, or until the room block is full. Reservations received after this date will be accepted on a space and rate available basis.

Hotel Parking

Self-parking available at \$20 per day + tax.

Valet parking available at \$30 per day + tax.

Rates are subject to change.

Airport/Transportation

Orlando International Airport (MCO) is 21 miles / 25-30 minutes away from the hotel. Hotel does not provide shuttle service. Transportation may be arranged through Mears Transportation. Mears Transportation provides shuttle service from Orlando International Airport to the Walt Disney World Swan and Dolphin. They have seven desks located on the lower level of the airport. Shuttles run continuously and reservations are not necessary.

Mears is \$23 one way or \$37 round trip per adult; \$18 one way or \$28 round trip per child. For additional information please visit www.mearstransportation.com.

Weather & Attire

A typical day in Lake Buena Vista during May has daytime highs in the mid to upper 80s and lows in the mid 60s. Please remember to pack a sweater, as the conference room temperatures can vary. We suggest you bring comfortable walking shoes for your conference activities.

AAACN Online Library, Conference Handouts, and Contact Hours

The AAACN Online Library gives you even more value with your conference registration.

Full conference attendees receive free access to conference sessions in the AAACN Online Library. Listen to sessions you may have missed onsite or revisit courses you already attended. Content will be available approximately 3 weeks after the conference. Be sure to take advantage of this additional learning experience at your convenience.

Session handouts will be available to view and print approximately 2 weeks prior to the conference. Handouts will not be available onsite.

Evaluate sessions online, either at home or onsite, to earn your contact hours. You will have approximately 3 weeks following the conference to complete evaluations.

Access your CNE certificates in the AAACN Online Library and print any time.

Can't Attend the Conference?

We'll miss you, but you won't have to miss the education! Approved sessions outlined in this brochure will be available for purchase in the AAACN Online Library approximately 6 weeks after the conference. Individual sessions and full conference package will be available.

Continuing Nursing Education

Earn up to 12.75 continuing nursing education (CNE) contact hours for your professional development, certification/recertification, and relicensure during the conference. Earn 3.25 contact hours on Wednesday, 4.25 on Thursday (includes 1.0 for the networking lunch), 4.25 on Friday, and 1.0 for poster sessions. After the conference evaluation period closes, main conference registrants will have access to an additional 5 bonus contact hours in the AAACN Online Library. An additional 3.0 contact hours are available for the pre-conference session on Wednesday. An additional 7.9 contact hours are available for the Ambulatory Care Nursing Certification Review Course on Saturday.

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.

General Information *(continued)*

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

Accreditation of activities for contact hours does not imply approval or endorsement of any product, advertising, or educational content by Anthony J. Jannetti, Inc., AAACN, or the American Nurses Credentialing Center's Commission on Accreditation.

Photo Release

AAACN occasionally uses photographs of conference participants in promotional materials. By virtue of your attendance, you agree to usage of your image in such media. Additionally, any photos made public and shared through the official AAACN Annual Conference App are the property of AAACN and may be used in promotional materials.

Silent Auction Donations

The Annual Silent Auction will be held on Wednesday, May 9, during the Opening Reception. Auction items have included nursing memorabilia, jewelry, gift certificates, educational materials, entertainment and technology devices, and more. Proceeds from the Silent Auction support the AAACN Scholarship and Education Fund.

We hope you will consider donating an item for this special event. Bring your donation to the conference, drop it off at the Registration Desk prior to Wednesday evening, and complete a form onsite to let us know your name and the value of the donation. Thank you for your contribution!

Donations to the AAACN Scholarship and Education Fund may also be made on the conference registration form. Simply note the amount you'd like to donate and include with your registration fee.

Here's why your colleagues love this meeting...

"I have worked in ambulatory care my entire career and it was such a pleasure to network with nurses who work in the same area. This conference rejuvenated my spirit and passion for what I do. I walked away feeling like a leader in my field and with more confidence than I've ever had."

Stacy D., Spokane, WA

"The networking was wonderful and the posters were particularly helpful and diverse. The sessions were interesting and sparked new ideas. I will definitely return!"

Mary C., Durham, NC



Register today!

conference.aaacn.org

Questions? Call 800-262-6877 or email aaacn@aaacn.org

American Academy of Ambulatory Care Nursing | REGISTRATION FORM

43rd Annual Conference • Lake Buena Vista, FL • May 9-12, 2018

3 ways to register



Register online at:
conference.aaacn.org



FAX credit card payment to:
856-218-0557



Mail completed form with payment to:

AAACN Registration
Box 56
Pitman, NJ 08071-0056

Name: _____

Credentials: _____

Employer Name: _____

Preferred Mailing Address: Work Home

City: _____

State: _____ Zip: _____

Daytime Phone work personal

(_____) _____

Email address: _____

(Email address is required so we can send your receipt/confirmation/CE access.)

Including this meeting, how many AAACN conferences have you attended?

1 2 3 4 5+

Disability or dietary needs? Please state: _____

Full 3-day Main Conference Registration (1pm on 5/9 thru 4:30 pm on 5/11)	MEMBER	REGULAR
Early Bird - Postmarked on or before 3/27	<input type="checkbox"/> \$479	<input type="checkbox"/> \$639
Regular/On-Site - Postmarked after 3/27	<input type="checkbox"/> \$539	<input type="checkbox"/> \$699

One or Two Day Registration	MEMBER	REGULAR
One Day Circle (1) Wed Thurs Fri	<input type="checkbox"/> \$219	<input type="checkbox"/> \$289
Two Day Circle (2) Wed Thurs Fri	<input type="checkbox"/> \$439	<input type="checkbox"/> \$579

Pre-Conference Session - Wednesday, May 9 Separate Fees Apply	MEMBER	REGULAR
010 Creating an RN Workforce for Ambulatory Care Settings	<input type="checkbox"/> \$119	<input type="checkbox"/> \$139

Post-Conference Education - Saturday, May 12 Separate Fees Apply	MEMBER	REGULAR
901 Ambulatory Care Nursing Certification Review Course	<input type="checkbox"/> Without Core Book \$209 <input type="checkbox"/> With Core Book \$279	<input type="checkbox"/> \$259 <input type="checkbox"/> \$349

GUEST Badge - Opening Reception Only - Wednesday, May 9	
Guest Name (other than attendee) _____	<input type="checkbox"/> \$35

Evening Forum and Networking - Thursday, May 10 Separate Fees Apply	MEMBER	REGULAR
260 Tri-Service Military Evening Forum and Networking	<input type="checkbox"/> \$85	<input type="checkbox"/> \$85

AAACN Scholarship and Education Fund
Select your donation amount <input type="checkbox"/> \$5 <input type="checkbox"/> \$10 <input type="checkbox"/> \$25 <input type="checkbox"/> Other Amount \$ _____

Speaker, Poster Presenter, & Certification Registration Discount	
subtract \$100 (Check one)	subtract \$20 (Check one)
<input type="checkbox"/> Primary speaker	<input type="checkbox"/> Ambulatory Certified - Exp. Date _____
<input type="checkbox"/> Primary rapid fire speaker	<input type="checkbox"/> Care Coordination Certified - Exp. Date _____
<input type="checkbox"/> Primary poster presenter	<input type="checkbox"/> Telehealth Certified - Exp. Date _____
Note: Discount is ONLY applicable with a full 3-day main conference registration and at time of initial registration. One certification discount per person.	

CONCURRENT SESSIONS

Please indicate your first two choices with a (1 and 2) in each of the breakout times listed below. Attendees are automatically registered for President's and Keynote Address, General Sessions, Town Hall, and breakfasts.

Wednesday, May 9, 2018		Thursday, May 10, 2018				Friday, May 11, 2018		
Pre-Conference (fee) ___ 010	AAACN 101 6:00 pm ___ 130	10:30 am ___ 211 ___ 212 ___ 213	1:00 pm ___ 231 ___ 232 ___ 233 ___ 234	2:15 pm ___ 241 ___ 242 ___ 243 ___ 244	4:15 pm ___ 251 ___ 252 ___ 253	10:45 am ___ 311 ___ 312 ___ 313 ___ 314	2:15 pm ___ 321 ___ 322 ___ 323 ___ 324	3:30 pm ___ 331 ___ 332 ___ 333 ___ 334
3:35 pm ___ 111 ___ 112 ___ 113 ___ 114	4:45 pm ___ 121 ___ 122 ___ 123 ___ 124	Opening Reception/ Silent Auction 7:00 pm ___ 140		Networking Lunch 11:30 am ___ 220		Tri-Service Forum (fee) 5:45 pm ___ 260		
Saturday, May 12, 2018								
Post-Conference (fee) ___ 901								

PAYMENT OPTIONS

Check enclosed made payable in U.S. funds to: **AAACN**

Charge my: DISCOVER VISA MasterCard AMERICAN EXPRESS

Name of card holder (please print) _____

Billing address if different from above mailing address _____

Credit Card Number _____ / _____ / _____ / _____

Expiration Date _____ Security Code _____

Signature _____

PAYMENT SUMMARY

Main Conference\$
One Day or Two Day\$
Pre-Conference\$
Post-Conference\$
Guest\$
Tri-Service Event\$
Donate to Scholarship Fund\$
Registration Discount-\$
Total Enclosed\$

Cancellations must be received in writing by April 9, 2018; Mail to AAACN National Office at address above or email aaacn@aaacn.org. For cancellations received by April 9, 2018, we will refund your registration fee, less a \$50 administration fee. No refunds will be made after this date. Membership is non-refundable/non-transferable.

DUNS# - 029739138 • TAX ID# 51-0231130



1-800-262-6877 | www.aaacn.org | aaacn@aaacn.org

AAACN Membership Application

Name: _____ Credentials: _____

Preferred Mailing Address (check one)

Home Address: _____
 City: _____ State: _____ Zip: _____
 Home Phone: () _____

Work Address

Employer: _____
 Work Address: _____

 City: _____ State: _____ Zip: _____
 Business Phone: () _____ Fax #: () _____

Preferred Daytime Phone: Home Work

E-mail: _____

AAACN **does not** sell or share member e-mail addresses with any outside parties. It is extremely important for us to have your e-mail address to send your dues renewal notice, monthly E-newsletters, and other timely information.

Membership Fee (Please check one)

Dues are not deductible as a charitable organization, but may qualify as a business expense.

- Registered Nurse . . . \$130** **Affiliate/LPN/LVN . . . \$105**
- Registered Nurse . . . \$240** **Senior . . . \$70**
 Pay 2 years – **SAVE \$20!**
 Continuous member for 3 years and reached age 62.
- Student . . . \$70**
 Course of study for initial licensure ONLY - enclose proof of enrollment.

Check payable in US Funds to AAACN
 Charge my Visa MasterCard AmEx Discover

Card # _____ - _____ - _____ - _____
 3 or 4 digit security code _____

Expiration Date _____ in the amount of \$ _____

Card Holder (print): _____

Credit card billing address: _____

Signature _____

Fax this form to (856) 218-0557 or mail to: AAACN, PO Box 56, Pitman, NJ 08071-0056
 (800) 262-6877 | aaacn@aaacn.org | www.aaacn.org

Please circle one answer for each question.

- 1. Position**
 Administrator/Director
 Advanced Practice
 Care Coordinator
 Consultant
 Educator
 Manager/Supervisor
 Researcher
 Staff Nurse
 Other _____
- 2. Practice Setting**
 College/Educational Institution
 Community Hospital
 Free Standing Facility
 Hospital-based Outpatient
 Clinic/Center
 Managed Care/HMO/PPO
 Military or VA
 Patient Homes
 Solo/Group medical practice
 Telehealth Call Center
 University Hospital
 Other _____

- 3. Highest Level of Education Completed**
 LPN/LVN
 Diploma—Nursing
 Associate Degree—Nursing
 Associate Degree—Other
 Bachelor's Degree—Nursing
 Bachelor's Degree—Other
 Master's Degree—Nursing
 Master's Degree—Other
 Doctorate Degree, Nursing
 Doctorate Degree, Other
- 4. If you are involved in clinical care, please circle the area that best describes your practice.**
 Ambulatory Surgery
 Behavioral Health
 Family Practice
 General Surgery
 Internal Medicine
 Medical Specialties
 Multispecialty Clinic
 Obstetrics/Gynecology
 Oncology
 Orthopaedics/Rehabilitation
 Pediatrics
 Primary Care
 Surgical Specialties
 Telehealth
 Other _____

- 5. If you are in an administrative/managerial position, please circle ONE area that best describes your area of responsibility.**
 Ambulatory Surgery
 Community/Public Health
 Employee/Occupational Health
 Hospital-based Emergency Services
 Information Management
 Nurse-Managed Center
 Oncology Clinic
 Patient Education
 Physician Group Office
 Practice/Primary Care
 Rehabilitation Outpatient
 Specialty/Sub-specialty Physician
 Practice
 Staff Education
 Triage
 Urgent/Immediate Care Center
- 6. Are you Certified? (Circle all that apply)**
 Ambulatory Nursing ANCC
 Care Coordination MSNCB
 Telehealth NCC

- 7. Choose membership in as many Special Interest Groups (SIG) as you would like.**
 Leadership
 Patient/Staff Education
 Pediatrics
 Telehealth Nursing Practice
 Tri-Service Military
 Veterans Affairs
- 8. Salary (Confidential)**
 \$24,999 or less
 \$25,000 - \$44,999
 \$45,000 - \$64,999
 \$65,000 - \$84,999
 \$85,000 - \$105,000
 more than \$105,000
- 9. Select the journal you would like to receive as part of your membership benefits.**
 MEDSURG Nursing
 Nursing Economic\$
 Pediatric Nursing

- 10. How did you hear about AAACN?**
 A member
 AAACN Conference
 AAACN Enews
 Another Conference
 Certification organization
 Colleague
 ViewPoint Newsletter
 Web site
- 11. Select how you will receive your ViewPoint newsletter**
 By Email
 By Mail
- 12. What is your birthday month:**

- 13. What is your birthday year:**

- Who referred you to AAACN?**

AAACN occasionally makes available members' addresses to organizations and vendors that provide products and services of value to the ambulatory care nursing community. If you prefer not to be included in these lists, please check the box provided.