

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 Convention Center  
and Renaissance Hotel  
Palm Springs, California**

REGISTRATION BROCHURE



**Don't miss this once-a-year event!**

- Make career-changing connections
- Learn the latest innovations from inspiring speakers
- Earn up to 14.75 contact hours

**REGISTER TODAY!**

# WELCOME

The moment you arrive at the AAACN Annual Conference, you'll feel the energy and warmth of dedicated nurses who are as excited as you are to learn and connect.

## Here's what's in store

**3 Focused tracks.** Care Coordination and Transition Management (CCTM), Leadership, and Telehealth.

**50 Inspiring speakers.** They'll help you prepare for the future with the latest information and advances.

**6 Rapid Fire sessions.** Courses that present different facets of the same topic so you get a panoramic view.

**14.75 Contact hours.** Available on the topics you need most for your practice today.

## So much to explore

**Networking events.** Share memories and laughter with trusted friends; make new connections.

**Innovative posters.** Get ready to be impressed by your colleagues' ideas. They'll spark your own!

**Career advancement.** Discover leadership and volunteer opportunities.

**A desert oasis.** The beauty of Palm Springs is extraordinary. You'll have time to escape and rejuvenate.







Ambulatory care nursing is one of the most vibrant and evolving nursing specialties in health care today. For this year's conference, our AAACN experts thoughtfully curated a program that addresses the many challenges you face. You'll enjoy top speakers in the industry who will give you relevant, practical information you can use immediately.

## What you'll take home

- Stronger leadership skills and confidence in your abilities.
- Knowledge of best practices being implemented today.
- A broader view of clinical, management, leadership, CCTM, and telehealth practice.
- Awareness of emerging trends and breakthroughs, and how you can use them.

## Added value

- Special Interest Group (SIG) sessions in your practice area.
- Networking lunch session with tables reserved for first-time attendees.
- Access to the 2019 conference sessions in the [AAACN Online Library](#) at no additional cost. Listen any time, so you don't miss a thing!
- Five bonus contact hours in the [AAACN Online Library](#).  
(Available with full main conference registration only.)



# Who you'll see there

This is the premier conference for ambulatory care, telehealth, and CCTM nurses. Attendees include managers, supervisors, administrators, directors, staff nurses, care coordinators, educators, consultants, advanced practice nurses, and researchers who practice in such 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
- College/educational institutes

## Featured speakers



Terry Foster

**Terry Foster, MSN, RN, FAEN, CCRN, CPEN, TCRN, CEN**

**Keynote Speaker, Wednesday, May 8**

There are so many crazy and funny things that only nurses know! Mr. Foster is a nurse humorist who will make you laugh and restore your pride as a professional nurse in his session, "Surviving and Thriving in the Crazy World of Nursing."



Beth Ann Swan



Sheila Haas

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

**Sheila Haas, PhD, RN, FAAN**

**General Session, Thursday, May 9**

"Optimizing Strategies for Care Coordination and Transition Management: Recommendations From the Invitational Summit."

In this session, Dr. Swan and Dr. Haas will present the outcomes of the 2018 Care Coordination and Transition Management (CCTM) Summit, and how this groundbreaking initiative will advance the RN's critical CCTM role and improve patient care across the continuum.



Nancy May

**Nancy May, DNP, RN-BC, NEA-BC**

**Town Hall, Friday, May 10**

"Population Health: Social Determinants of Health, Behavioral Health, and the Opioid Crisis."

The Town Hall is an open forum to share your "best practice" solutions for the complex problems facing our nation.

# Deals and Discounts

## Registration Fees

### Full Main Conference

- Early Bird Price – Postmarked on or before March 26, 2019:  
Member price, \$499; Regular price, \$659
- Regular/On-site Price – Postmarked after March 26, 2019:  
Member price, \$559; Regular price, \$719

### 1- and 2-Day Registrations, Pre- and Post-Conference Workshops

- See page 19 for pricing for these options.

### Registration Deals

- Early Bird Special: Register by March 26, 2019, 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 registered for the 3-day conference and certified in ambulatory care, telehealth nursing, or care coordination and transition management save \$20\* on registration.

\*One certification discount per person and must be applied at initial time of registration.

### Details

- Need to print your registration so you can enclose a check? Go to [conference.aaacn.org](http://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](#), email [aaacn@aaacn.org](mailto:aaacn@aaacn.org), or call 800-262-6877.

### Register

Visit [conference.aaacn.org](http://conference.aaacn.org) for everything you need to register.

**Connect with us on Facebook and Twitter  
and use #AAACN2019**





# Pre-Conference Workshop

Wednesday, May 8, 2019

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8:00 am - 11:15 am

## 010 Pre-Conference Workshop

3.0 contact hours

### Magnet® Recognition in Ambulatory Care: Description of a Recipe for Nursing Excellence

*Rachel Start, MSN, RN, NE-BC; Curlissa Mapp, MSN, APRN, ACNS-BC*

Ambulatory care will see an increased focus from the Magnet® Recognition Program with the release of the 2019 application manual. This session will address the impact that the increased focus will have on ambulatory care, the overall journey to Magnet® recognition, and how Magnet® recognition aligns with overall organizational goals for health care institutions.

# Main Conference Schedule

Wednesday, May 8, 2019

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7:00 am - 7:30 pm

Registration Open

12:30 pm - 2:45 pm



### Welcome and President's Address

*Kathy Mertens, DNP, MPH, RN*

*2018-2019 AACN President*

Celebrating a year of success for ambulatory care nursing, Kathy Mertens will share the highlights of the past year and tell you what's in store for the future as she gets the conference excitement started.



### Keynote Address

1.25 contact hours

### 101 Surviving and Thriving in the Crazy World of Nursing

*Terry Foster, MSN, RN, FAEN, CCRN, CPEN, TCRN, CEN*

Sometimes we just need to hear about the good things nurses do! Humorist Terry Foster will lighten the challenges you face through humor. You'll sit back, relax, and laugh during his uplifting session about your supportive and caring work. (Note: This session will not appear in the Online Library.)

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*"I loved the overall conference experience! In particular, your speakers and board members were so available and approachable. It made me feel as if I had belonged to AACN for decades instead of only 2 years."*

*Debra S., MSN, RN*



2:45 pm – 3:05 pm

Refreshment Break

3:05 pm – 4:05 pm

Concurrent Sessions (111-114)

1.0 contact hour

**111** **Journey Mapping: Using Feedback to Improve the Patient Experience**

**L** Patricia Hughes, DNP, RN, NE-BC

A mapping of the patient journey to document experience at every point of care within an organization as described by patients, staff, and providers will be discussed.

**112** **Planning for a Healthier Future: A Technology-Driven Approach to Population Health Management in a Safety Net Primary Care Practice**

**C** Tiffany Basamon, MS, RN; Christine Monahan, BSN, RN, DC

Discuss how teams are better equipped to enable members to work at the top of their licensure by using interprofessional care coordination and advances in electronic capabilities. The discussion will focus on how this team-based model of care delivery can effectively satisfy quality measures and proactively manage patients' preventative health care needs.

**113** **Critical-Thinking Challenges in Telehealth Nursing: Patients Already Seen and Diagnosed**

**T** Kelli Massaro, BSN, RN, CPN

In telehealth nursing, applying critical-thinking skills is essential to achieving the appropriate level of care for all patients. Specific critical-thinking skills that can be applied to triage best practice will be presented. Case studies that illustrate both optimal and substandard critical thinking will be included.

**114** **Demonstrating the Value of Registered Nurses in Ambulatory Care Using Performance Measures**

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

This session will report preliminary data on participation, benchmarks, and measures being developed for a national collaboration. The project goal is to develop an ambulatory database registry focused on nurse-sensitive indicators.

*This session is sponsored through the John H. Reck Memorial Grant.*

4:05 pm – 4:15 pm

Break

**2019 Tracks**

**C** = Care Coordination and Transition Management

**L** = Leadership

**T** = Telehealth

4:15 pm – 5:15 pm

Concurrent Sessions (121-124)

1.0 contact hour

121 Nurse Executive Leadership in Ambulatory Care

**L** Susan Hossli, MSN, RN, NEA-BC; Deena Gilland, DNP, RN, NEA-BC

Speakers will present materials and resources on the importance of nursing leadership in ambulatory care. The information was developed by the AACN Nurse Executive work group and is based on a survey on nursing leadership and interdisciplinary teamwork. The goal of the project was to help nurses provide the best possible patient care across the continuum.

122 Managing an Identified High-Risk Population Within a Value-Based Healthcare Model

**G** Lisa Jones, BSN, RN, AE-C; Tracy Rife, BSN, RN, AE-C; Amanda Stein, BSN, RN, CCTM

Learn how to identify and implement quality care interventions that result in positive outcomes for a high-risk population of asthma patients.

123 Nurse Triage Call Center Quality Improvement Program

**T** Catherine Fournier, MPH, RN-BC; Rachel Khan, MN, RN

Discuss the development of an improved quality assurance program in a large nurse triage call center.

124 Nursing's Growing Role in Business Operations: Risk Coding and Population Health

Lisa Balsam, BSN, RN, CRC

Hear the story of why one institution developed a program to improve patient care and public health, as well as fortify organizational stability. The speaker will also discuss the impact on the business and population health.

5:30 pm – 6:30 pm

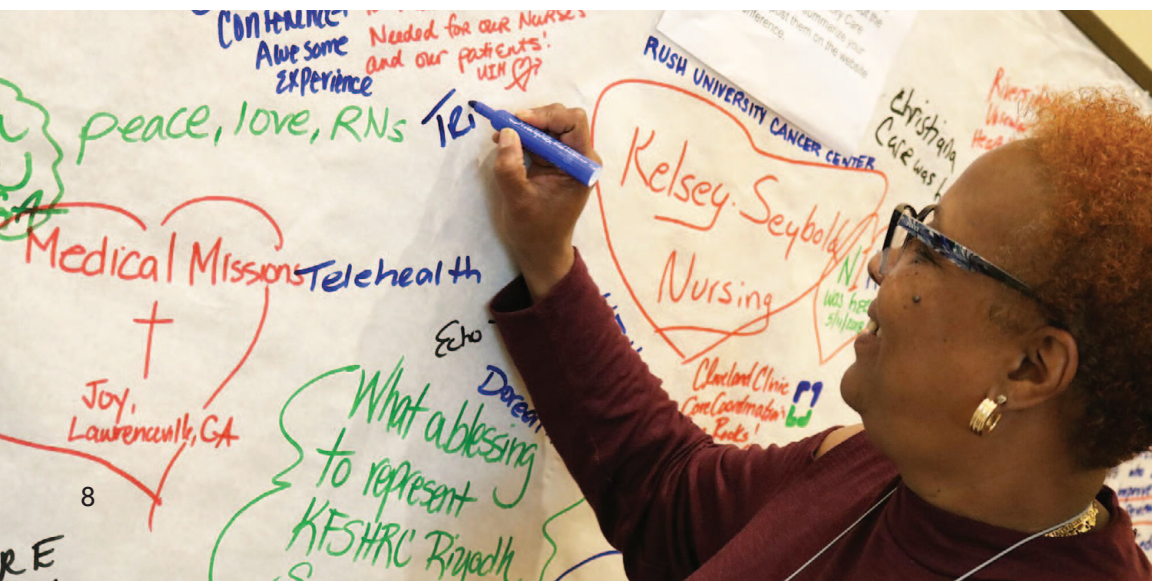
130 AAACN 101: Getting Excited About AAACN and the Conference

Meet new colleagues, learn about AAACN, and discover how to get the most from your conference experience. While the session is geared to new AAACN members and first-time conference attendees, everyone is welcome!

6:30 pm – 8:30 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 19<sup>th</sup> 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 9, 2019

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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 Optimizing Strategies for Care Coordination and Transition Management: Recommendations from the Invitational Summit**

*Beth Ann Swan, PhD, CRNP, FAAN; Sheila Haas, PhD, RN, FAAN*

In May 2018, AACN convened 41 national nurse and health care leaders for a Care Coordination and Transition Management (CCTM) Invitational Summit. The purpose of the summit was to create a strategic, collaborative agenda aimed at defining the role of the registered nurse in CCTM across the care continuum.

*"It was so nice to be able to network with other ambulatory nurses from all over the country, and even internationally! It's nice to see that other institutions are facing similar challenges in ambulatory care and see the best practices they are using to deal with them."*

*Tisha H., RN, CCCTM*

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 (211-214)

1.0 contact hour

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 Veterans Affairs SIG**

*Facilitators: Kathy Andersen, MSN, RN-BC, CCM; Mary Kate Sweeney, MSN, RN-BC, CCCTM; Laila Navarro, BSN, RN-BC, VHA-CM; Amy Fulwood, BSN, RN-BC, VHA-CM*

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.

**212 Telehealth SIG**

**T** *Facilitator: Terrie Rill, MBA-HCM, BSN, RN, CCCM*

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 group supports continuing education, aids in research and publication, and fosters 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.

**213 Patient/Staff Education SIG**

*Facilitator: TBD*

Join the lively discussion on how technology has changed patient and staff education in ambulatory care settings. A wide range of educational issues affecting staff and patients will be explored.

**214 Care Coordination and Transition Management (CCTM) SIG**

**C** *Facilitator: Misty Landor, MBA, MSN, RN, CNS, ANP-C, CCCTM*

CCTM is growing nationwide, and a set of principles and evidence-based resources are constantly being created and updated to support ambulatory care nursing. The CCTM SIG will meet to discuss the latest evidence-based tools and research.

## 2019 Tracks

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11:30 am - 12:45 pm

**220 Roundtable Networking Luncheon**

No contact hours will be awarded for this session.

Enjoy lunch while networking with attendees from across the country, catch up with colleagues, and enjoy the beautiful scenery Palm Springs has to offer. There will be designated tables for first-time attendees to meet and plan activities.

**"So You Want to Get Involved in AAACN!"**

Looking to get more involved with AAACN? Find out what opportunities exist within the association and how you can be a part of it. SPACE IS LIMITED.

1:00 pm - 2:00 pm

**Concurrent Sessions (231-234)**

1.0 contact hour

**231 Health Coaching for Care Teams: Engaging Patients for Meaningful Experience and Improved Outcomes**

**L**

*Celeste Knoff, MAN, MBA, RN, CRRN; Mary Lichtor, MA, CMA*

This session will describe how providing health coaching education to the entire care team positively affects patient experience, engagement, and health outcomes.

**232 A Care Management Strategy to Improve Advance Care Planning Discussions in the Patient-Centered Medical Home**

**C**

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

Discuss the integral role of the RN care manager in helping to improve advance care planning in patient-centered medical homes.

**233 Establishing a Telehealth Apprenticeship Program**

**T**

*Margaree Jordan-Amberg, MSN, RN*

This session describes the process needed to develop a robust and relevant apprenticeship program for new graduate nurses into the telehealth nursing specialty, as well as outlining additional resources and grant funding.

**234 Pediatric Rapid Fire Sessions**

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

**Catching Sunlight through a Drop of Rain: Managing the Care Needs of Our Most Medically Complex Patients**

*Michele Gerhart, BSN, RN, CPN; Kerri Tinney, BSN, RN*

**Ambulatory Care Teams Are Key to Promoting Positive School Outcomes Among Chronically Ill Children**

*Carrie Brumbaugh, BSN, RN, CPN*

**Immunization Workflow, Storage, and Handling**

*Latrice Maddox, BSN, RN; Meredith Parks, MSN, RN*

2:15 pm - 3:15 pm

**Concurrent Sessions (241-244)**

1.0 contact hour

**241 Enhancing Ambulatory Performance through Clinical Support Staff Progression Plans**

**L**

*Diane Woods, BSN, RN*

Explore one organization's care transformation efforts to develop and implement progression plans for medical assistants and LPNs by collaborating with national peers, clinical staff, physicians, nursing leaders, human resources staff, and executive leadership.





**242** **Evaluation of a Care Coordination and Transition Management and Enhanced Communication Training for Nurses Working with Rural Veterans**

**C**

*Lynette Kelley, BS, RN, FNP; Ashlea Mayberry, RN*

Discuss the development of a novel nurse-led, patient-centered quality improvement program, the rural Transitions Nurse Program (TNP). The program addresses the transitional needs of the patient, and the innovative training model used to create a cohort of nurses with advanced skills in transitional care coordination.

**243** **Tough Love: How Home Telehealth Nurse Care Coordinators Swing the Pendulum between Care and Candor to Improve Clinical Outcomes**

**T**

*Laila Navarro, BSN, RN-BC, VHA-CM*

Highlight how the emergence of telehealth technologies expands the avenues for health professionals to enhance care and improve clinical outcomes. Learn how the new technologies help empower patients to self-manage chronic disease.

**244** **Telephone Advice Skills: How to Empower Parents**

*Barton Schmitt, MD, FAAP*

You've completed triage of a sick child. This session will take you on a deep dive into helping the parent care for their child at home. Educate new parents. Reassure fearful parents. Support forgetful parents. Go beyond providing sound care advice. Empower your callers.

**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)**

1.0 contact hour

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** **Pediatrics SIG**

*Facilitator: Mary Sizer, DNP, 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 area.

**252** **Tri-Service Military SIG**

*Facilitator: Heather Coil, MSN, RN-BC, NE-BC*

All Air Force, Army, and Navy ambulatory care nurses are invited to join the Tri-Service Military SIG. This 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 care system.

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## 253 Leadership SIG



*Facilitators: Pamela Del Monte, MS, RN-BC; Aileen Oh, MSN, 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 members share their expertise regarding 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

*\$76 separate fee (includes dinner and contact hours TBD)*

Scheduled topics include Embracing the Role of Ambulatory Nursing and the Operational Mission.

Questions? Contact: Heather D. Coil, Maj, USAF, NC, [heather.d.coil.mil@mail.mil](mailto:heather.d.coil.mil@mail.mil).

# Friday, May 10, 2019

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 Population Health: Social Determinants of Health, Behavioral Health, and the Opioid Crisis

*Facilitator: Nancy May, DNP, RN-BC, NEA-BC*

Ambulatory care nurses are a natural fit to help address the rapid changes in today's health care landscape. Understanding the many behavioral, economic, social and physical environment factors that impact the health of individuals and communities are emerging as areas for intervention. Solutions are being woven into care coordination programs in all settings to help address the social determinants of health and curb the opioid crisis, with much work to be done. Legislative updates and partnerships across agencies and disciplines are additional strategies. Ambulatory care nurses are uniquely positioned to help lead this work and other key issues that influence healthy outcomes. The Town Hall is an open forum to share your “best practice” solutions for these complex problems facing our nation.

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

**311 Improving the Patient Experience in an Ambulatory Care Setting**

**L** C. Lynn Smith-Cronin, BSN, RN

This session explores and demonstrates methods of building a patient experience improvement program that can result in positive changes across departments and job fields. These changes can vastly elevate survey scores, improve overall satisfaction of patients and families, and enhance morale among nurses and other employees.

**312 Senior RN Ambulatory Care Manager and Health Guide Partnership: Mobile, High-Touch, High-Frequency Support Outside Clinic Walls**

**C** Wendy Pieper, RN, CCM, CCCTM

Explore how the senior RN ambulatory care manager and the health guide help patients by connecting them with mobile external support. This includes providing high-touch, high-frequency service outside the clinic setting and connecting patients with available community resources.

**313 Anywhere to Anywhere: Legislation and Virtual Care Expansion in the Department of Veterans Affairs**

**T** Storm Morgan, MSN, MBA, RN

Access to health care is an ongoing challenge for health care organizations, especially for patients in rural areas and when natural disasters occur. This session will explore virtual care strategies used by the VA to improve access, quality, and efficiency and the impact on veteran satisfaction, emergency departments, and clinics.

**314 Answering the Call to Action**

Karol DiBello, DNP, FNP-BC, ACHPN

Calls to action have been made to include care coordination and palliative care in nursing school curricula across the U.S. This session will review the development of a unique pre-licensure course applicable to all levels of nursing education that integrates both care coordination and palliative care.

11:45 am - 1:15 pm

**Lunch on Your Own**



1:15 pm - 2:00 pm

**President's Address**

Kristene Grayem, MSN, CNS, PPCNP-BC, RN-BC  
2019-2020 AACN President

2:15 pm - 3:15 pm

**Concurrent Sessions (321-324)**

1.0 contact hour

**321 Nurse-Staffed Clinics as an Alternative Rural Healthcare Model**

**L** Debra D. Richards, MBA, RN, NE-BC; Carol Weis, MSN, RN; Lori Kubista, BSN, RN; Jody Leise, MS, APRN, CNS; Kathryn Hutchins, DNP, RN

Discuss the role of nurse-staffed clinics as an efficient method for providing patients with alternatives for care in a rural community.

**2019 Tracks**

**C** = Care Coordination and Transition Management

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## 322 Targeted Approach to Achieving the Quadruple Aim

**C** *Laura Tesch, MSN, FNP, RN, CCTM; Cynthia Kollauf, MS, RN, ACNS-BC*

This session will describe how a community-based case management program of advanced practice nurses and social workers addresses the needs of vulnerable adults at high risk for readmission due to complex medical conditions. The ways that the program helps clients navigate their care will also be explored, as well as the program's impact on the entire health care system and community.

## 323 The Future of Social Media Research in Nursing

**T** *Lee Anne Siegmund, PhD, RN*

Ambulatory care nurses will be enlightened about the importance and possibilities of using social media for nursing research and the specific designs and recruitment strategies that may be used. Ethical issues and obstacles associated with consenting, recruitment, and site monitoring will also be addressed.

## 324 Academic-Clinical Connection: Supporting Registered Nurse Preceptors for Nursing Students

*Caroline Coburn, DNP, MS, APRN, ANP-BC; Quyen Phan, DNP, APRN, FNP-BC*

This session will discuss the development of a pilot project and its implementation to provide the most appropriate support for undergraduate students.

3:30 pm – 4:30 pm

### Concurrent Sessions (331-334)

1.0 contact hour

## 331 Investing in Our Nurse Leaders: The Everest Program

**L** *Cynthia Fenton, MSN, MHA, RN; Lizette Dijamco, RN*

Everest supports nurse leaders and has been a catalyst to change existing programs in our organization as it transcends from ambulatory care to hospital facilities. During this session, the process and components of Everest will be outlined with the goal of attendees recognizing its value for implementation in their own organizations.

## 332 Risky Business: One Health Care System's Model of Risk Stratification

**C** *Jill Swenson, BSN, RN, CCM*

The Sanford Health risk stratification model is a two-step process that helps patients manage their care. It's based on a patient's utilization and chronic conditions and uses evidence-based screening tools. This session will discuss risk stratification and how this multidisciplinary model of care helps create successful outcomes and transitions.

## 333 Setting the Standard: The Who, What, and How of Telehealth

**T** *David Chatterton, MSN, RN*

Deficiency and lack of understanding, competing work demands, and attrition rates are increasing among telephone triage departments. This session will discuss ways one facility increased staff's overall engagement, while providing a cultured environment where nurse leaders can thrive.

## 334 Clinical Rapid Fire Sessions

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

### A New Model in Anticoagulation: Integration and Standardization

*Lori Kubista, RN; Susan Erickson, MA, RN; Debra Richards, MBA, RN, NE-BC; Amrika Ramjewan, MS*

### SAFE: Suicide Prevention for Ambulatory, Adult, and Pediatrics

*Catherine Ostrowski, MSN, BS, RN, CIC; Virginia Richards, BSN, RN*

### Improving Patient Safety by Standardizing Warfarin Documentation in the Ambulatory Setting

*Melanie Kennedy, BSN, RN*





# Post-Conference Workshop

**Saturday, May 11, 2019**

**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 designed to help you earn the certification you've 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, 4<sup>th</sup> 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 prior to April 22, 2019, your book will be sent to you before the conference. If your registration is received after April 22, 2019, you will receive your book at the conference.

## **AAACN 2019 Conference Committees**

### **Program Planning**

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

Diana Harmon, MSN, MHA, RN, CCCTM,  
*Chair-Elect*

Sadiat Toyin Lawal, MSN, RN, CCCTM

Jacqui Ioli, PhD, CRNP, APN, PPCNP

Julie Alban, DNP, MPH, CCCTM, RN-BC

Panissa Bryant Caldwell, MHA, BSN, RN

Kathleen Martinez, MSN, RN, CPN,  
*Board Liaison*

Rosemarie Marmion, MSN, RN-BC, NEA-BC,  
*Education Director*

Michele Boyd, MSN, RN,  
*Education Director*

### **Abstract Review**

Kim Giles, MSN, RN

Stephanie Hammer, MSN, RN, CPN

Carmela Hartline, MS, RN, NEA-BC

Tina Hepner, MSN, RN, CNML

Stacey Hobbick, MSN, RN-BC

Melissa Holmes, MSN, RN-BC

Pamela Schubert-Bob, MHA, RN, PCN, NE-BC

Sarah Storhoff, MSN, RN-BC

Erica Taylor, MSN, RN

Candice Washington, MSN, BSN, BA, RN, NE-BC

# Registration & General Information

## Registration

Visit [conference.aacn.org](https://conference.aacn.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 AACN.

The full conference includes:

- Up to 14.75 continuing nursing education contact hours
- 5 bonus contact hours post-conference
- AACN Online Library access to recorded sessions
- Opening Reception/Silent Auction
- Two continental breakfasts
- One networking box lunch
- Refreshment breaks

## Fees

### Full main conference

Early Bird price - postmarked on or before March 26, 2019: member price, \$499; regular price, \$659.

Regular/On-Site price - postmarked after March 26, 2019: member price, \$559; regular price, \$719.

### Other registration options

See registration form on 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 26, 2019, and save \$60 on the regular conference registration fee. Mailed forms must be postmarked by March 26, 2019.

Certification Discount: Attendees who are certified in ambulatory care, telehealth nursing, or care coordination and transition management may deduct \$20\* from 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.

AACN Membership Discount: AACN members save \$160 on their conference registration fees. To be eligible for the member rate, you must be a AACN member through May 31, 2019. If your membership expires prior to May 31, 2019, you may renew your AACN membership to qualify for the member rate and then register for the conference.

## Not a Member? Join and Get the Reduced Rate!

Join AACN and get the discounted conference registration rate, plus gain all the benefits of

AACN membership. Join our welcoming community and you will:

- Earn free contact hours from *ViewPoint* CNE articles
- Receive a subscription to one of our leading nursing journals of your choice
- Purchase AACN education resources at member discounts
- Access online education activities with contact hours
- Have access to the AACN Career Center (full services for job seekers and employers)
- Network with other members through Special Interest Groups (SIGs)
- Participate in the AACN Connected Community
- Enhance your leadership skills through volunteer opportunities

Visit [aacn.org/join-or-renew](https://aacn.org/join-or-renew) to join AACN or renew your membership. You can also complete the AACN membership application included at the end of this conference brochure PDF. Print just the application page and mail or fax it to AACN with your \$130 membership dues. Next, register for the conference at the discounted member rate once your membership is processed.

Be sure to add [aacn@aacn.org](mailto:aacn@aacn.org) to your safe sender list to ensure you receive AACN Conference emails, and/or check your email 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.

Note: 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 the 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 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 AACN 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 AACN National Office at 800-262-6877 or [aacn@aacn.org](mailto:aacn@aacn.org).

If you have requested payment through your facility/employer, check with the facility/employ-

# General Information *(continued)*

er 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](mailto:aaacn@aaacn.org)), or written notice to AAACN (PO Box 56, Pitman, NJ 08071-0056). We'll be happy to refund your registration fee, less a \$50 administration fee, if received before April 10, 2019. 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. In whatever method the cancellation/postponement is ultimately resolved, AAACN will act responsibly to protect members' and registrants' investment in the conference and association.

## AAACN Online Library, Conference Handouts, & 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 14.75 continuing nursing education (CNE) contact hours for your professional development, certification/recertification, and relicensure during the conference. Earn 3.25 contact hours on Wednesday, 5.25 on Thursday, 4.25 on Friday, and 2.0 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 workshop on Wednesday and 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.

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.

## Hotel Information

Renaissance Palm Springs Hotel  
888 Tahquitz Canyon Way  
Palm Springs, CA 92262

The Renaissance Palm Springs Hotel is the official hotel for the AAACN 2019 Annual Conference. A block of rooms has been secured at the special rate of \$189 single/double plus taxes and fees.

## Reserve Your Room

Online: [conference.aaacn.org](https://conference.aaacn.org)

Call: 888-682-1238 and refer to the AAACN Annual Conference. AAACN does not use a housing bureau and no one will call you to make a hotel reservation.

The conference rate is available through April 5, 2019, or until the room block is full. Reservations received after this date will be accepted on a space and rate available basis.

## Hotel Parking

Valet: \$36  
Self-parking: \$18  
*Rates are subject to change.*



# General Information *(continued)*

## Airport/Transportation

Palm Springs International Airport is 1.5 miles from hotel. Airport shuttle service, available upon request, is complimentary. The hotel has an airport shuttle that runs on a constant loop every 30 minutes. Guests should call 760-322-6000 when they arrive to check the status of the shuttle.

## Weather

A typical day in Palm Springs during May has daytime highs in upper 90s. Lows are in the mid to upper 60s. Please remember to pack a sweater, as temperatures in the conference session rooms can vary. We suggest you bring comfortable walking shoes for your conference activities.

## Silent Auction Donations

The Annual Silent Auction will be held Wednesday, May 8, during the Opening Reception. Auction items include 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.

## Photo Release

AAACN occasionally uses photographs of conference participants in promotional materials (digital and print). 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

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*"To me, networking is one of the most important benefits of the conference. I believe that having the personal connection to scholars, leaders, and peers is invaluable."*

*Gail S., BSN, RN-BC*



**REGISTER TODAY!**

**conference.aaacn.org**

Questions? Call 800-262-6877 or email [aaacn@aaacn.org](mailto:aaacn@aaacn.org)