American Academy of Ambulatory Care Nursing

45th Annual Conference

The premier conference for ambulatory care and telehealth nurses

April 15-18, 2020 • Hilton Chicago

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

- Make career-changing connections
- Learn the latest innovations from inspiring speakers
- Earn up to 15.75 contact hours

aacn American Academy of
Ambulatory Care Nursing

Many settings. Multiple roles. One unifying specialty.

GET JAZZED for Chicago!

Whether you're enjoying Chicago's dazzling personality, listening to an amazing speaker, or connecting with friends, you'll be moved by the music of your conference experience.

Learning

4 Focused tracks. Care Coordination and Transition Management (CCTM), Clinical, Leadership, and Telehealth.

50 Inspiring speakers. They're the top experts in the industry and they have the information you've been looking for.

6 Rapid Fire sessions. You'll see topics from every angle and come away with a deeper understanding.

15.75 Contact hours. The education you need to take your practice to the next level.

Connecting

Networking events and celebrations are the hallmark of the AAACN conference. Enjoy time with trusted friends, and make new connections.

Special Interest Group (SIG) sessions help you dive deeper into the areas that interest you most.

The interactive exhibit hall introduces you to industry representatives, publications, and resources for your practice.

CHICAGO

Discovering

Poster presentations are always a favorite. Chat with your colleagues about their innovations and new nursing initiatives.

The *Town Hall* is your platform to speak and your moment to listen, as attendees step up to the mic and share their challenges, successes, and advice.

Leadership and volunteer opportunities that will help you advance your career.

Added Value

AAACN believes in giving you the most education value possible for your conference investment.

Access the 2020 conference sessions in the AAACN Online Library after you leave. You can listen anytime so you don't miss a thing. (No additional cost to attendees.)

Earn five bonus contact hours in the AAACN Online Library. (Available after the conference to full conference registrants.)

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 facilities
- Managed care/ HMOs/PPOs
- College/educational institutions

Featured speakers

Ron Culberson, MSW, CSP
Keynote Speaker, Wednesday, April 15
"Do It Well, Make It Fun"
He'll make you laugh. He'll make you believe in yourself. He'll teach you how to achieve excellence in your career, and go home happy about your day. Ron Culberson is a speaker, author, and humorist whose mission is to change the workplace culture by boosting productivity and staff happiness. His clients include NASA, Johns Hopkins University, and the U.S. Senate. Enjoy this lively presentation as the perfect kick-off to your conference experience.

Ron Culberson

Shelly Schwedhelm, MSN, RN, NEA-BC
General Session Speaker, Thursday, April 16
"Ebola, MERS, Measles: Not in My Clinic!"
Shelly Schwedhelm is the Executive Director of Emergency Management and Biopreparedness at the University of Nebraska Medical Center. In this session, she will discuss the current infectious disease landscape and what clinical nurses and nurse leaders need to know to be prepared. You'll leave her session with a deeper understanding of the services and operations critically needed to prepare for the global threat of infectious diseases.

Shelly Schwedhelm

Debra Cox, MS, RN
Town Hall Facilitator, Friday, April 17
"Ambulatory Care Is the Future of Nursing"
Debra Cox is the Nurse Administrator for E-Health at Mayo Clinic. She will lead the year's Town Hall discussion on how the passion, resources, and evidence-based knowledge of ambulatory care nurses will impact the future of nursing. Ms. Cox will present her insights and knowledge on e-health practices for health care teams and encourage attendees to step up to the mic and share their own experiences with their colleagues.

Debra Cox

Deals and Discounts

Registration Fees

Full Main Conference

- **Early Bird Price** – Postmarked on or before March 4, 2020: Member price, $499; Regular price, $659

- **Regular/On-site Price** – Postmarked after March 4, 2020: 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 4, 2020, 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** 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,** or call 800-262-6877, press 5 then press 1.

Register

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

**Connect with us on Facebook and Twitter
and use #AAACN2020**

Pre-Conference Workshop
Wednesday, April 15, 2020

8:00 am – 11:15 am
    Pre-Conference Workshops
    3.0 contact hours

010   Maximizing the Role of the RN in Virtual Practice
    Carol Yarbrough, MBA, CHC, CPC, OCS, CCA; Michael Kurliand, MS, RN

    Do you want to learn more about how to generate revenue for your clinic, facility-based clinic, or other place of service? If so, imagine using video, remote physiological monitoring, and other CMS-approved procedures, both those new to 2020 and those from over the past two years. If you want to dispel confusion about how you can participate in the hottest growing technology-based medicine trend, attend this pre-conference session.

020   Make Nurses Heard: Building and Using Your Voice to Be Heard in Health Care Policy
    Frank Purcell, BS

    Join us to explore how ambulatory care nurses can more effectively engage in politics, including best practices to communicate, organize, develop, and interpret health policy; the influence of ambulatory care nursing relative to the 2020 election; and the role of state government.

Main Conference Schedule
Wednesday, April 15, 2020

7:00 am – 6:30 pm
Registration Open

11:30 am – 12:15 pm
101   AAACN 101: Getting Excited About AAACN and the Conference
    Meet new colleagues, learn about AAACN, and discuss tips on how 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!

1:00 pm – 1:30 pm
Welcome and President's Address
Kristene Grayem, MSN, CNS, PPCNP-BC, RN-BC
2019-2020 AAACN President

Celebrating a year of success for ambulatory care nursing, Kristene Grayem 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.

1:30 pm – 2:45 pm
Keynote Address
1.25 contact hours
102 Do It Well, Make It Fun
Ron Culberson, MSW, CSP

You'll appreciate the wit and wisdom of Ron Culberson during this Keynote Address. Mr. Culberson will leave you with a head full of ideas and a heart full of optimism, teaching you how to create a culture of excellence, achievement, and happiness in your workplace. Pulling on his experience as a hospice social worker and leader, Mr. Culberson will describe ways to create better relationships, enhance your creativity, and elevate the tone of your workplace culture, all while delivering top-quality services. (Note: This session will not appear in the Online Library.)

2:45 pm – 3:00 pm
Refreshment Break

3:00 pm – 4:00 pm
Concurrent Sessions (111-114)

> 1.0 contact hour

111 Evaluating and Elevating Ambulatory Care Nurses' Professional Practice
L *Stacy Hutton Johnson, PhD, MS/MBA, RN, NE-BC*

In this session, you'll learn about a survey that measured the effectiveness of evidence-based interventions to improve the practice of ambulatory care nurses in a nonprofit, multi-site, multi-specialty clinic system. You'll get a roadmap for evidence-based methodology and insights on how to elevate your own professional practice.

112 The Contribution of Nurse Care Coordination Practice on Services Utilization and
C Adherence in Rural Health Care
Nora Flucke, PhD, RN, CCCTM

The session highlights findings from a study that investigated the contribution of nurse care coordination practice to utilization outcomes and services adherence in a rural community. Implications for nurse care coordinators serving complex and chronically ill patients across rural and urban areas will be discussed.

113 The Fourth Aim for Telephone Triage Nurses – One Call Center's Approach
T to Improve Staff's Work Life
Maureen McMaster, RN, CPN; Ann Donnelly, BSN, RN, CPN, RRT-NPS

How to care for the telephone triage nursing staff who are caring for patients is the focus of this interactive, informative, and fun research-based session. The speakers will also describe concrete initiatives for improving telephone triage nurses' quality of life at, and away from, work.

114 Adaptive Care Strategies for Children with Developmental Disabilities and
CL Health Care Anxiety
Barbara Hepp, BSN, RN, CPN; Catherine Doernbrack, MSN, RN, CPNP; Erin Prucha, BSN, RN, CPN

Patients with developmental disabilities and anxiety are seen in ambulatory care settings, and their anxiety is often triggered by the health care environment. This session will show how to develop an adaptive care program that creates a positive experience for these individuals.

2020 Tracks
C = Care Coordination and Transition Management
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4:15 pm – 5:15 pm
Concurrent Sessions (121-124)
> 1.0 contact hour

121 Transforming a Strong Leadership Team in Ambulatory Care in a Hospital-Based
L Setting
Ann Marie Matlock, DNP, RN, NE-BC; Louise Balligan, MSN, RN

One hospital has transformed the ambulatory care setting from multiple clinics with variations in role and patient care practices to a cohesive group with common goals and best practices. During this presentation the process, results, next steps, and lessons learned from the process will be discussed.

122 Development and Early Outcomes of a Centralized Care Management Department
C for a Large Children's Health Care System
Tara Trimarchi, DNP, RN, CRNP; Noelle Stack, MSN, RN, CPN

This session will use an overview of one facility's centralized care management department to discuss the RN care manager role. Strategies for implementing the role, operational standards, and performance measurement will also be explored. You'll also learn best practices for the care coordination and transition management of children with medical complexity.

123 Controversies in Telephone Triage: It's All about Patient Safety
T *Carol Rutenberg, MNSc, RN-BC, C-TNP; M. Elizabeth Greenberg, PhD, RN-BC, C-TNP*

Conventional wisdom has led us to believe we are using safe and effective processes when practicing nursing over the phone. However, in reality, there are ways we are getting it completely wrong! Telephone triage nurses must understand what's at stake and why the standardization of care over the telephone is so important. This session will discuss several areas where misguided practice is common, including use of unlicensed personnel in routing of symptom-based calls, improper use of decision support tools, and situations with challenges created by non-universal adoption of the Nurse Licensure Compact.

124 Ambulatory Care Pediatric Patient-Family Experience: Tools and Strategies to Drive
CL System-Wide Improvement
Andrea Ellis, DNP, RN, CPN, NEA-BC; Carrie Romano, DNP, RN, CPN, CNL

This session will discuss how one hospital implemented a plan to optimize the overall ambulatory care patient-family experience (PFE) at a Midwest, pediatric, tertiary-care medical center.

5:30 pm – 7:30 pm
130 Opening Reception/Silent Auction/Exhibit Hall Grand Opening/Poster Viewing
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 20th Annual Silent Auction, which supports 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, April 16, 2020

7:00 am – 5:15 pm
Registration Open

7:00 am – 8:00 am
Continental Breakfast

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

201   Ebola, MERS, Measles: Not in My Clinic!

Shelly Schwedhelm, MSN, RN, NEA-BC

Infectious diseases are a global threat to public health; thus it's critical that health care workers understand the current infectious disease landscape. This session will provide information and tools to contain and combat infectious diseases currently at the forefront, including Ebola, MERS, and measles.

Shelly Schwedhelm

9:15 am – 10:30 am
Exhibit Hall Open/Poster Viewing/Meet the Board/Coffee Break

10:30 am – 11:30 am
Special Interest Group (SIG) and Concurrent Sessions (211-215)
> 1.0 contact hour
>
> There are many practice interests within ambulatory care nursing. Attend one of these Special Interest Group (SIG) sessions to learn more and get involved, or enhance your knowledge on an area of clinical practice interest.

211   Veterans Affairs SIG
Facilitator: TBD

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: TBD

The Telehealth SIG promotes nursing practice consistent with AAACN 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 SIG
C
Facilitator: TBD

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.

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10:30 am – 11:30 am

215 **Providing Affirmative Care for Our LGBTQ+ Population**

CL *Laura Herrera, BSN, RN-BC*

In an effort to truly support and care for the LGBTQ+ population, we need to have education and training to support them in ambulatory care environments, especially primary care facilities. This session will focus on the importance of learning more about this vulnerable population.

11:30 am – 12:45 pm

220 **Roundtable Networking Luncheon**

1.0 contact hour

Enjoy lunch while networking with your colleagues from across the country. Look for the designated tables for first-time attendees to meet and plan activities.

"So You Want to Get Involved in AAACN!"

Limited space available. Boxed lunch will be provided.

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

1:00 pm – 2:00 pm
Concurrent Sessions (231-234)

1.0 contact hour

231 **Centralized Nursing Services: A Population Health Management Strategy for**
L **Primary Care**

Britt Gnilka, DNP, RN-BC

This session will focus on care delivery for at-risk populations at a large medical group that supports 50 primary care practices. You'll learn how direct nursing services were restructured by using a centralized model. The lessons learned and the impact on standardization and job satisfaction will also be described.

232 **Top of License Practice: How Primary Care Nursing Role Changes Created Value**

C *Amy Sebert, MHA, RN; Sharon Quinlan, MSN, MBA, RN, NEA-BC*

By creating defined clinical functions with value-based outcomes in mind, primary care teams can deliver increased access and productivity, improved service, and excellent clinical results.

233 **How We Think: Implications of Cognitive Bias in Telephone Triage**

T *Danah Rios, MD, MBA*

Cognitive bias and heuristics (mental shortcuts) will be explored by the medical director of a large hospital-based call center. Attendees will gain an understanding of how cognitive bias may negatively impact the quality of telephone triage and learn strategies to combat their effects on patient care.

234 **Vaccine Safety – A Team Approach**

CL *Donna Furlong, MSN, NEA-BC, RN-BC*

Registered nurses and medical assistants play a key role in promoting vaccination in communities. The presenter will discuss the importance of a team-based approach, the need for accuracy, and the use of best practices to capture vaccination information. You'll also hear about the role that RNs, MAs, and providers play in educating patients and families.

2:15 pm – 3:15 pm
Concurrent Sessions (241-244)

1.0 contact hour

241 **Development of an Ambulatory Care Clinical Leadership Structure**
L *Rebecca Fitzpatrick, DNP, RN, CIC; Kenya Pitt, MA; Barbara Prior, MSN, RN, NE-BC*
Many health systems are experiencing a dramatic shift from inpatient to ambulatory care.
The presenters will explore how ambulatory care teams need to be positioned to function
optimally, and will describe why the focus on clinical leadership is critical in meeting
patients' needs.

242 **Exploring the Primary Care Registered Nurse Role, Barriers, and Education Gaps for**
C **Elevated Practice Levels**
Susan Watkins, PhD, RN; Judy Neubrander, EdD, FNP-BC; Michelle Woodburn, MPSA, EMT-B
A study that addressed how RNs are practicing in Midwestern community-based clinics
will be described. The barriers and educational gaps that exist in current practice models
will be explored, along with the benefits of employing RNs to practice at their highest
level of training in primary care.

243 **Development and Evaluation of a Telemedicine Program to Improve Care**
T **Coordination Among Medically Complex Pediatric Patients**
C *Kathryn Leach, DNP, RN, CRNP; Tara Trimarchi, DNP, RN, CRNP*
This session will describe how a video visit program for care coordination of medically
complex children was developed and implemented. In addition, the usefulness and
acceptance of the video technology by the parents will be discussed.

244 **Optimizing Military Ambulatory Care Teams Using Nurse-Sensitive Quality**
CL **Indicators: Improving 9.6 Million Lives**
Leilani Ana Cruz Leon Siaki, PhD, FNP-BC, FAANP; Janine Bowman, BSHA
In the military health care system, 9.6 million people receive care at a cost of more than
$50 billion yearly, two-thirds of which is spent in outpatient venues. The presenters will
discuss the use of nurse-sensitive indicators to measure and improve nursing care in
military ambulatory care clinics.

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) and Concurrent Sessions (251-255)

1.0 contact hour

There are many practice interests within ambulatory care nursing. Attend one of the
Special Interest Group (SIG) sessions to get involved or enhance your knowledge on an
area of clinical practice interest.

251 **Leadership SIG**
L *Facilitator: TBD*
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 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.

252 **Tri-Service Military SIG**
Facilitator: TBD
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 Pediatrics SIG
Facilitator: TBD

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

254 The Opioid Crisis: The Ambulatory Care Nurse's Role in Prevention

CL *Karen Lettre, MSN, RN, EMT; Heidi Bragg, MBA, RPh*

What can a nurse in an ambulatory care practice setting do to prevent misuse of prescription drugs? Recognizing the signs of dependence and drug-seeking behavior is only the first step in prevention. This session will cover several topics to provide an ambulatory care nurse with the tools to make an impact.

255 Emergency Preparedness in Ambulatory Care: Nurses Leading the Way

L *Storm Morgan, MSN, MBA, RN; Maria Bouchard, MSN, RN, FNP-BC*

This session will address risk mitigation strategies used to prepare for an emergency in ambulatory care settings. Lessons learned in real-life emergency responses throughout the US will inform participants about the nurses' positive impact during emergency preparedness and management.

Friday, April 17, 2020

7:00 am – 4:30 pm
Registration Open

7:00 am – 8:00 am
Continental Breakfast

8:00 am – 9:30 am

Town Hall
1.25 contact hours
301 Ambulatory Care Is the Future of Nursing
Facilitator: Debra Cox, MS, RN

Join us for a town hall discussion on the role ambulatory care nurses play as visionary leaders who partner to design and coordinate care outside of acute care settings and the contribution that their passion, resources, and evidence-based knowledge bring to the Future of Nursing Campaign.

9:30 am – 10:45 am
Exhibit Hall Open/Poster Viewing/Meet the Board/Coffee Break

10:45 am – 11:45 am
Concurrent Sessions (311-314)
1.0 contact hour

311 Hot Topics in Ambulatory Care Nursing

L *AAACN's Volunteer Leaders*

Join volunteer leaders of AAACN to discuss current and ongoing strategic initiatives to enhance the role of ambulatory care nurses.

312 Decreasing Emergency Room Readmission Rates through Patient Outreach

C *Meghan D'Angelo, MSN, RN*

Emergency room readmissions can be prevented through a multidisciplinary outreach program. Nurse case managers, collaborating with multidisciplinary colleagues, are able to identify patient needs and gaps in care and refer patients appropriately. This session will assess the impact of a nurse-led, multidisciplinary outreach program in decreasing emergency room readmission rates in an urban pediatric primary care clinic.

313 **Digital Health Guidance – Transforming Patient Engagement Across Ambulatory**
T **Care Settings**

Debra Cox, MS, RN

Introduction of new digital tools for use in the ambulatory care setting can markedly impact the nurse's role in engaging and educating patients in self-management. This session will describe the processes and recommendations to support design and implementation of digital tools such as electronic care plans for chronic health issues.

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

314 **Immunization Errors in Primary Care: A Successful Human Factor Approach Using**
CL **Data Analytics to Reduce Errors**

Christine Coulter, BSN, RN, CPN; Christine Macaulay, MSN, RN, CEN

In this session, the speakers will examine numerous national immunization errors and identify their causes. The use of human factor approaches, discrete event simulations, and other technologies that influenced error reduction will be discussed. In addition, you'll learn best-practice clinical workflows and safety strategies developed for error reduction and implementation at most health care facilities.

11:45 am – 1:30 pm
Lunch on Your Own

1:30 pm – 2:00 pm

President's Address
Anne T. Jessie, DNP, RN
2020-2021 AAACN President

2:15 pm – 3:15 pm
Concurrent Sessions (321-324)

1.0 contact hour

321 **Can Nursing Big Data Produce Value in Ambulatory Care? Leveraging the**
L **Power of Artificial Intelligence and Machine Learning**

Beth Ann Swan, PhD, CRNP, FAAN

As in many areas of health care delivery, ambulatory care practice is being transformed by technological advances. As a result, RNs must learn how to integrate new technologies – including artificial intelligence (AI) -- into their practice. This session will explore how AI allows us to make sense of nursing big data in the ambulatory care arena.

322 **Navigating Nurse Navigation Programs Beyond Oncology**
C *Terrie Rill, MBA-HCM, BSN, RN, CCCM*

In health care today, the nurse navigator role has become increasingly varied. This means we need to better define and standardize the role. In this session, you'll learn how one organization' clarified the role by developing a shared governance nurse navigator committee and nurse navigator department. The presenter will also discuss the use of nurse-sensitive indicators, onboarding and training, standardized workflows, and documentation.

323 **A New Threat to the Ambulatory Care Nursing Workforce: Take a Stand!**
T *Kathryn Koehne, DNP, RN-BC, TNP*

Nurses spend the majority of their workday sitting at a computer workstation, making them vulnerable to health risks such as cancer, heart disease, diabetes, and blood clots along with musculskeletal injuries. To reverse these dangers and unavoidable health hazards, nurses must take a stand - literally!

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324 Shared Governance/Magnet® Recognition Rapid Fire Sessions
CL In these short presentations, multiple speakers will highlight their approaches to managing issues related to shared governance and Magnet® recognition.

> **The Secrets of Developing an Ambulatory Care Shared Governance Council and the Benefits to Ambulatory Care Nurses**
> *Sara Miller, BSN, RN-BC*
>
> **Raise Your Voice: A Multidisciplinary Approach to Shared Leadership in the Ambulatory Care Setting**
> *Amanda Batlle, MSN, RN, CPNP; Marie Ayers, BSN, RN, CPN*
>
> **RNs Owning Their Practice through Shared Governance**
> *Suzanne Weiss, MM, MHA, RN; Jessica Hey, BSN, RN*

3:30 pm – 4:30 pm
Concurrent Sessions (331-334)
1.0 contact hour

331 Fostering Leader Competency and Development Using an Innovative Leader
L Development Tool

Laurel More, MS, RN-BC, CPN; Ciara Culhane, MS, RN-BC, CPN

Leadership plays an important role in creating and sustaining a culture of safety. Additionally, leaders play an important role in creating healthy work environments that can affect staff retention and patient satisfaction. This session will identify important leadership frameworks that help develop core competencies and create a culture of safety.

332 Turning Everyday Data into Action
C *Nancy Hansen Porter, MPH, BSN, RN; Katie Finlay, MPH, PMP*

It's imperative that we use a scientific and systems approach to improving the health of the populations we serve. The development of a database management system at one facility highlights the value of taking everyday data and turning it into an actionable source that requires little to no effort on the part of the population health nurses delivering patient care.

333 Connecting Two Lungs
T *Daniel Miller, MHA, BSN, RN; Mary Deleener, MBA, BSN, RN*

Telehealth education classes provide an innovative way to facilitate patient education and promote family-centered care. In this session, the presenters will show how lung transplant nurse coordinators used live video conferencing to educate patients and caregivers.

334 Nurse Orientation/Residency Rapid Fire Sessions
CL In these short presentations, multiple speakers will highlight their approaches to managing issues related to new nurse orientation and nurse residency programs.

> **Ambulatory Care Nurse Residency in Oncology Setting**
> *Dianne Cirillo, MS, RN-BC; Andrea Shaffer, MS, APRN, AOCNP; Leo Begazo*
>
> **Breaking New Ground: Integrating Baccalaureate Students into Primary Care Settings**
> *Kelly Hartwick, MSN, RN; Marilyn Ostendorf, DNP, RN*
>
> **Developing and Executing a Post-Baccalaureate Residency Fellowship in Primary Care**
> *Kae Livsey, PhD, MSN, RN*

Saturday, April 18, 2020

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 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 specifically 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*, 4th 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 March 20, 2020, you will receive your book at the conference.

AAACN's publications will be available for purchase onsite during exhibit hall hours. Publications will not be available for purchase on Saturday, April 18th.

AAACN 2020 Conference Committees
Program Planning

George D. Velianoff, PhD, RN, FACHE, ANEF, *Chair*
Sadiat Toyin Lawal, MSN, RN, CCCTM, *Chair-Elect*
Jacqui Ioli, PhD, CRNP, APN, PPCNP

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Gregory Kopp, MN, MHA, RN, CENP
Michele Boyd, MSN, RN-BC, *Education Director*

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Elizabeth Barton, RN-BC
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Rachel Hamer, MSN, RN

Krisanne Hudson, MSN, RN-BC, CCM
Kristine Kelm, MS, BSN, RN
Beckie Kronebusch, MS, APRN, AGCNS-BC
Jamie Lourey, BSN, RN
Molly Moran, MSN, RN, CCRN
Theresa Mostasisa, EdD, DSD, MS, BSN, RN, PHN
Sarah Storhoff, MSN, RN-BC
Dawn Vonderheide, MSN, RN-BC, NE

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.

The full conference includes:

- Up to 15.75 continuing nursing education contact hours
- 5 bonus contact hours post-conference
- AAACN 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 4, 2020: member price, $499; regular price, $659.

Post-Early Bird price/On-Site price – postmarked after March 4, 2020: 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 workshops, and post-conference workshop.

Deals and Discounts

Early Bird Discount: Register by March 4, 2020 and save $60 on the regular conference registration fee. Mailed forms must be postmarked by March 4, 2020.

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.

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 April 30, 2020. If your membership expires prior to April 30, 2020, 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 *ViewPoint* CNE articles
- Receive a subscription to one of our leading nursing journals of your choice
- Purchase AAACN education resources at member discounts
- Access online education activities with contact hours
- Access to the AAACN Career Center (full services for job seekers and employers)
- Network with other members through Special Interest Groups (SIGs)
- 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 PDF. Print just the application page and mail or fax it to AAACN with your $130 membership dues. Next, 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 email SPAM folder.

Guest Registration

Guests may register to attend the Opening Reception and Silent Auction on Wednesday, April 15, from 5:30pm – 7:30pm for an additional fee of $50. 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 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 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.

General Information *(continued)*

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 happy to refund your registration fee, less a $50 administration fee, if received before March 18, 2020. No refunds will be made after that date. Telephone cancellations will not be accepted.

AAACN membership dues are nontransferable and nonrefundable. Refunds 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 onsite or at home, to earn your contact hours. You will have approximately 3 weeks following the conference to complete evaluations.

Access and print your CNE certificates in the AAACN Online Library 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 15.75 continuing nursing education (CNE) contact hours for your professional development, certification/recertification, and relicensure during the conference. Earn 3.25 contact hours on Wednesday, 6.25 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 workshops 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 nursing continuing professional development 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

Hilton Chicago
720 South Michigan Ave
Chicago, IL 60605
(312) 922-4400

A block of rooms has been secured at the special rates of $199 for single/double. This rate is subject to applicable state and local taxes currently at 17.4%. Check-in is 3:00 pm and check-out is 12:00 pm.

Reserve Your Room

To receive the conference rate, visit **conference. aaacn.org** to make an online reservation or call the hotel at 855-760-0869 and refer to the AAACN Annual Conference. The conference rate is available through March 16, 2020, or until the room block is full. Reservations received after this date will be accepted on a space and rate availability basis.

AAACN does not use a housing bureau and no one will call you to make a hotel reservation.

Hotel Parking

Self-parking: $62.00

Valet: $75.00

Rates are subject to change.

Airport/Transportation

Chicago-O'Hare International Airport is 19 miles (about a 45-minute drive) from the hotel. Typical transportation price one way:

Super Shuttle - $31.00
Subway/Rail - $2.25
Taxi - $50.00

General Information *(continued)*

Chicago Midway Airport is 11 miles (about a 30-minute drive) from the hotel.
Typical transportation price one way:
Super Shuttle - $26.00
Subway/Rail - $2.25
Taxi - $35.00

Weather

Temperatures in Chicago during April are mild. Daytime highs are in the upper 50s and nighttime lows are in the low 40s. Temperatures in the conference rooms in the hotel may vary, so please remember to pack a light jacket or sweater. We suggest bringing comfortable walking shoes for your conference activities.

Silent Auction Donations

The Annual Silent Auction will be held Wednesday, April 15, during the Opening Reception/Exhibit Hall. 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.

"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

American Academy of Ambulatory Care Nursing
Many settings. Multiple roles. One unifying specialty.