Test Content Outline  
Effective Date: June 9, 2014

Ambulatory Care Nursing  
Board Certification Examination

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

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

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<th>Category</th>
<th>Domains of Practice</th>
<th>No. of Questions</th>
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<td>Clinical Practice</td>
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<td>II</td>
<td>Professional Issues and Communication</td>
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<td>16</td>
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<td></td>
<td><strong>Total</strong></td>
<td><strong>150</strong></td>
<td><strong>100%</strong></td>
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I. Clinical Practice (53.33%)
   A. Assessment, Medication Management and Disease Process/Pathophysiology
      Knowledge of:
      1. Disease Process/Pathophysiology (e.g., identification, progression, lifestyle
effects, exacerbations, complications, lifespan stages of development)
      2. Pharmacology (e.g., live vaccines, interactions, side effects, reconstituting and
mixing medications, reporting adverse events)
      3. Complementary and alternative modalities/medications
      4. Drug seeking behaviors and prescription fraud
      Skills in:
      5. Performing a rapid assessment
      6. Triaging crisis situations (e.g., appropriate level of care)
      7. Prioritizing patient care needs
      8. Recognizing subtle changes (e.g., moderate sedation, verbal cues, nonverbal
  cues)
      9. Determining nursing diagnoses for health promotion, health maintenance and
health related problems for ambulatory care patients
   10. Using age appropriate and population specific assessment techniques
   11. Collecting a medication history and performing medication reconciliation
   12. Identifying medications using various resources (e.g., pharmacy, informatics)
   13. Monitoring and evaluating compliance with behavioral contracts
   14. Educating patient, family, and/or caregiver regarding medication (e.g., self-
medication and administration, adverse reactions, generics vs. brand name
medications, patient assistance programs)
   B. Protocols, Algorithms, Pathways, and Telehealth
      Knowledge of:
      1. Patient information security practices and nursing licensure issues related to
 telecommunication (e.g., nurse licensure compact, state line issues)
      2. Protocols, algorithms, and pathways (e.g., treatment, disease investigation)
      3. Various modalities for remote monitoring (e.g., health buddy, life-line, remote
primary care technologies)
      Skills in:
      4. Obtaining, verifying, and integrating vital information via telecommunication
devices and other electronic technologies
      5. Triaging via clinical decision support tools to effectively direct to the appropriate
level of care
      6. Facilitating appropriate and timely care using telecommunication devices and
support tools (e.g., active suicide and homicide plan, Acute Coronary Syndrome)
   C. Plan of Care, Care Management, and Outcome Evaluation
      Knowledge of:
      1. Health benefits/services coverage (e.g., accountable care organization (ACO),
Patient Centered Medical Home, public/private insurance)
2. High risk populations (e.g., ethnicity, disease, socioeconomic)
3. Disease management (e.g., acute, chronic, palliative, restorative, treat to target, full potential)
4. Coordination of care (e.g., consultations, referrals, timeliness of care, addressing financial barriers)
5. Resource utilization (e.g., hospital, community, Internet, government programs)

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

D. Technical and Clinical Skills

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

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

II. Professional Issues and Communication (22.00%)

A. Interpersonal skills and customer services

Skills in:
1. Using interpersonal communication techniques (e.g., redirection, reflection, diversion, de-escalating conflicts, active listening, motivational interviewing; with either patients or colleagues) in ambulatory care nursing practice
2. Developing a therapeutic trusting relationship with the ambulatory care patient (e.g., verbal and nonverbal cues, time management, rapport)
3. Formulating and implementing a service recovery plan in ambulatory care settings (e.g., delays, cancellations, complaints, dropped calls, down time)
B. Communication Barriers and Cultural Competency
   Knowledge of:
   1. Techniques for communicating with sensory altered patients, including multisensory limitations (e.g., visual, auditory, emotional, behavioral, developmental)

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

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

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

D. Professional Development and Leadership
   Knowledge of:
   1. Leadership styles
   2. Personality types and group dynamics
   3. Shared governance

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

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

III. Management of Clinical Environment (14.00%)

A. Regulations, standards, and Compliance

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

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

B. Operations

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

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

C. Quality Management

Knowledge of:
1. Quality monitors (e.g., tracers, dashboards, benchmarking, satisfaction surveys, NDNQI, work culture surveys)
2. Quality improvement processes (e.g., Plan-Do-Study-Act [PDSA], Lean Six Sigma)
Skills in:
3. Maintaining equipment for patient care (e.g., quality control checks, equipment checks, reporting and repairing malfunctioning equipment)
4. Maintaining a hazard free environment (e.g., safety, biohazard waste)
5. Evaluating literature from various sources (e.g., articles, internet sites, journals)
6. Evaluating/implementing ambulatory care according to current evidence-based practice
7. Identifying opportunities for continuous quality improvement

IV. Education (10.67%)
A. Teaching and Learning Principles and Methods
   Knowledge of:
   1. Health literacy
   2. Modes of educational delivery (e.g., paper, electronic, face-to-face, telephonic)

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

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

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