

American Academy of
Ambulatory Care Nursing

39TH ANNUAL CONFERENCE

The premier conference for ambulatory and telehealth nurses

CONFERENCE HIGHLIGHTS



Connect with a community of nurses
in similar roles



Enhance your clinical judgment
and leadership skills



Lend your voice to hot topics
in ambulatory care



Earn up to 17.25 CNE
Contact Hours

Registration Brochure

NEW ORLEANS, LA  MAY 19-22, 2014
MARRIOTT NEW ORLEANS

aacn American Academy of
Ambulatory Care Nursing

Many settings. Multiple roles. One unifying specialty.

WHO SHOULD ATTEND?

RNs, managers, supervisors, administrators, directors, staff nurses, care coordinators, educators, consultants, APRNs, and researchers who practice in health care settings such as:

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

WHAT'S IN IT FOR YOU?

This is the only conference offering education specific to ambulatory care and telehealth nurses.

At this dynamic conference you will:

- ✦ Feel inspired to achieve your professional goals.
- ✦ Have your finger on the pulse of health care reform.
- ✦ Dig into best practices based on the latest evidence.
- ✦ Become the “go to” nurse in your practice!

DEAR COLLEAGUES:

The American Academy of Ambulatory Care Nursing (AAACN) is pleased to invite you to its 39th Annual Conference in New Orleans! The Program Planning Committee is proud to present an outstanding program full of expert speakers and a wide variety of ambulatory care and telehealth nursing topics.

The conference is a wonderful opportunity to immerse yourself in education specific to ambulatory care and telehealth practice. Participation will expand and enhance your knowledge with the latest clinical, management, and leadership trends. We hope you will leave feeling enriched and energized; ready to share information with your colleagues and put ideas and strategies into your practice.

Highlights this year include the keynote and concurrent sessions presented by Donna Wright, MS, RN, which will focus on the current landscape of the health care environment, and tools and strategies to ensure the most successful outcomes.

Join us in New Orleans and explore the latest research, share experiences, network with colleagues, and discover the many rewards of this exciting conference!

*Margarita Gore, MBA, BSN, RN-BC
Program Planning Committee Chair*

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PROGRAM-AT-A-GLANCE

May 19, 2014

MONDAY

7:00 am - 8:00 am	Certification Review Course Registration/Continental Breakfast
8:00 am - 5:00 pm	Ambulatory Care Nursing Certification Review Course
12:00 pm - 6:00 pm	Registration Open
6:00 pm - 8:00 pm	Tri-Service Military Pre-Conference Evening Forum and Networking

May 20, 2014

TUESDAY

7:30 am - 6:00 pm	Registration Open
8:30 am - 11:45 am	Pre-Conference Workshop
1:00 pm - 3:15 pm	Welcome and President's Address/Keynote Address
3:30 pm - 4:30 pm	Concurrent Sessions
4:45 pm - 5:45 pm	Concurrent Sessions
6:00 pm - 7:00 pm	AAACN 101: Getting Excited About AAACN and the Conference
7:00 pm - 9:00 pm	Opening Reception/Silent Auction

May 21, 2014

WEDNESDAY

7:00 am - 5:30 pm	Registration Open
7:00 am - 8:00 am	Continental Breakfast
8:00 am - 9:15 am	Town Hall
9:15 am - 10:30 am	Exhibit Hall Open/Poster Viewing
10:30 am - 11:45 am	Concurrent Sessions
11:45 am - 1:00 pm	Networking Box Lunch
1:00 pm - 3:00 pm	Special Sessions
3:00 pm - 4:00 pm	Exhibit Hall Open/Poster Viewing/Dessert Break
4:00 pm - 5:15 pm	Special Interest Group (SIG) Networking Sessions

May 22, 2014

THURSDAY

7:00 am - 3:15 pm	Registration Open
7:00 am - 8:00 am	Continental Breakfast/Exhibit Hall Open/Poster Viewing
8:00 am - 9:15 am	Concurrent Sessions
9:15 am - 10:30 am	Exhibit Hall Open/Poster Viewing
10:30 am - 11:45 am	Special Interest Group (SIG) Networking Sessions
1:00 pm - 1:45 pm	President's Address
1:45 pm - 3:00 pm	Concurrent Sessions

Note: Not all sessions are listed here. See conference program beginning on page 5 for full schedule.

“This conference is amazing. I have attended several other organizations’ conferences, but AAACN exceeded my expectations. Every session I attended was pertinent to my practice. I felt welcomed and included as I networked as a new member and first time conference attendee. It really solidified that I was a part of the best organization.”

Julie Hennes, BSN-RN, CMA, Lake Geneva, WI

PRE-CONFERENCE EDUCATION

MONDAY, MAY 19, 2014

7:00 am - 8:00 am

Certification Review Course Registration/Continental Breakfast

8:00 am - 5:00 pm

Pre-Conference Workshop

7.5 contact hours

010 Ambulatory Care Nursing Certification Review Course

Denise R. Hannagan, MSN, MHA, RN-BC

E. Mary Johnson, BSN, RN-BC, NE-BC



Denise Hannagan




E. Mary Johnson

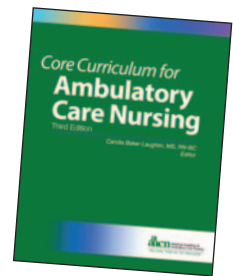
This course will boost your confidence and knowledge as you prepare for the Ambulatory Care Nursing Certification Exam. Based on the ANCC Test Content Outline for the exam, the course is designed to help you earn the certification you have worked so hard to achieve. The course is also helpful for nurses 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 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 are included.

 **Special Offer!** Order the NEW *Core Curriculum for Ambulatory Care Nursing*, 3rd Edition, 2013, when you register and save \$9. Just select the “With Core” option on the registration form on page 15.

Note: If you order the Core Curriculum when you register, it will be sent to you immediately. If you register after May 5, 2014, you will receive your book at the conference.



TUESDAY, MAY 20, 2014

8:30 am - 11:45 am

Pre-Conference Workshop

3.0 contact hours

030 Best Practices in Nursing: Self Care for Better Patient Care

Mary Laffey Adams, MSN, RN

Barbara Pacca, BSN, RN, CPN

For nurses, the ability to care for ourselves has a direct impact on our quality of care, safety in practice, and job satisfaction. Science has confirmed what ancient wisdom teaches and what the heart of nursing knows: being present to oneself and others benefits the body, mind, and spirit. This workshop will explore the science behind mindfulness and the importance of balance in mind/body/spirit as it relates to our professional and everyday lives. Attendees will participate in short meditations, mindfulness practices, and energy therapy techniques. Discussion will focus on how to integrate these practical and effective techniques into everyday lives to help achieve and maintain our personal and professional best. You will leave this session feeling positive, peaceful, and renewed! *Separate registration fee required for workshop.*



Mary Laffey Adams



Barbara Pacca

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

Coffee service included.

CONFERENCE PROGRAM

MONDAY, MAY 19, 2014

7:00 am - 8:00 am

**Certification Review Course
Registration/Continental Breakfast**

8:00 am - 5:00 pm

Pre-Conference Workshop

7.5 contact hours

**1010 Ambulatory Care Nursing Certification
Review Course**

*Denise R. Hannagan, MSN, MHA, RN-BC
E. Mary Johnson, BSN, RN-BC, NE-BC
See page 4 for description.*

12:00 pm - 6:00 pm

Registration Open

6:00 pm - 8:00 pm

**020 Tri-Service Military Pre-Conference
Evening Forum and Networking**

See description below.

TUESDAY, MAY 20, 2014

7:30 am - 6:00 pm

Registration Open

8:30 am - 11:45 am

Pre-Conference Workshop

3.0 contact hours

**030 Best Practices in Nursing:
Self Care for Better Patient Care**

*Mary Laffey Adams, MSN, RN
Barbara Pacca, BSN, RN, CPN
See page 4 for description.*

1:00 pm - 3:15 pm

Welcome and President's Address



*Susan M. Paschke, MSN,
RN-BC, NEA-BC
2013-2014 AACN
President*

101 Keynote Address

1.25 contact hours

Leadership and Resiliency



Donna Wright, MS, RN

This session will take a humorous look at what is needed to succeed in health care today. We will explore some of the best strategies and tools that will help everyone in health care reach the outcomes we desire.

3:30 pm - 4:30 pm

Concurrent Sessions (111-114)

1.0 contact hour

111 Safety Coaches – Every Practice Needs

One!

*Hope M. Slone, MSN/MHA, RN-BC,
CMSRN*

Despite improvements from the focus on technology, process, and people, unintentional harm still befalls our patients. What can we do differently to prevent harm? Safety coaches are team members who are trained to observe employee work behaviors and provide feedback about practice and compliance with behavioral expectations. This session will discuss one medical group's journey to building a culture of safety.

TRI-SERVICE MILITARY PRE-CONFERENCE EVENING FORUM AND NETWORKING

MONDAY, MAY 19, 2014

6:00 pm - 8:00 pm

*Session offered at no charge for nurses from the Tri-Services, including the VA.
Please check off relevant box on registration form if planning to attend.*

020 Tri-Service Military Pre-Conference Evening Forum and Networking

The Tri-Service Military Special Interest Group, in lieu of its traditional annual meeting, will hold an evening forum and networking session. The forum will highlight Tri-Service ambulatory care nursing initiatives, innovations, and transformations, and offer the opportunity to meet experts in ambulatory care nursing as well as share experiences with colleagues. *Attire is business-casual.*

For additional information, please contact sana.savage@med.navy.mil, Sonya.c.shaw.mil@mail.mil, or Kimberly.Trnka@wpafb.af.mil.

CONFERENCE PROGRAM

TUESDAY, MAY 20, 2014

CONTINUED

112 Empowering Patients Through Ongoing Education and Goal Setting

Susan B. Brown, RN

Melissa A. Lillash, BSIE

Shelley Mason, MSN, AGNP-C

This session will explore the role nurses play in empowering patients in today's ever-changing health care environment. We will discuss transitioning away from medical-centered instruction to motivating patients and their families to become actively involved in self-managing their health through the use of EMRs, care coordination, and goal setting.

113 In-Brief Sessions Improving Health Care Quality Through EASY Patient Access

Theresa Newman, BSN, RN, CPN, NE-BC

Navigating the health care maze can be challenging for patients and families. Frustration builds as patients experience difficulty in scheduling appointments, long waits in exam rooms, and other inefficiencies in primary care offices. Health care is fragmented when families turn to emergency rooms and urgent care centers for minor illnesses and chronic disease management. This presentation offers specific strategies for improving access to health care in the primary care office. Through case study, we will discuss the journey of one pediatric practice as it moved toward a patient-centered model of care with a focus on EASY access to quality health care.

Engaging the Patient in the Patient-Centered Medical Home

Sandy Reifsteck, MS Ed, RN, FACMPE

Communication is the medical home's best strategy for facilitating patient engagement and treatment adherence, which are critical for successful patient outcomes. This session will share core communication tools to help illustrate the importance of responding to patients' unique needs, values, and preferences; and real-life video presentations will allow attendees to observe these tools in a clinical setting.

114 Shared Savings: Accountable Care Organizations (ACOs) and Impact on Quality and Dollars

Nancy May, MSN, RN-BC, NEA-BC

In 2012, the United States spent 17.4% of the GNP on health care, yet the nation had poor outcomes in proportion to the amount of money spent. Under the Affordable Care Act, the shift



Enjoy Cafe Du Monde's famous beignets and coffee in the Big Easy.

toward value for care and outcomes is now being tied to reimbursable dollars. This presentation will describe how ACOs improve outcomes and lower cost.

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

4:30 pm - 4:45 pm
Break

4:45 pm - 5:45 pm
Concurrent Sessions (121-124)

1.0 contact hour

121 Staff Empowerment:

The Implementation of a Frontline Ambulatory Communication Model

Sharron D. Coffie, MSN, RN, CNS-BC, CHFN

Kim Slotterback, BSN, RN

Effective communication plays a pivotal role in reducing workplace incivility, and improving staff morale and patient care. This session will describe how ambulatory leaders in specialty clinics developed and implemented a communication process to combat incivility in the workplace and transition the leaders' role from problem solvers to problem facilitators. It will also explain how a disciplined approach can empower and engage staff to improve communication skills, trust, confidence, and courage.

Session Code Key

Look for these codes to find special sessions on leadership and telehealth.

L Leadership Track

T Telehealth Track

CONFERENCE PROGRAM

TUESDAY, MAY 20, 2014

CONTINUED

122 Towards Clinical Excellence: Reinvigoration of a Clinical Training Program

Dana Houle, MHM, BSN, RN, CCM, CPHQ
Sherry Smith, MSN, MBA, RN
Elaine Sneed, BSHA, RN

This session will describe the re-engineering of a clinical training program for telehealth triage nursing staff with the goal of applying critical-thinking skills to effectively apply clinical guidelines. Attendees will get a description of the strategy to revamp their current training program into a clinically focused orientation and a training schedule that addresses the unique knowledge, skills, and training needs of nurses new to telephone triage.

123 Competency Assessment for the Real World

Donna Wright, MS, RN

Many organizations have created a competency process that has turned into a monster. This session will help you discover ways to tame the monster and begin the path to success.

124 Rapidly Improving Pneumonia Care: Multi-Disciplinary Engagement in a Rapid Improvement Event (RIE)

Donna T. Moore, MM, RN, CPHQ
Kara Y. Snow, PhD

An RIE provides an exciting approach to creating a state of improved processes in an accelerated five-day format. The presenters of this session will describe the RIE approach to develop care paths for pneumonia patients, discuss lessons learned, and share results and outcomes of the multi-disciplinary team's efforts.

6:00 pm - 7:00 pm

130 AAACN 101: Getting Excited About AAACN and the Conference

If you are new to AAACN or the AAACN Conference, come to this session to meet new colleagues, learn about the association, and find out how to get the most from your conference experience.

7:00 pm - 9:00 pm

140 Opening Reception/Silent Auction

Stop by the Opening Reception and Silent Auction for some fun and relaxation! Network with colleagues, make new friends, and enjoy complimentary light *hors d'oeuvres*. Be sure to place your bids in our 15th Annual Silent Auction, which raises money for the AAACN scholarship fund. See page 12 to find out how you can donate an item.

Cash bar provided. Guest badge required for anyone attending with a conference registrant.

WEDNESDAY, MAY 21, 2014

7:00 am - 5:30 pm

Registration Open

7:00 am - 8:00 am

Continental Breakfast

8:00 am - 9:15 am

201 Town Hall

1.25 contact hours

Ambulatory Nursing Sensitive Indicators

Sharon Eck Birmingham, DNSc, MA, BSN, RN, Chair; Ambulatory NSI Task Force

Attendees are invited to contribute ideas or examples of Ambulatory Nursing Sensitive Indicators (NSI) from their practice. Collective input on the value that ambulatory nurses offer their patients and families will help the AAACN NSI Task Force recommend nursing sensitive indicators for ambulatory care.



New Orleans is the birthplace of jazz.

CONFERENCE PROGRAM

WEDNESDAY, MAY 21, 2014

CONTINUED

9:15 am - 10:30 am

Exhibit Hall Open/Poster Viewing

10:30 am - 11:45 am

Concurrent Sessions (211-214)

1.25 contact hours

**211 Veterans in the Civilian Sector:
Are We Doing Enough?**

*Mary Elizabeth Greenberg, PhD, RN-BC,
C-TNP*

Over 50% of veterans obtain their health care from private sector providers. This session will examine ways in which the civilian nursing practice is not serving veterans' needs, clarify the unique needs of veterans, and propose how nurses in civilian ambulatory care settings can more effectively help those who serve.

This session offered in support of "Joining Forces."

212 Successful Message Management –

One Touch and the Magnificent Seven

Christine M. Ruygrok, MBA, RN

Medical offices need a sustainable system to manage and respond to the demand of messages, regardless of entry point. Message infrastructure provides a predictable process to support the quality messaging patients expect. This session will review seven foundational components that build upon each other to allow sustainable, timely "One Touch" messaging.

**213 Update from AACN Task Force on
Ambulatory Nursing Sensitive
Indicators**

*Sharon Eck Birmingham, DNSc, MA, BSN,
RN*

The Task Force Chair and Board Liaison will update membership on the ground-breaking work toward the identification of Ambulatory Nursing Sensitive Indicators. These indicators will make the work of the ambulatory nurse in patient care and health care reform more visible and will identify metrics for future inclusion in regulatory bodies monitoring quality of care. There will be an opportunity for membership to engage in conversation for input to the task force.

**214 A Little Support Goes a Long Way to
Improve the Care in a Busy Primary
Care Setting**

Michelle Fleck, BSN, RN

*Pamela Schubert-Bob, MHA, RN, NE-BC,
CPN*

Working in the fast-paced, changing health care environment can be overwhelming. This session will share how focusing on small tests of change, re-evaluating every step of the nurse's practice, redefining the expectations of care, and seeking to include family input led the way to multiple changes and many improved works throughout one institution's program.

11:45 am - 1:00 pm

220 Networking Box Lunch

0.5 contact hours

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

1:00 pm - 3:00 pm

Special Sessions (231-234)

2.0 contact hours

231 Special In-Brief Sessions

**Ambulatory Practice Solidified Across a
Large Health Care Organization That
Is Making an Impact on Patient Care
and the Advancement of Ambulatory
Nursing Practice**

Ann M. Dugan, MSN, MBA, BSN, RN, CNS

This presentation will discuss the restructuring process of one organization's ambulatory practice council, including developing a model that illustrates the structure of the council and the formation, responsibilities, and projects of the special interest groups. Examples highlighting council outcomes for best practices and integration of standards of ambulatory clinical nursing practice across the organization will be shared.

**Strengthening Ambulatory Nurses'
Practice Through Implementation of
Shared Governance**

Adrienne J. Banavage, MSN, RN, OCN

Cherie Parks, BSN, RN-BC

This session will focus on implementing shared governance in multiple ambulatory settings within an academic medical center. Discussion will focus on the creation of structure of the shared governance committees, as well as how to maintain alignment with inpatient structure and committees.

Session Code Key

Look for these codes to find special sessions on leadership and telehealth.

L Leadership Track

T Telehealth Track

CONFERENCE PROGRAM

WEDNESDAY, MAY 21, 2014

CONTINUED

232 Special In-Brief Sessions
The Right Skill Set for the Right Task:
Maximizing the Role of the RN, LVN, and
Unlicensed Assistive Personnel (UAP)

Carrie L. Blair, BSN, RN

Candace Michelle Lovelady, MBA, BSN, RN

This session will review a cost-effective patient care model developed and implemented in accordance with the Nurse Practice Act of the Texas Board of Nursing. Discussion of the model will give participants a map for establishing a patient care model that maximizes the role of the RN, LVN, and UAP.

Innovation Within the Primary Care
Rooming Process and the Outstanding
Results

Sarah C. Overton, BSN, RN

Susan Watkins, MSN, RN, CNOR

This session will focus on one facility's optimization of the rooming process for primary care. Topics will include the use of best practice and evidence-based care to ensure clinicians rely on a consistent, optimized process; and the role of nurses in educating patients on chronic diseases and preventative care, ensuring consistent, reliable results.

233 Anatomy of a Lawsuit:
What You Should Know

Joan M. Paté, MS, BSN, RN-BC

Patients look to nurses to keep them safe during their health care experiences. When these expectations are not met or adverse events occur, nurses can find themselves individually named in lawsuits. This presentation will familiarize nurses with steps in a lawsuit and identify current trends in professional liability from a nationwide study of claims against nurses. Recommendations for risk control and reducing liability will be discussed.

234 Special In-Brief Sessions
The Pathway to Orienting Nursing
Leaders in Ambulatory Care

Elizabeth Barton, RN

Pamela Sanford, MSN, RN-BC, CNS

To ensure success in nursing leadership roles, a strong orientation process is vital. This session will describe how to develop a critical pathway to standardize the orientation process and ensure access to current resources to help with knowledge deficits.

Lead From Where You Are

Eileen M. Esposito, DNP, MPA, RN-BC,
CPHQ

Leadership is more than a title. It represents a range of behaviors that encompass outstanding clinical skills coupled with business acumen. Today's leader is responsible for operations, clinical outcomes, business plans, and budgets. Barring formal leadership training, nurses must develop these skills through progressive self-learning. This session will explore various frameworks to foster professional leadership development.

3:00 pm - 4:00 pm
Exhibit Hall Open/Poster Viewing/
Dessert Break

4:00 pm - 5:15 pm
Special Interest Group
Networking Sessions (241-243)

1.25 contact hours

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

241 Leadership SIG

L *Facilitator: Diane Resnick, MPA, RN-BC*

The Leadership SIG shares expertise among members on issues related to policy, structure, and process unique to the ambulatory nurse leader. Topics of interest are best practices on regulatory standards, staffing models for various settings, and ambulatory nurse quality metrics. Attendees will have the opportunity to participate in an interactive session called "Ask The Expert," which will consist of a panel of leaders in ambulatory care nursing. Get your questions ready and join us!

242 Telehealth SIG

T *Facilitator: Alma Johnson, BSN, RNC-TNP*

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

243 Tri-Service Military SIG

Facilitator: Assanatu Savage, PhD, DNP,
FNP-BC

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

CONFERENCE PROGRAM

THURSDAY, MAY 22, 2014

7:00 am - 3:15 pm
Registration Open

7:00 am - 8:00 am
**Continental Breakfast/
Exhibit Hall Open/Poster Viewing**

8:00 am - 9:15 am
Concurrent Sessions (311-314)
1.25 contact hours

311 Innovative Use of Retired RNs in Continuum of Care

Sandy Reifsteck, MS Ed, RN, FACMPE

The Compassionate Care Retired Nurse project began five years ago and involves twelve hours of training with a palliative care focus. This session will share how the unique idea of pairing a retired volunteer nurse with a patient/family for 4-8 hours per month in home visits, phone calls, or email is a concept that can be replicated in other hospitals and communities.

312 A Lifeline to Hope: A Nurse Advice Line

Catherine Davis, MPS, BSN, RN, CRRN

This session will describe how the nurse advice line uses telehealth practices to assist people with spinal cord injury in leading healthier lives and helping them avoid preventable emergency or medical complications. The primary goal of the program is to empower individuals and encourage self-advocacy.

313 AAACN's RN Residency Task Force: From Concept to Implementation

*Meredith Cotton, MSN, RN, CDE
Deborah Dannemeyer, MAS, BSN, RN-BC
June Levine, MSN, RN*

This session will examine the need for and impact of ambulatory RN residencies for both new graduates and RNs new to the ambulatory specialty. A description of the literature review and survey process used by the task force to illustrate the current state of residency programs will be shared, with a focus on recommendations for core content, competency outcomes, and preceptorship, as well as the next steps toward full implementation.

314 Huddle Up: Using Shared Decision-Making to Improve Outcomes

*Nancy May, MSN, RN-BC, NEA-BC
Debora Preputnik, RN*

Transforming health care in an environment of decreased reimbursement prompted one organization to use LEAN methodologies to improve and drive efficiencies. This presentation will describe the LEAN journey with the use of huddle boards to track metrics and empower nursing staff.

9:15 am - 10:30 am
Exhibit Hall Open/Poster Viewing
1.0 contact hour

10:30 am - 11:45 am
**Special Interest Group
Networking Sessions (321-323)**
1.25 contact hours

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

321 Veterans Affairs (VA) SIG

*Facilitator: Jane Murphy, MSN, RN, BC,
VHA-CM*

The VA SIG is a forum for VA ambulatory care nurses to discuss problems, share solutions and creative programs, and keep in touch across the country. Attend this session to network and collaborate with your VA ambulatory care nursing colleagues.

322 Pediatric SIG

*Facilitators: Joyce M. Partner, BS, RN,
CCM, AE-C
Sheila Marie Whelan, MSN, RN, CPN*

Does your practice involve caring for infants and children? The Pediatric SIG serves as the voice for pediatric nursing in AAACN. Join us and network with other AAACN members who are interested in pediatric nursing.

323 Patient/Staff Education SIG

*Facilitator: Catherine Biviano, MA, RN,
ONC-BC*

The Patient/Staff Education SIG, comprised of the newly merged Patient Education SIG and Staff Education SIG, will cover various educational issues that affect both staff and patients. Join the lively discussion focusing on how technology has changed education for staff and patients throughout the ambulatory setting.

11:45 am - 1:00 pm
Lunch on Your Own

1:00 pm - 1:45 pm
President's Address



*Marianne Sherman, MS, RN-BC
2014-2015 AAACN President*

Session Code Key

Look for these codes to find special sessions on leadership and telehealth.

- L** Leadership Track
- T** Telehealth Track

CONFERENCE PROGRAM

THURSDAY, MAY 22, 2014

CONTINUED

1:45 pm - 3:00 pm

Concurrent Sessions (331-334)

1.25 contact hours

331 Organization Medical Assistant Role Development and Utilization Strategies

Ann M. Dugan, MSN, MBA, BSN, RN, CNS

This session will discuss various initiatives and utilization strategies to develop and expand the role of the medical assistant within a major health care organization. Attendees will evaluate the impact the medical assistant has on patient safety and quality care in the health care environment.

332 DC Phone Calls: Easing Care Transitions and Improving Satisfaction

Teresa Hegarty, BSN, RN, CPN

This session will share the importance of post-discharge phone calls in creating a safety net for patients in those vulnerable days following a hospitalization. Families who receive these calls give higher customer service ratings and provide excellent data for continuous process improvement. A description of a program using post-discharge phone calls will be shared and examples of data with measurable outcomes will be provided.

333 Total Panel Management Pilot: Creating Capacity for Member Clinic Visits in Pediatrics: An Innovative Way to Transform and Re-Imagine How We Deliver Pediatric Care to Our Members with the Use of Technology

Jennifer Bodar, RN

Donna T. Moore, MM, RN, CPHQ

An anticipated growth in membership created a need for more appointment capacity in the ambulatory care setting. This session will describe the details of a total management panel project focused on innovative ways to deliver patient care through technology and non-traditional visits. Lessons learned and results of the pilot project will be shared.

334 In-Brief Sessions Leadership Development of a Culturally Diverse Team in the Arab Muslim Context

Moirra Abrahams, RN

Wadea Beheri, PhD, RN

This presentation will discuss how a Saudi Arabian tertiary care specialist hospital and research center developed a cancer coordinator program to provide optimal, quality, timely, and culturally appropriate care for its oncology patients. Discussion will highlight challenges for staff based on diversity, perceptions, and values in caring for patients with specific family culture structure, and focus on how the organization supported the transition of staff taking the lead role in cancer program coordination.

Transition to Practice

Cathryn Halford, DNP(c), MSN, RN, CNS, CNL

Lillian Jones-Bell, MS, RN, PHN

This session will describe education strategies that focus on evidence-based practice in ambulatory settings to meet the needs of caring for patients in the community and improving patient outcomes.



Jackson Square in New Orleans is home to the oldest continuously operating cathedral in the United States. The square is also an open-air artist colony where artists display their work.

Program Planning Committee

Margarita Gore, MBA, BSN, RN-BC, Chair
Carol Ann Attwood, MLS, MPH, AHIP, RN, C
Ann M. Dugan, MSN, MBA, BSN, RN, CNS
Linda Gehring, PhD, MBA, FNP, BC
Roslyn C. Kelly, MSN, RN-BC, CDE
Kathleen Martinez, BSN, RN, CPN
Rosemarie Marmion, MSN, RN-BC, NE-BC,
Education Director

GENERAL INFORMATION

Hotel

New Orleans Marriott
555 Canal Street
New Orleans, LA 70130

The New Orleans Marriott will serve as the official hotel for the AAACN Annual Conference. A block of rooms has been reserved at the **special group rate of \$159 single/double** per night, plus tax. To receive the conference rate, make your hotel reservations directly through the AAACN website www.aaacn.org/annual-conference, or by calling Marriott Reservations at 800-654-3990 and referring to the AAACN Annual Conference. Online reservations are preferred.

Hotel Parking

Valet parking only is available for \$35 per night.

Airport/Transportation

The hotel is located approximately 13 miles from the Louis B. Armstrong New Orleans International Airport. A cab ride costs about \$33 one way (subject to change). Discounted shuttle service has been arranged for conference attendees through Airport Shuttle New Orleans for \$20 one way or \$35 round trip. To get the discounted rate, you must make your reservation through the AAACN website www.aaacn.org/annual-conference at least 24 hours prior to your arrival in New Orleans.

Weather & Attire

Temperatures in New Orleans in May average about 85 degrees during the day, but should be a very comfortable 72 degrees in the evenings, so plan to get out and explore this great city! Please also remember to pack a sweater, as air-conditioned conference rooms in the hotel can get cold. We also suggest that you bring comfortable walking shoes for your conference activities.

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 onsite. Entrance to the Exhibit Hall, Continental Breakfasts, and Networking Box Lunch are not included in the guest fee.

Special Needs

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

Payment Policy

Registrations will be processed once full payment is received. If check is returned by the bank or a credit card is declined, full payment must be received by cashier's check or money order with an additional \$25 processing fee. If payment is not received by the AAACN National Office prior to the conference, the full amount must be paid on-site. If you do not receive registration confirmation 1 week prior to the meeting, contact the AAACN National Office.

Cancellation Policy

Should you need to cancel, AAACN will refund your registration fee, less \$50 for administrative costs, when we receive your notice. Cancellations must be received at the National Office by April 25, 2014. You may cancel via fax (856-218-0557), e-mail (charlene@ajj.com), or written notice to AAACN (PO Box 56, Pitman, NJ 08071-0056). Telephone cancellations will not be accepted.

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

Photo Release

AAACN occasionally uses photographs of conference participants in promotional materials. By virtue of your attendance, you agree to usage of your image in such media.

Silent Auction Donations

Join us for the Annual Silent Auction on Tuesday, May 20, during the Opening Reception. Proceeds from the Silent Auction support the AAACN awards and scholarships program. We hope you will consider donating an item for this special event! Items have included nursing memorabilia, jewelry, gift certificates, educational materials, and more. Bring your donation to the conference and drop it off at the Registration Desk prior to Tuesday evening. Be sure to let us know your name and the value of the donation. Thank you for your help!

Continuing Nursing Education

The purpose of this conference is to offer education specific to ambulatory care and telehealth nurses with the specific purpose of expanding and enhancing knowledge with the latest clinical, management, and leadership trends in the specialty.

Earn up to 17.25 continuing nursing education contact hours for your professional development, certification/recertification, and re-licensure during the conference (**includes 3.0 contact hours for pre-conference session—separate fee required**). Earn 6.25 (includes pre-conference session) on Tuesday, 6.25 on Wednesday (includes 0.5 for the networking lunch), and 4.75 on Thursday (includes 1.0 for poster sessions).

This conference is co-provided by Anthony J. Jannetti, Inc. (AJJ) and the American Academy of Ambulatory Care Nursing (AAACN).

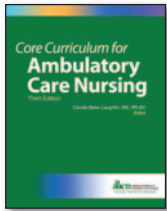
Anthony J. Jannetti, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

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

GENERAL INFORMATION

Expand Your Education Library! Order these great resources from AAACN

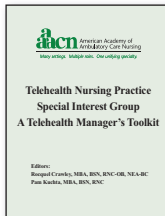
Core Curriculum for Ambulatory Care Nursing, 3rd Edition, 2013



An excellent resource in preparing for the certification exam, with 30+ hours of CNE. Contact hours free to members!

Member Price: \$79
Regular Price: \$99

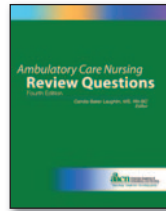
Telehealth Manager's Toolkit



Managers and leaders can use this resource to start/improve call center, ambulatory triage service, telehealth nursing practice, and more.

Member Price: FREE
Regular Price: \$24

Ambulatory Care Nursing Review Questions 2013, 4th Edition



This great companion piece to the Core Curriculum has 179 multiple-choice test questions, covering the five domains of practice in the certification exam.

Member Price: \$34
Regular Price: \$44

Visit aaacn.org/store and get your copies today!

“ This is the first conference I have attended in a long time where every session was valuable to me and my practice. The fact that there are so many standards already formulated and resources to purchase make my life so much easier! ”
Cindy Walsh, MA, BSN, RN

Online Library and Conference Handouts

*Experience the 2014 Conference
through the added benefits of the AAACN Online Library*

- ★ **View session handouts approximately 2 weeks prior to the conference.** No need to carry around paper handouts or pack a bulky program book. You may print or download them to your computer or other device. Handouts will not be available on-site. You will receive an email a few weeks before the conference with information about how to access handouts.
- ★ **Access 2014 conference education sessions through the AAACN Online Library indefinitely!** No more missing content because you have to choose between two concurrent sessions. Approximately 3 weeks following the conference, you will be able to view archives of approved education sessions at no additional cost.
- ★ **Evaluate sessions online, either at home or on-site.** You will have approximately 4 weeks to complete your evaluations.
- ★ **Print contact hour certificates** at your convenience.

- ★ **Share content with colleagues!** Your conference registration also includes FREE Online Library access for two of your colleagues.

Can't attend the conference? We will miss you, but you won't have to miss the education! You can earn contact hours in the AAACN Online Library when it is convenient for you. Approved sessions outlined in this brochure will be available approximately 6 weeks after the conference in the AAACN Online Library. You can purchase sessions applicable to your practice, or purchase the full conference package.

Full Conference Access	Individual Sessions*
<i>Member Price: \$199</i> <i>Regular Price: \$229</i>	<i>Member Price: \$15</i> <i>Regular Price: \$25</i>

**includes contact hours*

Visit aaacn.org/library to get started!

REGISTRATION INFORMATION

REGISTRATION

Visit www.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 on page 15 and mail or fax it to AAACN.

Main conference registration includes:

- ✦ Up to 14.25 continuing nursing education contact hours
- ✦ Opening Reception
- ✦ Two Continental Breakfasts
- ✦ One Networking Box Lunch
- ✦ Refreshment Breaks
- ✦ Online Library access to all recorded sessions

SPECIAL OFFERS

- ✦ Early Bird Discount – Register by April 21, 2014, and save \$60 on the regular conference registration fee. Mailed forms must be postmarked by April 21, 2014.
- ✦ Three Member Discount – Save \$30 each when three or more AAACN members from the same facility register at the same time. All three registrations must be submitted together. To qualify, all registrants MUST be current members of AAACN or select the “Join AAACN” option on the registration form. No acceptances will be made for registrations submitted separately. No online registration – mail or fax only.
- ✦ Certification Discount – Attendees who are certified in ambulatory or telehealth nursing may deduct \$20 off their full 3-day main registration fee. Expiration date of certification is required.
- ✦ AAACN Members save \$160 on their conference registration fees. To be eligible for the member rate, you must be a member through May 31, 2014. Join or renew when you register! Simply check the AAACN membership box on the conference registration form, include \$130 for membership dues, and register for the conference at the member rate. Memberships are nonrefundable/nontransferable.

Conference Management by

aj Anthony J. Jannetti, Inc.
East Holly Avenue/Box 56
Pitman, NJ 08071
www.ajj.com

3 Ways to Register!



Online at www.aaacn.org



Fax completed form and credit card payment to 856-218-0557



Mail completed form with payment to:
AAACN Registration
East Holly Avenue/Box 56
Pitman, NJ 08071-0056

Questions?

Call: 800-262-6877

Email: aaacnreg@ajj.com

Value for You

AAACN members have access to a wealth of resources for free or at discounted rates!

Join our welcoming community and:

Earn free contact hours from *ViewPoint* CNE articles

Receive a subscription to a leading nursing journal of your choice

Purchase AAACN education resources at member discounts

Access online education activities with contact hour credit

Find a job in the AAACN Career Center

Network with other members through special interest groups, task forces, and committees

Enhance your leadership skills through volunteer opportunities

Learn more about AAACN member benefits at www.aaacn.org

(Click Membership > Benefits of Membership)

REGISTRATION FORM – American Academy of Ambulatory Care Nursing

39th Annual Conference • New Orleans, LA • May 19-22, 2014

Name: _____ Credentials: _____

Employer/Organization: _____

Preferred Mailing Address home work _____

City _____ State _____ Zip/Postal Code: _____

Daytime Phone: home work cell (_____) _____

Required email address: _____

To receive your receipt/confirmation, conference updates, and to login for contact hours.

Including this meeting, how many AAACN Conferences have you attended? 1 2 3 4 5+

Disability or dietary needs? Please state _____

Pre-Conference Education – Separate Fees Apply	Member	Non-Member	AMOUNT
010 Ambulatory Care Nursing Certification Review Course - May 19 <input type="checkbox"/> Without Core book <input type="checkbox"/> With Core book	\$209 \$279	\$259 \$349	
020 Tri-Service Military - May 19 (No additional fee)	<input type="checkbox"/> Yes, I will attend.		
030 Best Practices in Nursing: Self Care for Better Patient Care - May 20	\$119	\$139	
Full 3-day Main Conference Fees	Member	Non-Member	AMOUNT
Early Bird – Postmarked on or before 4/21	\$469	\$629	
Regular/On-Site, Postmarked after 4/21	\$529	\$689	
3+ members (see page 14 for details)			
Early Bird, Postmarked on or before 4/21	\$439	—	
Regular/On-Site, Postmarked after 4/21	\$499	—	
One or Two Day Registration	Member	Non-Member	AMOUNT
One Day Circle (1) Tues Wed Thurs	\$219	\$289	
Two Day Circle (2) Tues Wed Thurs	\$439	\$579	
Guest - Opening Reception (other than attendee) - Guest Name _____		\$35	

PAYMENT

Join AAACN at \$130 with registration and select member pricing <input type="checkbox"/> Join <input type="checkbox"/> Renew	add \$130	+
(Check one) <input type="checkbox"/> Primary speaker <input type="checkbox"/> Primary in-brief speaker <input type="checkbox"/> Primary poster presenter	subtract \$100	–
(Check one) <input type="checkbox"/> Ambulatory Certified <input type="checkbox"/> Telehealth Certified Expiration Date _____	subtract \$20	–
Note: Discount is ONLY applicable with a full 3-day main conference registration.		
Make checks payable in U.S. funds to: AAACN	TOTAL AMOUNT ENCLOSED	

Charge my: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> AmEx <input type="checkbox"/> Discover Credit Card Number _____ Name of Card Holder (please print) _____ Credit card billing address _____ _____ Signature _____ Exp. Date _____ Security Code* _____ <small>* Last 3 digits, signature strip, back of credit card. American Express - Front 4 digits.</small>	Submit Payment to: AAACN East Holly Ave/Box 56 Pitman, NJ 08071-0056 Fax: 856-218-0557 www.aaacn.org Questions: 800-262-6877 DUNS# - 029739138 TAX ID# 51-0231130
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Cancellations must be received by fax (856-218-0557), email (charlene@ajj.com) or mail (AAACN National Office). For cancellations received by April 25, 2014, we will refund your registration fee, less a \$50 administration fee. No refunds will be made after this date. Membership is non-refundable. See page 12 for complete cancellation policy.

CONCURRENT SESSIONS

To process your registration, please indicate your first two choices (1, 2) for each time period. Attendees are automatically registered for President's Address/Keynote Address, general session, Town Hall, networking lunch, and breakfasts.

Tuesday – May 20, 2014			Wednesday – May 21, 2014			Thursday – May 22, 2014		
3:30 pm	4:45 pm	6:00 pm	10:30 am	1:00 pm	4:00 pm	8:00 am	10:30 am	1:45 pm
___ 111	___ 121	___ 130	___ 211	___ 231	___ 241	___ 311	___ 321	___ 331
___ 112	___ 122	AAACN 101	___ 212	___ 232	___ 242	___ 312	___ 322	___ 332
___ 113	___ 123	7:00 pm	___ 213	___ 233	___ 243	___ 313	___ 323	___ 333
___ 114	___ 124	___ 140	___ 214	___ 234		___ 314		___ 334
		Reception						

39TH ANNUAL CONFERENCE

NEW ORLEANS, LA ♦ MAY 19-22, 2014 ♦ MARRIOTT NEW ORLEANS

“Just what I needed. Great opportunity to network, see what innovative things are being done, and how other facilities meet the challenges that you are facing.”

Vashti Watson, RN, Brooklyn, NY



Join us in Lake Buena Vista, FL
April 15-18, 2015

Register by April 21, 2014 and save \$60!
Share this brochure with a colleague.



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