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Future of Nursing 2020-2030 Town Hall
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Doctors Hasmillier and Wakefield, members of the committee, and respected colleagues:

I am Kristene Grayem, president of the American Academy of Ambulatory Care Nursing, also known as Triple A-C-N. Thank you for the opportunity to present today on behalf of my AAACN colleagues.

As nurses, we see disparities in health care every day. We watch individuals, families, and communities suffer when we know their suffering could be prevented.

We all know we can do better.

I speak today for all ambulatory care nurses: We pledge to bring our passion, resources, and evidence-based knowledge to the Future of Nursing campaign.

Ambulatory care nurses are visionary leaders who partner to design and coordinate care outside of acute care settings.

For example, we play a critical role in delivering telehealth services and virtual care. Because telehealth registered nurses provide care to those who are immobile or lack transportation and access, they are key in caring for America's underserved.

I would like to share two programs AAACN has developed that are addressing social determinants of health, allowing nurses to practice at the top of their license, and changing the way care is delivered.

AAACN has developed an innovative Care Coordination and Transition Management program. We call it C-C-T-M.

The ambulatory care registered nurse is an essential component of effective care coordination. Ambulatory care is a team sport. Nurses in this role, who see patients outside of acute care settings, are uniquely positioned to lead diverse interprofessional teams and address complex health and social needs.

Nurses in CCTM roles help achieve the Quadruple Aim and ensure that individuals don't fall between the cracks in our health care system. They help reduce potentially avoidable ED visits, decrease readmissions, and manage safe patient hand offs.

CCTM nurses assure that individuals receive the right care, at the right time, by the right provider.

My AAACN colleagues and I believe that thanks to CCTM nurses, fragmented care will be a thing of the past.

Here are two AAACN initiatives that help this future become a reality:

- We produced a foundational textbook, the *CCTM Core Curriculum*, as well as competencies and standards, that provide the framework for patient-centered care and seamless transitions.
- In 2018 we convened a group of nursing and health care leaders for an Invitational Summit to advance the role, advocate for including CCTM in nursing school curricula, enhance research, and define future action.

The CCTM program provides population health management principles, risk stratification tools, and additional evidence in advocating for America's underserved.

CCTM is the essence of a collaborative practice model. It helps achieve what we're all striving for – better health for all Americans.

A second initiative led by AACN focuses on Nurse-Sensitive Indicators, or NSIs.

As you know, identifying and measuring NSIs is critical in describing the contributions and value of RNs.

In 2016, AACN published the *Ambulatory Care NSI Industry Report* that identified 13 proposed NSIs in ambulatory care settings. We partnered with the Collaborative Alliance for Nursing Outcomes, and by the end of 2018, a national nursing benchmarking database was established.

Outcomes matter. Continuing to develop, implement, and measure NSIs is critical to demonstrating ambulatory care RN value and impact on complex care.

Your committee has asked for AACN's suggestions to chart a path for the nursing profession for the next 10 years. Our counsel is this:

First, invest in ambulatory care nurses and RN roles in care coordination and transition management in all practice settings.

Second, build ambulatory care nursing and CCTM competencies into nursing school curricula.

Third, promote continued development, standardization, and benchmarking of ambulatory care NSIs.

And finally, support the expansion and reimbursement of telehealth services delivered by registered nurses.



Many settings. Multiple roles. One unifying specialty.

Ambulatory care nurses are leading the charge to improve health and provide quality care outside of acute care settings and across the care continuum. They play a critical role in the future of nursing. We are so excited you are doing this work and we are ready and eager to partner with you.

Thank you.