



American Academy of Ambulatory Care Nursing

38th Annual Conference

The premier conference for ambulatory and telehealth nurses

Las Vegas, NV
April 23-26, 2013

Conference Highlights

- Learn the latest on Care Coordination and the Patient-Centered Medical Home
- Personalize your education with Leadership and Telehealth Tracks
- Connect with others in similar roles
- Share best practices at the Interactive Town Hall on Patient and Nurse Wellness
- Earn up to 17.25 CNE Contact Hours

Registration
Brochure

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

Dear Colleagues:

The American Academy of Ambulatory Care Nursing (AAACN) invites you to the 38th Annual Conference in Las Vegas! The Program Planning Committee is presenting an outstanding program, with respected speakers discussing an exceptional array of ambulatory care nursing and telehealth topics.

From the pre-conference workshops through the closing session, the conference presents a wonderful opportunity to advance your practice and improve patient care. We hope you will leave feeling enriched, energized, and anxious to share new information with your colleagues. Incorporating new ideas and strategies into your practice is the ultimate outcome of this conference.

One focus this year is Ambulatory Care Nurse Care Coordination Competencies. A general session presented by three leaders in the field will discuss the issues facing ambulatory care nurses and discuss ways to harmonize the role of the RN in care coordination with the inter-professional care team in a patient-centered model of care.

Join us in Las Vegas to explore the latest research, share experiences, network with colleagues and friends, and discover the rewards of this exciting conference!

*Linda Gehring, PhD, MBA, FNP, BC
Program Planning Committee Chair*

Who Should Attend?

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

- Hospital-based outpatient clinics/centers
- Solo/group medical practices
- Telehealth call centers
- University hospitals
- Community hospitals
- Military and VA settings
- Managed care/HMOs/PPOs
- 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. This is your opportunity to expand and enhance your knowledge with the latest clinical, management, and leadership trends in your specialty.

You will:

- Strengthen leadership skills in the ambulatory care nursing specialty
- Develop strategies for professional practice in ambulatory care
- Promote best practices through continuing education sessions and networking experiences
- Update professional nursing practice and telehealth skills

"My first AAACN conference was in 2012 and it was a fantastic experience. The speakers and topics were timely, fascinating, thought-provoking, motivational – and at times, hilarious! Everyone was so friendly, kind, and willing to share. I met some GREAT people from all over the country and I can't wait for this conference! Can't say enough about this world-class event!"

Sharon Soulsby, Daytona Beach, FL

Table of Contents

Program-at-a-Glance	3	Post-Conference Education	11
Pre-Conference Education	4	General Information/Hotel & Travel . . .	12
Conference Program	5-10	Special Offers	14
Tuesday, April 23	5	Registration Form	15
Wednesday, April 24	6		
Thursday, April 25	9		

Program-at-a-Glance

April 21, 2013

SUNDAY

7:00 am – 5:00 pm Tri-Service Military Pre-Conference (Day 1)

April 22, 2013

MONDAY

7:00 am – 5:00 pm Tri-Service Military Pre-Conference (Day 2)
12:00 pm – 6:00 pm Registration Open

April 23, 2013

TUESDAY

7:30 am – 6:00 pm Registration Open
8:30 am – 11:45 am Pre-Conference Workshops
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

April 24, 2013

WEDNESDAY

7:00 am – 5:30 pm Registration Open
7:00 am – 8:00 am Continental Breakfast
8:00 am – 9:15 am Special Interest Group (SIG) Networking Sessions
9:15 am – 10:30 am Exhibit Hall Open/Poster Viewing
10:30 am – 11:45 am General Session
11:45 am – 1:00 pm Networking Boxed 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

April 25, 2013

THURSDAY

7:00 am – 3:30 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 Concurrent Sessions
1:00 pm – 3:00 pm President's Address/Town Hall

April 26, 2013

FRIDAY

7:00 am – 8:00 am Post-Conference Registration/Continental Breakfast
8:00 am – 5:30 pm Telehealth Nursing Practice Core Course (TNPCC)
8:00 am – 5:00 pm Ambulatory Care Nursing Certification Review Course

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

"This conference was a blessing personally and professionally. I am new to ambulatory and was amazed by the growing trend and need for ambulatory services. I feel this conference enhanced my commitment to this field. I have discovered new goals and plans for my career."

Jacquelyn Jarus-McDanel, Bellville, OH

Pre-Conference Education

Tuesday, April 23, 2013

8:30 am - 11:45 am

Pre-Conference Workshops

3.0 contact hours each

020 Ambulatory Basics and Beyond

Eileen Esposito, DNP, RN-BC, CPHQ



Eileen Esposito

Whether you are “an army of one” or a leader of many, the need to understand the unique dimensions of ambulatory care leadership and quality challenges all of us. In this session, you will go from novice to expert as we explore the work and workflows in ambulatory practice. Using the Institute of Medicine’s six dimensions of care, the Institute for Healthcare Improvement’s triple AIM, and the Joint Commission standards as a matrix framework, this session will provide practical tips and tools for integrating quality measures into everyday practice that will assure safe, efficient, and patient-centered care that meets regulatory requirements and positively impacts revenue and reimbursement.

030 Writing for Publication: “Let’s Git ‘Er Done!”

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



Liz Greenberg

Do you have valuable ideas, events, or specific knowledge you want to share with your colleagues but never have time to get it done? If so, this workshop addresses what you need to know to complete a manuscript, or get your ideas on paper. It is designed to provide individualized, in-depth, and intense interaction to help you create a manuscript fit for publication. You will leave the workshop with a rough draft and a step-by-step plan to complete and submit your manuscript.

Separate registration fee required for workshops. Coffee service included.

Military Pre-Conference Education

Sunday and Monday, April 21 & 22, 2013

7:00 am - 5:00 pm (both days)

010 Tri-Service Military Pre-Conference

7.0 contact hours (each day)

The Tri-Service Military Special Interest Group annual meeting will be held over a 2-day period. The meeting will provide a forum to share best practices and learn about the challenges and accomplishments each service faces in the ambulatory care arena. When you attend, you will have a great opportunity to learn and grow toward the common goal of providing safe health care for all beneficiaries. There will also be briefings by the Air Force, Army, and Navy Corps chiefs. This program has been designed to be educational for all branches of the military.

Uniform is Duty Uniform (per each service requirement).

Separate fee: One day \$150 advance/\$170 on-site

Both days \$300 advance/\$340 on-site

Continental breakfast and lunch included.

For additional information, please e-mail: Pamela.m.soletlindsay@us.army.mil, sana.savage@med.navy.mil, or Kimberly.trnka@maab.afcent.af.mil.

The military pre-conference is a separate event held in conjunction with the AACN Annual Conference.

Conference Program

Monday, April 22, 2013

12:00 pm - 6:00 pm
Registration Open


Tuesday, April 23, 2013

7:30 am - 6:00 pm
Registration Open

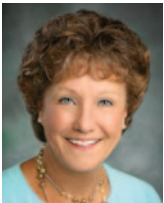
8:30 am - 11:45 am
Pre-Conference Workshops
3.0 contact hours each

020 Ambulatory Basics and Beyond
Eileen Esposito, DNP, RN-BC, CPHQ
See page 4 for description.

030 Writing for Publication: "Let's Git 'Er Done!"
Mary Elizabeth Greenberg, PhD, RN-BC, C-TNP
See page 4 for description.

1:00 pm - 3:15 pm
Welcome and President's Address

Suzanne N. Wells, MSN, RN
2012-2013 AAACN
President

102 Keynote Address
1.25 contact hours
Why Courage?



Virginia R. Beeson, MSN, NEA-BC
One of the skills most needed today is courageous leadership. So many of our actions and decisions require strong responses and sometimes unpopular choices. We need leaders who will step up to these challenges and not back down when things get tough; but this is hard and we've not had much training or education on courage as a leadership skill. This session explores what is meant by courage as a leadership skill and why it is so important in today's rapidly changing world. This session also provides several suggestions on how to become a more courageous leader.

Note: This session will not appear in the AAACN Online Library

Sponsored by an educational grant from Kaiser Permanente

3:30 pm - 4:30 pm
Concurrent Sessions (111-114)
1.0 contact hour

111 Staff Registered Nurse Role Effectiveness in the Ambulatory Care Setting
Joyce A. Johnson, PhD, RN-BC
June L. Rondinelli, MSN, RN, CNS

This session will share information from a study done to describe ambulatory staff RN role structures, activities, and self-reported outcomes. We will share the data process used involving staff RN years of experience, education, daily number of walk-in patients, and message management and the outcomes reached.

This session sponsored through the John H. Reck Memorial Grant

112 Using Team-Based Simulation to Prepare for the Office Emergency
Joanne P. Martin, MBA HCM, BSN, RN

How prepared is your ambulatory care setting in the event of an office emergency? Learn how team-based simulations can prepare staff with valuable hands-on practice and how team-based debriefing can test out the policies, equipment, and team communication critical to patient safety and staff satisfaction.

113 Isn't It Time We Let MAs Provide Telehealth Services?
Sherry Smith, MSN, MBA, RN

Uncover some of the myths and fears abundant in telehealth practice about the use of MAs and UAPs. Discuss strategies for training, competency assessment, and avoiding litigation. Key modules to be described will include those on customer service skills, technical ability, and most importantly, effective problem resolution and escalation skills. All are essential factors to assuring a quality telehealth program is being delivered, while smartly adapting to our nursing resource challenges.

114 CPR for Your Nursing Soul
E. Mary Johnson, BSN, RN-C, NE-BC
Today's health care world is confusing and chaotic with expectations and outcomes that challenge nurses and our staff

Session Code Key

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

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

Conference Program

Tuesday, April 23, 2013

continued

on a daily basis. This presentation will present creative strategies to enhance engagement of staff, leading to improved productivity, and help distinguish your leadership profile as a nurse leader. It begins with recognizing recent science from thought leaders in the field of wellness, focusing on selected behaviors to be the best leader you can be. It's CPR for your nursing soul and nursing practice!

4:30 pm - 4:45 pm

Break

4:45 pm - 5:45 pm

Concurrent Sessions (121-124)

1.0 contact hour

121 The New Role of Nursing –

L Nursing Informatics

Christel Anderson, BA

The nurse's role in the use of technology to improve the delivery of patient care has evolved. Today, nurses are leading change in the development and adoption of interoperable systems across the nation, showing quantifiable impact on health care. This session will explore these issues and the new roles in nursing.

This session sponsored by the Healthcare Information & Management Systems Society (HIMSS)

122 Transitions in Care: An Opportunity to Highlight the Value of Nursing

Jenny Richardson, MS, RN, CNS-BC

Nursing has a unique opportunity to leverage its value by demonstrating positive cost-effective outcomes for patients. This session will explore the cultural changes occurring in primary care as options for care delivery. Transitional care from the inpatient to outpatient setting will be presented as an example.

123 Nursing Care at a Distance – New Technologies Impacting Roles for Ambulatory Nurses

Debra L. Cox, MS, RN

This session will explore the expanding roles of nurses in e-health venues and will address the considerations for nurses when implementing these new technologies, including workflow processes, legal issues, nursing competencies, and patient education strategies.

124 Integrating Behavioral Health Care into the Patient-Centered Medical Home: The Who, What and Why

Patricia Hasen, APRN-C, FNP/CNS

The prevalence of behavioral health (BH) concerns in the community, coupled with the fact that most do not receive treatment, creates a large and expensive unmet need in the patient-centered medical home model (PCMH) of care. This session will explore the rationale for integrating behavioral health into the PCMH, the benefits of integration, and how to build this into your practice.

This session offered in support of "Joining Forces"

6:00 pm - 7:00 pm

130 AAACN 101: Getting Excited About AAACN and the Conference

If you are new to AAACN or to the AAACN Conference, come to this fun session to meet new colleagues, learn about AAACN, 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 some hors d'oeuvres (on us!). Be sure to place your bids in our 14th 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.

Wednesday, April 24, 2013

7:00 am - 5:30 pm

Registration Open

7:00 am - 8:00 am

Continental Breakfast

8:00 am - 9:15 am

Special Interest Group Networking Sessions (211-214)

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!

Conference Program

Wednesday, April 24, 2013

continued

211 Pediatric SIG

*Facilitators: Mary Jones, BSN, RN
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 AACN. Join us and network with other AACN members who are interested in pediatric nursing.

212 Telehealth SIG

T *Facilitators: Rocquel Crawley, MBA, BSN, RNC-OCB, NEA-BC
Pam Kuchta, MBA, BSN, RNC-TNP*

Telehealth nursing is an exciting ambulatory care nursing subspecialty. The Telehealth Nursing Practice (TNP) SIG supports continuing nursing education, offers networking opportunities, and encourages research in the field. Attend this session to network and collaborate with other telehealth nurses.

213 Tri-Service Military SIG

Facilitator: Pamela Solet-Lindsay, LTC, AN
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.

214 Patient Education SIG

Facilitator: Elizabeth Barton, RN
The Patient Education SIG empowers members on issues related to patient and family education, health literacy, and patient- and family-centered care. Join the discussion on timely issues such as achieving and exceeding compliance, the use and effectiveness of electronic documentation, patient education materials and systems, and processes and programs to promote health literacy. Join the SIG and help to lead the way in patient education!

9:15 am - 10:30 am

Exhibit Hall Open/Poster Viewing
Break sponsored by

Sidra Medical and Research Center

10:30 am - 11:45 am

221 General Session

1.25 contact hours

Ambulatory Care RN Care Coordination Competencies

*Sheila Haas, PhD, RN, FAAN
Traci Haynes, MSN, BA, RN, CEN
Beth Ann Swan, PhD, CRNP, FAAN*

This session will examine the role of RN care coordination competencies. An overview of the work of AACN expert panels on care coordination and transition management will be used to facilitate discussion on the dimensions of care and the importance of a patient-centered model that harmonizes the role of the RN in care coordination with the interprofessional care team.

11:45 am - 1:00 pm

231 Networking Boxed Lunch

0.5 contact hours

Tables will be marked with ambulatory care topics including Legislative, Leadership, and more. Enjoy lunch while networking with attendees from across the country.

1:00 pm - 3:00 pm

Special Sessions (241-247)

2.0 contact hours

241/242 Special In-Brief Sessions

L The Veterans Health Administration PCMH Model: An Ambulatory Care Coordination PACT

Stefanie Coffey, DNP, MBA, FNP-BC, RN-BC

This session will explore the Patient-Centered Medical Home Model used by the Veterans Health Systems. Multiple metrics of the system, known as the Patient Aligned Care Team (PACT), will be discussed and the collaboration of RN Care Managers and Care Coordinators as leaders of the team will be addressed to facilitate ideas on the improvement of patient care.

Integrating Population Health Management into the Patient-Centered Medical Home: Meeting MCQA PCMH Recognition Requirements

Patricia Taylor, MS, RN, CPHQ

Managing the health of our population requires a focus on the health of each individual patient. This session will explore how using a team-based approach in a medical home environment can lead to better outcomes for patients.

Conference Program

Wednesday, April 24, 2013

continued

243/244 Special In-Brief Sessions **An Old Nursing Skill with New Guidelines: The Intramuscular Injection – One Hospital's Struggle. What is Your Practice?**

*Anne Gilchrist, MSc, RN
Anne Hansen, BScN, RN*

Administering an intramuscular injection (IM) is a basic nursing skill, but the majority of nurses do not perform this task according to best practice guidelines. This presentation will share the experience of one hospital in developing a new policy, procedure, and teaching plan to ensure compliance, as well as the lessons learned from implementation.

Improving Aseptic Technique Practices in the Ambulatory Procedural Areas

*Roxanna M. Holper, MS, RN
Jeanette Ward-Newkirk, BSN, RN*

This session will explore the efforts of one institution to improve aseptic technique practices in ambulatory procedural areas. After inconsistent practices were identified, a plan to develop an educational program based on evidence for all current and new nursing staff in procedural areas and a nursing policy on the technique was implemented. We will discuss the methods used to identify issues and the plan used to implement change and share our experience to help other institutions facing the same issues within their own practice.

245 Areas of Controversy in **Telephone Triage: Let's Take a Fresh Look**

Carol Rutenberg, MNsc, RN-BC, C-TNP

Telephone triage is a well-established form of nursing, but conventional wisdom guiding this practice is not always based on principles of professional nursing. Attend this session to take a critical look at appropriate use of protocols, second level triage, third party callers, call intake by unlicensed personnel, policy-driven follow-up calls, and quality assurance in telephone triage.

246/247 Special In-Brief Sessions **Staying on Target: Impact of Behavioral-Based Interviewing by a Health Care Coach in Patient-Centered Medical Home for Management of Chronic Disease**

*Janet Fuchs, MBA, MSN, RN, NEA-BC
Nancy May, MSN, RN-BC*

Beth Ann McMurtry, RN-BC, CDE, HC

This presentation will describe the current state of chronic disease management and its impact on health care in the U.S. The theory behind behavioral-based interviewing techniques will be reviewed, along with a discussion on how one health care coach was able to empower patients for self-care management and improve outcomes in a PCMH model.

Motivational Interviewing: Improving Patient Outcomes

Sandy Reifsteck, MSED, RN, FACMPE

This presentation is designed to acquaint nurses with the literature support, theory, and techniques for promoting change in health care behaviors. Three core skills will be shared to showcase the partnership between nurse and patient in facilitating positive health outcomes and a research-tested model of motivational interviewing will be discussed.

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

4:00 pm - 5:15 pm
Special Interest Group Networking Sessions (251-253)

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!

251 Leadership SIG

L *Facilitator: Kathy Mertens, MN, MPH, RN*

The Future of Nursing report (IOM) is a call to action for ambulatory care nursing. This report and member feedback spurred the AACN Leadership SIG to develop two toolkits – one for Ambulatory Care Nursing Leaders and one on Patient-Centered Medical Homes. Join your colleagues to learn about initial content and application to practice.

Conference Program

Wednesday, April 24, 2013

continued

252 Veterans Affairs SIG

Facilitator: Elizabeth H. Bradley, MSN, RN-BC

The Veterans Affairs (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.

253 Staff Education SIG

Facilitator: Wanda Mayo, BSN, RN, CPN

Economic demands have forced ambulatory facilities to hire increased numbers of non-licensed staff to help provide quality patient and family care. Many institutions find there is a disparity of knowledge or skill base between new grads and experienced employees. Learn about proven strategies and programs to validate the continued competence of staff in this session.

Thursday, April 25, 2013

7:00 am - 3:30 pm
Registration Open

7:00 am - 8:00 am
Continental Breakfast/Exhibit Hall Open/Poster Viewing
Continental Breakfast sponsored by Sidra Medical and Research Center

8:00 am - 9:15 am
Concurrent Sessions (311-315)
1.25 contact hours

L 311 Walk This Way: A Crosswalk of Patient-Centered Medical Home, Joint Commission, CMS, AACN, and Magnet Standards and Forces

Jean Cody, MS, RN

Luann P. Sweeney, MSN, RN

This session will provide a map of safe and high-quality patient care using the many regulatory standards of NCQA, Joint Commission Patient-Centered Medical Home, and CMS. Insight into the forces of magnetism, AACN standards of practice, and a theoretical framework will enhance the journey along the bumpy landscape of ever-changing health care.

312 Uncontrolled Hypertension in Primary Care

Sheila D. Philips, BSN, RN

Hypertension remains the leading cause of preventable death. So why is it inadequately controlled in the primary care clinic? This session will focus on a project based on evidence designed to evaluate whether shared medical appointments that use motivational interviewing with goal setting and self-management skills can lead to better blood pressure outcome through the traditional medical approach.

L 313 Reducing CHF Readmissions with Discharge Follow-Up Calls in a Telephone Triage Call Center Setting: Does it Work?

Alma L. Johnson, BSN, RNC-TNP

This session will focus on whether or not readmissions can be reduced by calling discharged patients with a diagnosis of congestive heart failure 24 to 48 hours after discharge. What are the benefits of using nurses in a telephone call center setting for this function? We will share our experiences, pitfalls, and results to help answer these questions. We will also explore the role of leadership support and formulating scripting to help other nurses implement strategies and solutions in their own arenas of care.

314/315 In-Brief Sessions Ambulatory Care Management

Debra M. Wise, BSN, RN

RN Patient Care Managers embedded into primary care sites of practice serve as valuable members of the care team. This session will describe a current model used to show how patient care managers can be assisted by a centralized structure that incorporates a multidisciplinary approach, holistically focused on the most clinically complex patients and their caregivers.

Workflow Consultant - Your New BFF

Christine Ruygrok, MBA, RN

Managers in a fast-paced electronic world need to master office efficiency, access,

Session Code Key

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

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

Conference Program

Thursday, April 25, 2013

continued

workflow development, charge capture, telephone management, clinical outcomes and more. This session will explore how managers are expected to optimize at the same time they are running the everyday operations. They need a “BFF” - a Workflow Consultant.

9:15 am - 10:30 am

Exhibit Hall Open/Poster Viewing

1.0 contact hour

10:30 am - 11:45 am

Concurrent Sessions (321-324)

1.25 contact hours

**321 Patient Safety in the Ambulatory
I Care Setting: Bridging the Gap
from Past to Present and Future**

Maureen T. Power, MPH, RN, LNCC

This session will identify how the patient safety initiative has become a formal part of daily operations in health care. We will explore the provider role, problems faced in delivery of services, achieving top quartile status, and monitoring outcomes in order to be reimbursed for care.

**322 Medical Assistant Practice in WA
State in the Era of Health Care
Reform**

Claire Glover, BSN, RN

This session will share the process and strategy used in the development and passage of a medical assistant legal scope of practice in Washington state. The role of the MA in ambulatory care, as well as the MA's role in the PCMH, will also be discussed to illustrate the impact on RNs and the provision of quality care.

323 Telehealth Manager's Toolkit

I *Rocquel Crawley, MBA, BSN, RNC-
OCB, NEA-BC*

Pam Kuchta, MBA, BSN, RNC-TNP

This session will explore the importance of telehealth in nursing practice and utilization for every phone call, every time. We will discuss the importance of interviews and hiring in providing effective quality telehealth care and share the content and value of the Telehealth Manager's toolkit to provide tools and resources for enhanced quality of care.

**324 Exploring a Coordinated Network
of Nurse Triage Lines for Use
During an Influenza Pandemic:
Update on CDC's Collaborative
Efforts**

Lisa Koonin, MN, MPH

This session will describe The Nurse Triage Line Project, a collaborative effort between the CDC and its partners to explore the feasibility of creating a network of nurse triage telephone lines that will integrate poison control centers and 2-1-1 information lines for use during an influenza pandemic.

11:45 am - 1:00 pm

Lunch On Your Own

1:00 pm - 3:00 pm

President's Address



Susan Paschke

*Susan Paschke, MSN, RN-
BC, NEA-BC*

*2013-2014 AAACN
President*

**331 Town Hall
Patient and Nurse Wellness**

1.25 contact hours

*Facilitator: Traci Haynes, MSN, BA,
RN, CEN*

Wellness is the goal of every nurse for every patient. The concepts of wellness, mindfulness, caring for ourselves as the caregiver, and caring for our patients' state of wellness are integral to quality care. When you attend the Town Hall, you'll hear what is going on in the area of wellness as it relates to the caregiver and patient in our ambulatory care settings across the country and beyond! Attendees will be invited to share their thoughts and initiatives on taking care not only of our patients, but of ourselves.

Post-Conference Education

Friday, April 26, 2013

7:00 am - 8:00 am

Registration and Continental Breakfast for Post-Conference Registrants

8:00 am - 5:30 pm

901 Telehealth Nursing Practice Core Course (TNPCC)



8.0 contact hours

Sherry Smith, MSN, MBA, RN



Sherry Smith

The TNPCC is designed to provide a baseline knowledge of concepts for nurses in any practice setting who handle telephone inquiries from patients. If you are new to telehealth nursing, want to strengthen your telehealth education and skills, or need education and training for your colleagues or staff, this course is for you. Topics in this course include:

- Clinical decision tools
- Clinical information
- Communication
- Customer service
- Documentation
- Legal issues
- Nursing process
- Nursing roles
- Technology

Separate fee: \$209 member/\$259 nonmember.
Continental breakfast and lunch are included.

8:00 am - 5:00 pm

902 Ambulatory Care Nursing Certification Review Course

7.5 contact hours

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

Nancy May, MSN, RN-BC



E. Mary Johnson



Nancy May

This course will boost your confidence and knowledge as you prepare to take the Ambulatory Care Nursing Certification Exam. Based on the ANCC Test Content Outline for the exam, the course is carefully 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.

Separate fee: \$209 member/\$259 nonmember. (VA and DoD members please see registration form for your discounted prices.) Continental breakfast and lunch are included.

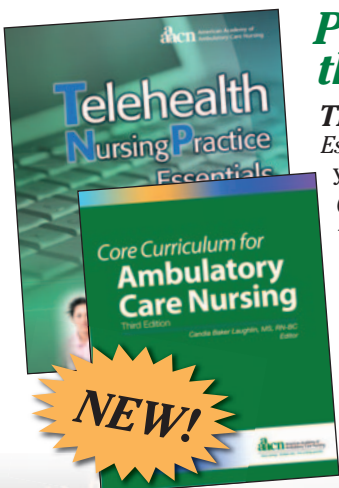
Purchase these resources that complement course content

TNPCC – Course content is based on the *Telehealth Nursing Practice Essentials* (2009) text book. Order your copy of the TNP Essentials when you register for the TNPCC.

Certification Review Course – Order your copy of the “hot off the press” *Core Curriculum for Ambulatory Care Nursing, 3rd Edition*, when you register for the Certification Review Course.

Save \$9 off the price on either book by choosing the “With Essentials” or “With Core” option on the registration form on page 15.

**Note: If you order the TNP Essentials or the Core Curriculum when you register, your selection will be sent to you immediately. For registrations received after April 10, 2013, you will receive your book at the conference.*



General Information

Hotel

Las Vegas Hotel & Casino
3000 Paradise Road
Las Vegas, NV 89109

The Las Vegas Hotel will serve as the headquarters hotel for the AAACN Annual Conference. A block of rooms has been reserved at the **special group rate of \$99 single/double** per night, plus tax. The special rate is available until March 22, 2013, or until the block of rooms is filled at which time reservations will be subject to space and rate availability. To make your reservations and receive the conference rate, call 800-635-7711 and refer to the AAACN Annual Conference, or make your reservations online at www.aaacn.org/conference.

In Las Vegas, the options are many and the excitement level is off the charts. From lavish casinos and world class entertainment to attractions outside the city (Hoover Dam, Lake Mead, and several stunning national parks), you are in the right place for touring. Visit www.vegas.com for more ideas.

The Las Vegas Monorail has a stop right at the Las Vegas Hotel. Hop on to visit other casinos on the strip. Passes are available for \$5 one way, \$9 round trip, and \$24 for an all-day pass (prices are subject to change).

Hotel Parking

For guests' convenience, self and valet parking at the hotel are provided free of charge.

Airport/Transportation

The hotel is located approximately 4 miles from McCarran Airport. Shuttle transportation to and from the airport is available from Bell Transportation for about \$7 per person, one way, depending on day/time (9:00 am - 11:00 pm). Board the shuttle directly outside Door 9 of the McCarran International Airport Baggage Claim. A taxi costs approximately \$15 one way. Prices are current at the time of printing and are subject to change.

Weather & Attire

Temperatures in Las Vegas in April will average about 81 degrees during the day and 59 degrees in the evening. Please remember to pack a sweater since conference rooms in the hotel can get cold. We also suggest that you bring comfortable walking shoes for your conference activities. Conference attire is business casual.

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

Special Needs

If any special disability or 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 denied, 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 1, 2013. 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 print or electronic media.

Silent Auction Donations

Join us for the Annual Silent Auction on Tuesday, April 23, 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. In the past, 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!

General Information

Continuing Nursing Education

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 (AACN).

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

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

Accreditation of activities for contact hours does not imply approval or endorsement of any product, advertising, or educational content by Anthony J. Jannetti, Inc., AAACN, or the American Nurses Credentialing Center's Commission on Accreditation.

Program Planning Committee

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Chair

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RN, CNS

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Joan M. Paté, MS, BSN, RN-BC

Rosemarie Marmion, MSN, RN-BC,
NE-BC, Education Director

Online Library and Conference Handouts

*Experience the 2013 Conference
through the added benefits of the AAACN Online Library.*

AAACN is pleased to provide these valuable benefits of the Online Library to full conference attendees:

- **View session handouts approximately two weeks prior to the conference.** No need to carry around paper handouts or pack a bulky program book. If you prefer to bring handouts to the conference, you may print or download them to your computer or other device. Handouts will not be available on site. You will receive a small booklet at the conference with the session schedule and pages for note taking. To access handouts, visit www.prolibraries.com/aaacn/redeem and use conference code AAACN13.
- **Access the 2013 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 hear the audio and see the slide presentations of approved education sessions at no additional cost.

- **Evaluate sessions online, either at home or on site.** You're free to choose what works best for you. You will have approximately 4 weeks to complete your evaluations.
- **Print your 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 at www.aaacn.org/library. You can purchase those sessions applicable to your practice, or purchase the full conference package.

Full Conference Access: \$229

*Individual Sessions: \$25**

*includes contact hours

Visit www.prolibraries.com/aaacn 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.


Full conference registration includes:

- Up to 14.25 continuing nursing education contact hours
- Opening Reception
- Two Continental Breakfasts
- One Networking Boxed Lunch
- Refreshment Breaks
- Online Library access

Special Offers

- * Early Bird Discount – Register by March 25, 2013, and save \$60 on the regular conference registration fee. Mailed forms must be postmarked by March 25, 2013.
- * 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 at the same time. To qualify, all registrants must be current members of AAACN or must submit a membership application with the three registration forms.
- * Certification Discount – Attendees who are certified in ambulatory or telehealth nursing may deduct \$20 off their 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 April 30, 2013. 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.

Conference Management by

 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 or

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

38th Annual Conference • Las Vegas, Nevada • April 23-26, 2013

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 be used to login for contact hours.

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

Pre-Conference Education – Separate Fees Apply			AMOUNT
010 Tri-Service Military - 2 days April 21-22	\$300	On-site \$340	
One Day - Circle (1) Sunday, April 21 Monday, April 22	\$150	On-site \$170	
020 Ambulatory Basics and Beyond - Tues., April 23	AAACN Member \$119	Non-Member \$139	
030 Writing for Publication: "Let's Git 'Er Done!" - Tues., April 23	AAACN Member \$119	Non-Member \$139	
Full 3-day Main Conference Fees		Member	Non-Member
Early Bird – Postmarked by 3/25	\$469	\$629	
Regular/On-Site, Postmarked after 3/25	\$529	\$689	
3+ members (see page 14 for details)			
Early Bird, Postmarked by 3/25	\$439	—	
Regular/On-Site, Postmarked after 3/25	\$499	—	
One or Two Day Registration		Member	Non-Member
One Day Circle (1) Tues Wed Thurs	\$199	\$259	
Two Day Circle (2) Tues Wed Thurs	\$359	\$399	
Post-Conference Education - Friday, April 26 – Separate Fees Apply		Member	Non-Member
901 Telehealth Nursing Practice Core Course	<input type="checkbox"/> Without Essentials book	\$209	\$259
	<input type="checkbox"/> With Essentials book	\$269	\$339
902 Ambulatory Care Nursing Certification Review Course	<input type="checkbox"/> Without Core book	\$209	\$259
	<input type="checkbox"/> With Core book	\$279	\$349
For VA or DOD Employees	<input type="checkbox"/> Without Core book	\$215	
	<input type="checkbox"/> With Core book	\$300	
Guest - Opening Reception (other than attendee) - Guest Name _____			\$35

PAYMENT

(Check one) <input type="checkbox"/> Ambulatory Certified <input type="checkbox"/> Telehealth Certified Expiration Date _____	subtract \$20	–
(Check one) <input type="checkbox"/> Primary speaker <input type="checkbox"/> Primary in-brief speaker <input type="checkbox"/> Primary poster presenter	subtract \$100	–
Join AAACN at \$130 with registration and select member pricing <input type="checkbox"/> Join <input type="checkbox"/> Renew	add \$130	+
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>	<div style="border: 1px solid black; padding: 5px;"> 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 </div>
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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 1, 2013, 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.

Disability or dietary needs? Please state _____

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 – April 23, 2013			Wednesday – April 24, 2013			Thursday – April 25, 2013	
3:30 pm	4:45 pm	6:00 pm	8:00 am	1:00 pm	4:00 pm	8:00 am	10:30 am
___ 111	___ 121	___ 130	___ 211	___ 241/242	___ 251	___ 311	___ 321
___ 112	___ 122	7:00 pm	___ 212	___ 243/244	___ 252	___ 312	___ 322
___ 113	___ 123	___ 140	___ 213	___ 245	___ 253	___ 313	___ 323
___ 114	___ 124	Reception	___ 214	___ 246/247		___ 314/315	___ 324

American Academy of
Ambulatory Care Nursing

38th Annual Conference

The premier conference for ambulatory and telehealth nurses

Las Vegas, NV
April 23-26, 2013

“ This is the best conference I have ever attended!
Information presented was all pertinent for me. It was
exciting to finally attend a conference that had so much
useful information that I could take back to my
workplace and use or save for the future! ”

Debbie Greenway, Lynchburg, VA

***Join us in New Orleans
May 20-22, 2014***

Register by March 25, 2013 and save \$60!

Share this brochure with a colleague.



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