



Many settings. Multiple roles. One unifying specialty.

AAACN CCTM Invitational Summit Briefing May 12, 2018

The American Academy of Ambulatory Care Nursing (AAACN) convened 41 national nurse and healthcare leaders for a Care Coordination and Transition Management (CCTM) Invitational Summit on May 12, 2018, in Lake Buena Vista, FL.

Attendees represented ambulatory care facilities, hospitals, professional nursing associations, academic institutions, action coalitions, and other health care and consumer organizations.

The purpose of the Summit was to create a strategic, collaborative agenda designed to facilitate adoption of the Registered Nurse in Care Coordination and Transition Management (RN-CCTM) role as part of nursing BSN education, as well as the RN role across the care continuum from acute care hospitals to skilled care, home care, and the myriad of ambulatory care settings. Summit attendees also addressed potential strategies to enhance health policy initiatives impacting CCTM and increase research on the effectiveness and outcomes of RN-CCTM practice.

Facilitated by Drs. Sheila Haas and Beth Ann Swan, the CCTM Summit began with an introduction to the work that AAACN has pioneered in creating the RN-CCTM model designed to help patients and their families navigate the health care system and not fall through the cracks or receive fragmented care. Effective CCTM is essential to safe, high quality, and cost-effective care, especially for at-risk populations such as individuals with multiple chronic conditions.

Prior to the Summit, participants completed a survey to gather baseline information about their expertise in CCTM. A brief review of survey results was provided.

To demonstrate the impact of CCTM, participants provided exemplars from organizations that have implemented or influenced the RN-CCTM role with successful outcomes.

- Thomas Jefferson University Hospitals implemented CCTM education modules with certification for acute care registered nurses and found an increase in nurse communication HCAHPS scores and an increase in the number of Certified in Care Coordination and Transition Management (CCCTM) nurses.
- University of Washington Medicine (including Harborview Medical Center) implemented a pilot of the Patient Activation Measure survey by RN care managers that resulted in increased patient activation and better control of patients' chronic conditions (diabetes, hypertension and depression).
- Loyola Institute for Transformative Interprofessional Education with the Department of Family Medicine created an interprofessional nurse-led model of care that included experiences for interprofessional students. Their project data from the population health initiative resulted in better control of diabetes and hypertension.



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- Through a collaboration between AAACN and the Collaborative Alliance for Nursing Outcomes (CALNOC), ambulatory care nurse sensitive indicators are in development. The journey to capture the value of meaningful indicators in care coordination was presented as the necessary metrics to validate the outcomes of the RN-CCTM role.

Following the exemplar presentations, group brainstorming sessions were conducted. Through a facilitated research design, three rounds of small group sessions provided numerous actionable recommendations for integrating CCTM in education, practice, policy and research.

The AAACN Board of Directors will review all recommendations provided at the Summit and develop strategies to increase RN-CCTM role adoption in academic and continuing education, policy, research, and practice across care settings and specialties.

The Summit focus group recommendations will be analyzed using qualitative thematic methods. Draft reports on the themes from each of the focal areas will be sent to participants for verification and any further comments.

One or more manuscripts documenting the Summit’s process and recommendations will be written by the facilitators. Participants will be kept informed when these manuscripts will be published.

Summit participants are asked to share the Summit information with their respective organizations and connect with colleagues in various venues to influence the need for and value of the RN-CCTM role. Participants will be kept apprised of AAACN’s progress on the recommendations and are welcomed to continue opportunities to collaborate.

Appreciation is extended to the following 41 participants and 2 facilitators who provided immeasurable thoughts, expertise, and recommendations to the success of the CCTM Summit.

Facilitator	Organization/Facility
Sheila Haas, PhD, RN, FAAN	Loyola University Chicago
Beth Ann Swan, PhD, CRNP, FAAN	Thomas Jefferson University

Participant	Organization/Facility
Julie Alban, MSN, MPH, RN-BC, CCCTM	Medical-Surgical Nursing Certification Board (MSNCB)
Linda Alexander	American Academy of Ambulatory Care Nursing (AAACN)
Judith Berg, MS, RN, FACHE	HealthImpact
Mary Blankson, DNP, APRN, FNP-C	Community Health Center, Inc.
Joanne Brady, RN, CDN, MBA	American Nephrology Nurses Association (ANNA)
Carla Brim, MN, ARNP, PHCNS-BC, CEN, FAEN	Emergency Nurses Association (ENA)
Diane Storer Brown, PhD, RN, CPHQ, FNAHQ, FAAN	Collaborative Alliance for Nursing Outcomes (CALNOC)
Debra Cox, MS, RN, CENP	American Academy of Ambulatory Care Nursing (AAACN)
Rocquel Crawley, DHA, MBA, BSN, RNC-OB, NEA-BC	American Academy of Ambulatory Care Nursing (AAACN)

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Joni Watson, MBA, MSN, RN, OCN®	Oncology Nursing Society (ONS)
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Linda Yoder, PhD, MBA, RN, AOCN, FAAN	Academy of Medical-Surgical Nurses (AMSN)
Deborah Zimmerman, DNP, RN, NEA-BC	VCU Health

About American Academy of Ambulatory Care Nursing (AAACN)

AAACN is the specialty nursing organization for registered nurses practicing in ambulatory care or outpatient settings. Founded in 1978, AAACN provides opportunities for over 4,000 members to advance their practice and leadership skills, enhance their professional growth and career advancement, and provide connections with others in similar roles. In fulfilling its mission to advance the art and science of the specialty, AAACN expands the influence of ambulatory care nurses as leaders of coordinated, cost-effective and quality patient care in the ambulatory setting. For additional information, visit the website at aaacn.org.