

Implementing Care Coordination and Transition Management in a Critical Care Telemetry Unit

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Initiative at TJUH

- ◆ Care Coordination & Transition Management (CCTM)
- ◆ CCTM - newer focus and role for the bedside nurse to be competent in care coordination and transition management of patients in the clinical setting
- ◆ Improve RN communication with patients

◆ CCTM Goals (AAACN, 2017)

<https://www.aaacn.org/cctm>

- Improve patient outcomes
- Enhance quality of care
- Decrease hospital readmissions
- Decrease healthcare costs
- Help patients navigate the healthcare system
- Ensure continuity and seamless transitions between levels of care
- Improve the patient's individual experience



<https://www.aaacn.org/cctm/cctm-exam-study-resources> AAACN, 2017

◆ TJUH Plan for CCTM

- Framework to understand issues with care coordination and transition management throughout lifespan and care systems
- Interventions to improve transitions
- Preparation for the national certification exam CCCTM (Certified in Care Coordination and Transition Management)



AAACN, 2017

◆ Certification Exam (MSNCB, 2017)

- American Academy of Ambulatory Care Nursing (AAACN) & Medical-Surgical Nursing Certification Board (MSNCB)
- Eligibility



MSNCB, 2017

<https://www.msncb.org/care-coordination/get-certified>

- ◆ Current RN license in USA or Territories
- ◆ 2 years experience as a RN in a Care Coordination and Transition Management role
- ◆ Accrued 2,000 hours of Care Coordination and/or Transition Management practice within the last 3 years as a RN
- Outcome: Patient's receive the right care, at the right time, by the right health professional

Curriculum Plan for TJUH

- Extensive education including interactive lecture sessions, online learning modules and readings for all nurses

◆ Dimensions and Competencies CCTM Role (AAACN, 2017)

<https://www.aaacn.org/cctm/core-curriculum>

- Advocacy
- Education and engagement of patients and families
- Coaching and counseling of patients and families
- Patient centered care planning
- Support for self-management
- Nursing process: proxy for monitoring and evaluation
- Teamwork and collaboration
- Cross setting communications and care transitions
- Population health management
- CCTM between acute care and ambulatory care
- Informatics nursing practice
- Telehealth nursing practice



Nursing Communication Board - Lisa Cassia CNS



Challenges

- ◆ Incorporating the multiple training sessions into the work schedule
- ◆ Staff coverage
- ◆ Different phases and approaches to care
- ◆ Fear of exam



Helen Kane CNS Poster July 2016

Successes

- ◆ Multiple cohorts completed education 2016
- ◆ Exam fee paid by TJUH through a grant
- ◆ CNS group continues to coordinate and conduct educational sessions
- ◆ Membership in Academy of Medical-Surgical Nurses paid by TJUH through a grant
- ◆ National professional certification CCCTM
- ◆ CCCTM eligible for TJUH certification bonus



<https://www.msncb.org/care-coordination/get-certified/exam/exam-blueprint> MSNCB, 2017



<http://www.ihl.org/re-sources/Pages/Tools/sbartoolkit.aspx>



https://www.jointcommission.org/assets/1/18/Hot_Topics_Transitions_of_Care.pdf



https://www.jointcommission.org/assets/1/16/TOC_Hot_Topics.pdf



<https://www.ahrq.gov/team-steps/instructor/fundamentals/module3/igcommunication.html#ipassbaton>

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