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

Helen S. Kane, MSN, MBA, RN, CCRN¹

Linda Wilson, PhD, RN, CPAN, CAPA, BC, CNE, CHSE-A, ANEF, FAAN²

(1) Thomas Jefferson University Hospital Methodist Division, Philadelphia, PA, USA (2) College of Nursing and Health Professions, Drexel University, Philadelphia, PA, USA

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

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)

• Certification Exam (MSNCB, 2017)

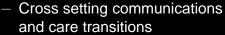
- American Academy of Ambulatory Care Nursing (AAACN) & Medical-Surgical Nursing Certification Board (MSNCB)
- Eligibility

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



- Population health management
- CCTM between acute care and ambulatory care
- Informatics nursing practice
- Telehealth nursing practice

Challenges

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

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/carecoordination/get-certified/exam/examblueprint MSNCB, 2017



sources/Pages/Tool

s/sbartoolkit.aspx



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

Helen Kane Email: helen.kane@jefferson.edu

https://www.jointco mmission.org/asset s/1/6/TOC_Hot_To pics.pdf https://www.ahrq.gov/team stepps/instructor/fundamen tals/module3/igcommunicat ion.html#ipassbaton



Helen Kane CNS Poster July 2016



Board - Lisa Cassia CNS



CCCTM

MSNCB, 2017

AAACN 2017

