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

♦ 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.msnbc.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

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

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