



8515 Georgia Avenue, Suite 400
Silver Spring, MD 20910-3492

1.800.284.2378
301.628.5000 *tel*
301.628.5004 *fax*

www.nursecredentialing.org

Ambulatory Care Nursing Board Certification Test Content Outline - effective date: May 7, 2012

There are 175 questions on this examination. Of these, 150 are scored questions and 25 are pretest questions that are not scored. Pretest questions are used to determine how well these questions will perform before they are used on the scored portion of the examination. The pretest questions cannot be distinguished from those that will be scored, so it is important for a candidate to answer all questions. A candidate's score, however, is based solely on the 150 scored questions. Performance on pretest questions does not affect a candidate's score.

This Test Content Outline identifies the areas that are included on the examination. The percentage and number of questions in each of the major categories of the scored portion of the examination are also shown.

Category	Domains of Practice	No. of Questions	Percent
I	Clinical Practice	51	34.00%
II	Communication	29	19.33%
III	Professional Issues	33	22.00%
IV	Systems	16	10.67%
V	Education	21	14.00%
	Total	150	100%

Ambulatory Care Nursing

Test Content Outline - effective date: May 7, 2012

I Clinical Practice (34.00%)

A. Assessment

Knowledge of:

1. Disease Process/Pathophysiology (e.g., identification, progression, lifestyle effects, exacerbations, complications)
2. Stages of growth and development across the lifespan
3. Protocols and algorithms

Skills in:

4. Performing a rapid assessment
5. Prioritizing patient care needs
6. Recognizing subtle changes through verbal and nonverbal cues
7. Triaging crisis situations

B. Plan of Care and Care Management

Knowledge of:

1. High risk populations
2. Disease management (e.g., acute, chronic, palliative)
3. Coordination of care (e.g., consultations, referrals, timeliness of care, addressing financial barriers)
4. Resource utilization (e.g., hospital, community, Internet, government programs)
5. Lifestyle risks
6. Insurance benefits (e.g., Medicare Part A, B, D; Medicaid, HMO, PPO)

Skills in:

7. Gathering, interpreting, prioritizing and trending disease-focused data
8. Formulating a nursing diagnosis
9. Facilitating patient and family participation in the development of the plan of care
10. Facilitating the implementation of the plan of care (e.g., self-management, reduction of lifestyle risks, compliance to plan of care, follow-up, utilization of appropriate level of care)
11. Assessing and re-assessing plan of care outcomes
12. Advocating for patient (e.g., rights, safety)

C. Medication Management

Knowledge of:

1. Pharmacology (e.g., live vaccines, interactions, side effects, reconstituting and mixing medications, reporting adverse events)
2. National patient safety goals (e.g., medication reconciliation, sound alike-look alike)
3. Complementary and alternative medications
4. Drug seeking behaviors and prescription fraud

Skills in:

5. Gathering and evaluating medication use data
6. Identifying medications using various resources (e.g., pharmacy, informatics)
7. Educating patient, family and/or caregiver regarding medication administration (e.g., self-medication, adverse reactions, generics vs. brand name medications)
8. Monitoring and evaluating compliance with behavioral contracts

D. Telepractice

Ambulatory Care Nursing

Test Content Outline - effective date: May 7, 2012

Knowledge of:

1. Patient information security practices related to telecommunication
2. Telepractice protocols and algorithms

Skills in:

3. Obtaining, verifying and integrating vital information via telecommunication devices and other electronic technologies
4. Triage via clinical decision support tools to effectively direct to the appropriate level of care
5. Facilitating appropriate and timely care using telecommunication devices and support tools

E. Clinical Procedures

Knowledge of:

1. Informed consent processes
2. Invasive and noninvasive procedures
3. Point of care testing
4. Criteria for discharge (e.g., post-sedation, post-procedure)

Skills in:

5. Executing and recording procedures and protocols (e.g., universal protocols, interpretation of test results)
6. Obtaining and labeling specimens

II Communication (19.33%)

A. Interpersonal skills with internal and external customers

Knowledge of:

1. Professional communication techniques
2. Cultural differences

Skills in:

3. Using interpersonal communication techniques (e.g., redirection, reflection, diversion, de-escalation, active listening, interviewing) in ambulatory care nursing practice
4. Formulating a service recovery plan in ambulatory care settings (e.g., delays, cancellations, complaints, dropped calls, down time)
5. Developing a therapeutic trusting relationship
6. Creating an environment conducive to care/learning (e.g., distraction free, privacy, safety, family/caregiver interference)

B. Documentation

Knowledge of:

1. Patient safety goals' unapproved abbreviations
2. Hand-off communication
3. Documentation for billing and reimbursement (e.g., guidelines, outcomes, goals)

Skills in:

4. Documenting appropriately and accurately in the medical record (e.g., paper, electronic medical record, e-mail)

Ambulatory Care Nursing

Test Content Outline - effective date: May 7, 2012

C. Communication Barriers

Knowledge of:

1. Resources for services (e.g., mechanical devices, language lines, interpreters)
2. Techniques for communicating with sensory altered patients, including multi-sensory limitations (e.g., visual, auditory, emotional)

Skills in:

3. Identifying communication barriers
4. Addressing communication barriers when providing services (e.g., via telephone, via face-to-face)

III Professional Issues (22.00%)

A. Professional Development and Leadership

Knowledge of:

1. Performance review processes (360, peer review, self)
2. Leadership styles
3. Personality types and group dynamics
4. Shared governance

Skills in:

5. Mentoring, precepting, and coaching
6. Delegating (e.g., matching skills with expertise, making assignments)
7. Advocating for ambulatory care nursing within the organization and community settings

B. Scope of practice

Knowledge of:

1. Scope and standards of practice for ambulatory care nursing (e.g., ANA, AACN)
2. Interstate practice issues

C. Legal and ethical issues

Knowledge of:

1. Electronic social networking issues (e.g., facebook, twitter, text messaging)
2. Reporting requirements
3. Disclosures of unethical and illegal practices
4. Professional boundaries
5. Advanced directives

Skills in:

6. Accessing information appropriately
7. Protecting personal health information (e.g., release of information, HIPAA)
8. Assisting patient with making informed decisions

Ambulatory Care Nursing

Test Content Outline - effective date: May 7, 2012

D. Regulations, Standards of Care, and Accreditation Standards

Knowledge of:

1. Clinical guidelines
2. Accreditation standards (e.g., The Joint Commission, Centers for Medicare and Medicaid Services, National Council on Quality Assurance)
3. Standards of care
4. Government mandates (e.g., CDC, OSHA, Vaccine for Children Program (VFC), HIPAA, ADA, EEOC)

IV Systems (10.67%)

A. Operations

Knowledge of:

1. Fiscal management (e.g., maintaining supply levels, budgeting)
2. Equipment sterilization and disinfection (e.g., autoclaves, scopes, ear picks)
3. Policy and procedures development

Skills in:

4. Obtaining pre-authorization for patient care needs
5. Managing clinical workflow
6. Using benchmarking tools

B. Quality Management

Knowledge of:

1. Evidence-based practice
2. Quality monitors

Skills in:

3. Maintaining equipment for patient care (e.g., quality control checks, equipment checks, reporting and sending for repair malfunctioning equipment)
4. Maintaining a hazard free environment (e.g., safety, biohazard waste)
5. Critiquing literature from reliable databases (e.g., Medline, CINAHL, EBSCO)
6. Evaluating ambulatory care practice based on current evidence
7. Identifying opportunities for continuous quality improvement

V Education (14.00%)

A. Teaching and learning principles and methods

Knowledge of:

1. Health literacy
2. Modes of educational delivery (e.g., paper, electronic, face-to-face, telephonic)

Skills in:

3. Developing group/individual health education classes/activities (e.g., patient, staff)
4. Assessing readiness and barriers to learning (e.g., emotions, motivation, values)
5. Applying appropriate teaching strategies and methods to specific situation (e.g., motivational interviewing, aligning yourself with the patient, postponing education, group/community education)
6. Evaluating effectiveness of teaching and retention of learning

B. Health promotion and disease/injury prevention

Ambulatory Care Nursing

Test Content Outline - effective date: May 7, 2012

Knowledge of:

1. Preventative health measures (e.g., age related-, risk related-, screenings, evidence-based guidelines [e.g., Healthy People 2020], pandemic)
2. Levels of prevention
3. Modes of communicable/infectious disease transmissions
4. Patient orientation to health care delivery system
5. Consumer product recalls (e.g., drugs, car seats, equipment)

Skills in:

6. Performing outreach for high risk and/or chronic disease patient populations
7. Teaching anticipatory guidance (e.g., pre-procedural, post-procedural, developmental expectations, palliative, progressive conditions/situations)
8. Assessing the validity of health information materials used by patient

Last Updated: 02/09/2011

Copyright © 2011 by American Nurses Credentialing Center. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or by any information storage or retrieval system.