

BACKGROUND/SIGNIFICANCE

Healthcare simulation available for > 25 years, but not applied to the care management field

Inadequate care coordination contributes to poor care transitions which result in 20 % of Medicare readmissions within < 30 days

Unnecessary readmissions contribute to decreased quality, patient experience, safety events and are associated with < 26 billion annual CMS costs

The healthcare paradigm and expectations for competency-based preparation, education, and knowledge validation for licensed professionals is evolving

PURPOSE

The Advanced Care Transition Simulation (ACTS) program is designed to bring simulation to care management professionals to validate knowledge, competency, improve care transitions and enhance understanding of the care continuum.

Realistic case management scenarios incorporate specific objectives to assess communication, care coordination, assessment, resource management, critical thinking, and collaboration skills.

Care management professionals participate with *standardized patients* in a simulation, debrief on the objectives and experience, which promotes reflective learning

KEY BENEFITS

- Competency validation and reports
- Professional development at any care management level
- Improves care coordination, communication, and collaboration skills
- Enhances care transitions, continuum of care knowledge
- Standard patients/family direct feedback on experience
- Orientation and continuing education materials developed and accessible in portal

METHOD

- Select organizational (2) ACTS Trainers
- ACTS Trainers preparation (10 hours)
- Simulation delivery option: live or virtual
- Simulation lab: optional
- Realistic case management scenarios (12 two-part)
- Comprehensive resources/access to the ACTS portal
- ACMA practice standards: Assessment framework
- Debriefing sessions: feedback, reflective learning

ADVANCE CARE TRANSITION SIMULATION PICTORIAL



OUTCOMES & PROGRAM SATISFACTION

Over **30 ORGANIZATIONS** utilizing ACTS

131 FACILITIES implemented case management simulation

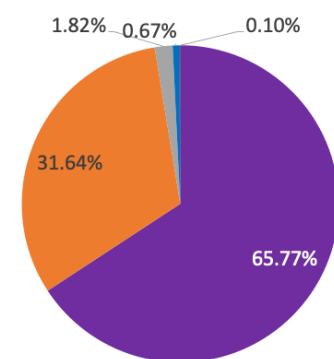
128 ACTS TRAINERS have conducted simulation since 2019

Over **1,000 PROFESSIONALS** have participated in simulation since 2019

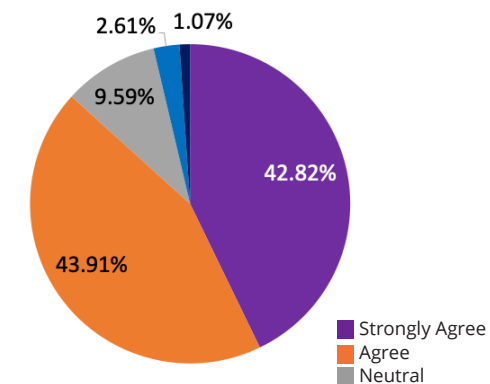
97 % TRAINERS strongly agree/agree with the program

87 % PARTICIPANTS strongly agree/agree with the program

Educator Evaluation Results

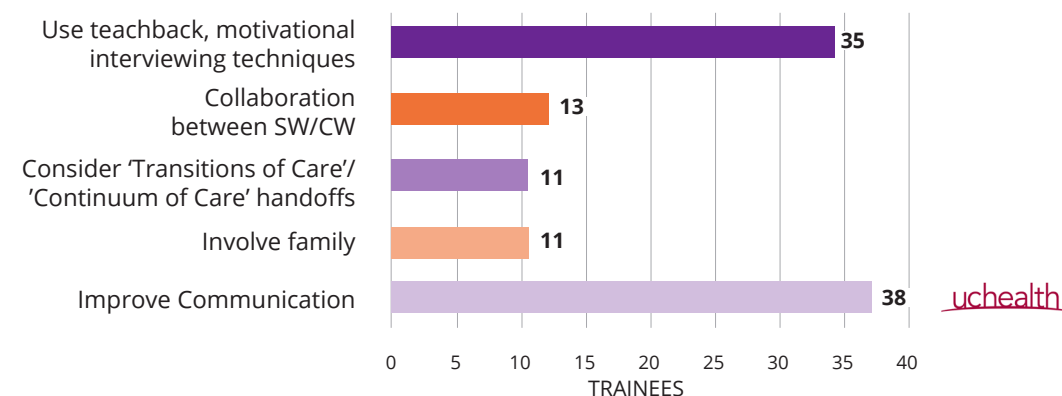


Trainee Evaluation Results



Practice Implications

Anticipated Practice Changes After ACTS Training



EVALUATION COMMENTS

"I believe the exercise was helpful in having me rethink the way I communicate with patients."

"The ACTS program was helpful in reminding me to be present for the patient and family."

"The debriefing helped me see things from the patient/family perspective."

"I have already started to use Teach Back in planning conversations."

"As a seasoned case manager, I felt inspired, re-energized, and motivated to serve our patients."

"As a new hire, I found this program to be extremely valuable and will help my practice improve."

NEXT STEPS

Partner, implement research to investigate case management specific simulation on professional practice, patient experience, and readmission reduction.

Disseminate results and outcomes

REFERENCES

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