MSNCB CAVRN Exam References

- **17 Therapeutic Communication Techniques**: Rivier University
- **30 Top Therapeutic Communication techniques in Nursing & How to Use Them**: Faubion, D. NursingProcess.Org
- **The AIDET® Communication Framework**: Huron Consulting Group
- **Aim Higher with Telehealth: Advancing from Triple to Quadruple Aim**: Health Forum. Published: September 12, 2018. Teladoc Health.
- **ANA Core Principles on Connected Health**: American Nurses Association
- **ANA’s Principles for Delegation by Registered Nurses to Unlicensed Assistive Personnel (UAP)**: American Nurses Association
- **Condition of Participation: Patient’s rights**, 42 CFR 484.50. (2024).
- **Core Measures**: Nursing OnPoint
- **COVID-19: Telehealth Communication**: Academy of Communication in Healthcare
- **Critical Event Debriefing in a Community Hospital**: (2020)

Updated: January 25, 2024


Does the HIPAA Privacy Rule permit a doctor to discuss a patient’s health status, treatment, or payment arrangements with the patient’s family and friends? HHS.gov, November 3, 2003.


Effective Communication in Nursing; Sibiya, M. N. (2017). *Nursing*. DOI: 10.5772/intechopen.74995

Enhancing care through core measures; Wolters Kluwer; July 5, 2017

Ensuring Accessible Telehealth for Deaf & Hard of Hearing Patients; GLOBO; June 7, 2022.


Escalation Chain of Authority Involving Patient Care Issues of Concern Policy, Augusta University. 2019.

Feedback in the Clinical Setting; The Valley Health System. 2018.

Foundations of Clinical Nurse Specialist Practice; 3rd Ed; Chapter 22. Pages 332-333

Fundamentals of Nursing; 7th Ed


A Hybrid Virtual Nurse Model; Russell, M.B. (2023). *Nursing Management (Springhouse)*, 54(2), 42-49. DOI:10.1097/01.NUMA.0000918212.05937.de


Updated: January 25, 2024
- **Inpatient Virtual Nursing Fundamentals, Uses and Benefits**; Teladoc Health
- **Interprofessional Communication**; Nursing Management and Professional Concepts. Chippewa Valley Technical College
- **Legal Considerations**; Telehealth.HHS.gov.
- **Mastering Precepting; 2nd Edition**. Ulrich, B.
- **Meeting HIPAA Requirements When Working Remotely**; Total HIPAA
- **Mentoring Matters: Three Essential Elements of Success**; Abbajay, M. (Jan 20 2019) Forbes.com
- **NCSBN Model Rules**; (2021). NCSBN.

Updated: January 25, 2024


• **Patient Education Practice Guidelines for Health Care Professionals**. Cutilli, C., Christensen, S. (2021). HCEA.


• **Patient & Family Centered Care**; Children’s Hospital of Pittsburgh

• **Patient- and Family-Centered Care Defined**; IPFCC


• **SBAR Tool: Situation-Background-Assessment-Recommendation**; Institute for Healthcare Improvement


• **Social Determinants of Health**; Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion

• **Suicide Monitoring/Precautions: Risk Assessment and Intervention**; NCONL

• **Summary of the HIPAA Security Rule**; HHS, 19 October 2022.

Updated: January 25, 2024
- **TeamSTEPPS Fundamentals Course: Module 3. Evidence-Based: Communication.** Agency for Healthcare Research and Quality. (2023)

- **Teamwork and Communication: Effective Communication.** Victorian Department of Health. 5 October 2023.

- **Telehealth Best Practices;** Hawaii Department of Health Genomics Section. 22 March 2020.


- **Telehealth for Providers: What you need to know;** CMS.gov, May 2023.

- **Telehealth Visit Etiquette Checklist;** OSIS


- **Therapeutic Communication Techniques: How Good Nurses Can Provide Better Patient Care for Best Results;** Nightingale.edu, 24 February 2022.

- **Use the Teach-Back Method: Tool #5;** AHRQ Health Literacy Universal Precautions Toolkit, 2nd edition


- **What are the key elements organizations need to understand regarding the use of two patient identifiers prior to providing care, treatment or services?** Joint Commission; 11 April 2016.

- **What is Patient Experience;** AHRQ.gov

- **What is Therapeutic Communication?;** Myamericannurse.com, ANA American Nurse Journal

Updated: January 25, 2024