CAVRN

CERTIFIED ACUTE-CARE VIRTUAL REGISTERED NURSE

Certification Handbook

For Certificants and Candidates

MSNCB®

medical-surgical nursing certification board

commitment | confidence | credibility

Certification Handbook

All information is subject to change
without notice, including test content, fees,
and policies.

Last Updated: January 2025

MSNCB®
medical-surgical nursing certification board
commitment | confidence | credibility

330 N. Wabash Avenue Suite 2000
Chicago, IL 60611
msncb@msncb.org
866-877-2676

TABLE OF CONTENTS

BEFORE YOU START

About this Handbook

Th CAVRN Certification Handbook provides essential information about certification and recertification of the Certified Acute-Care Virtual Registered Nurse (CAVRN) credential from the Medical-Surgical Nursing Certification Board (MSNCB).

We know there's a lot to get familiar with! We encourage you, the candidate, or CAVRN certificant, to read through each section carefully. You are responsible for following all policies and procedures in this handbook. Failure to follow all policies and procedures may result in denial, suspension, or revocation of certification and the forfeiture of your exam or recertification application fees.

MSNCB Policies

Please see CAVRN Certification Policies for a list of policies from MSNCB that are relevant to candidates and CAVRN certificants. Policies covered pertain to ethics, general administration, initial certification, and recertification. These policies are not directly referenced in this handbook, but they were used in the creation of this handbook.

Non-Discrimination Statement

MSNCB shall not discriminate against any certification candidate on the basis of age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, and gender identity. MSNCB shall not publish materials with discriminatory content, graphics or language that may be offensive to population subgroups.

WHY GET CERTIFIED?

Certification could be the missing piece in your career! Find out what certification is, why you should pursue certification, and why you should earn the CAVRN.

Validate Your Expertise

Certification is the process by which an entity grants formal recognition to individuals that meet predetermined, standardized criteria. The certification process involves determination of eligibility, an assessment of demonstration of competence (a.k.a., passing the certification exam), and requirements for regular recertification (Institute for Credentialing Excellence).

Certification is valuable
Certification communicates to peers, employers, and patients that you are a competent and qualified virtual acute-care nurse. You gain the satisfaction of demonstrating your professional competence, the recognition of your peers, and greater confidence in your own abilities.

Certification also offers a way to differentiate yourself in a professional capacity. It can offer advantages in the marketplace, such as better compensation and career longevity.

Certification is good for you
- Demonstrate commitment, confidence, and credibility
- Validate your expert, specialized knowledge
- Maintain an innovative edge in your career
- Gain confidence and satisfaction in your professional life
- Increase your earning power
- Earn respect from patients, colleagues, and employers

Certification is good for your employer
- Improved patient care and safety
- Attract more qualified nurses
- Enjoy higher nurse retention rate

CAVRN Recognition

CAVRN certification validates the professional achievements of the virtual, registered nurse who has met identified standards of practice and provides care for acute-care patients. A registered nurse who meets the performance level required for competent practice in virtual acute-care nursing will receive an acknowledgement of their professional achievements by earning the CAVRN certification.

CAVRN EXAM

Congratulations on beginning your certification journey! The cycle starts here, with the certification exam. In this section, you'll learn about eligibility requirements and test development, how to apply, schedule, and sit for the exam, and where to find study materials.

Eligibility Requirements

We have two main eligibility requirements to apply for the CAVRN. You must meet eligibility requirements at the time you apply for the exam and for the full 90-day test period.

Two requirements to be eligible for the CAVRN
1. **License.** You must hold an unencumbered and current license as a Registered Nurse (RN) in the United States, its territories, or Canada.
   - International nurses can also apply, see International Testing.
2. **Hours of practice.** You must have worked 1,000 practice hours within the past two (2) years in a virtual acute-care setting. Practice may be as a clinical nurse, as a manager, or as an educator.

A virtual member of the bedside team
MSNCB developed the Certified Acute-Care Virtual Registered Nurse (CAVRN) credential after recognizing that the development of modernized care delivery models, enabled by technology, are an industry imperative. The CAVRN credential is designed to recognize those providing virtual nursing services in the acute care/hospital setting in partnership with a bedside clinical team. CAVRN is **not** for those caring for a patient remotely in a post-acute or less acute setting.

Don't know if you work in an acute-care setting? Review the *Domains of Virtual Acute-Care Nursing Practice* in Appendix A. The Domains are based on a practice

analysis of virtual acute-care nursing. If your nursing practice encompasses most of these activities, then you do meet this eligibility requirement.

About the Exam

The CAVRN certification exam requires:

- Thorough understanding of the knowledge, skills, and abilities required for competent clinical practice in virtual acute-care nursing. The CAVRN exam is based on what a virtual registered nurse (VRN) with 1,000 hours of practice in an acute-care setting is expected to know.

- Understanding the test format and all policies and procedures. You will want to be familiar with the format of multiple-choice questions and how to read case studies. You will be expected to follow all exam policies and procedures laid out in this handbook and by the test administrator.

2023 CAVRN exam blueprint
The following Domains of Nursing Practice comprise the subject areas on the CAVRN exam as of March 2024. For a complete list of activities associated with each Domain, please see Appendix A.

> **DOMAINS OF ACUTE-CARE VIRTUAL NURSING PRACTICE**
> 1. Quality & Safety
> 2. Patient & Family Education
> 3. Communication
> 4. Teamwork/Inter-Professional Collaboration
> 5. Coaching & Mentoring
> 6. Leadership
> 7. Informatics & Technology

120 questions on the exam
The CAVRN exam has 120 multiple choice questions. 100 of the questions are scored, and 20 questions are unscored to gather statistical data on item performance for future test forms.

Two and a half (2.5) hours to complete the exam
- You have two and a half (2.5) hours to complete the exam. We recommend you arrive at the testing center or launch the remote-proctored exam application 30 minutes before the start of your exam.

- There is a 10-minute tutorial at the beginning of the exam that will walk you through how to use the exam application. These 10 minutes are not included in the exam time.
- At the end of the exam is an optional five-minute exit survey.

Passing Standard Score of 95

A standard score of 95, equal to approximately 83% correct, is required to pass the CAVRN exam. Your raw score is the number of questions you answered correctly out of the 100 scored questions. Your raw score is converted to a standard score to allow for comparison across different exam versions.

Passing score determined by psychometricians and subject matter experts

The passing score for the certification exam is determined by a modified Angoff procedure. The modified Angoff procedure is performed by the Test Development Committee in collaboration with psychometric consultants from our test administrator using a criterion-referenced methodology. The criterion is what a minimally competent nurse needs to know.

Get exam results immediately

You will find out if you passed or failed the exam immediately after completing the exam. The test administrator will send you a Score Report within 24 hours of completing the exam. We will receive your exam score within five (5) days.

Exam developed with Prometric

MSNCB collaborates with our test development partner, Prometric, to develop the CAVRN exam.

The CAVRN exam is based on a job task analysis (JTA), conducted at least every five years. A JTA is necessary to validate the tasks virtual acute-care registered nurses perform and the knowledge, skills, and abilities needed to perform these tasks competently to provide safe patient care.

MSNCB has several subcommittees and task forces that make up our Test Development Committee. These volunteers are virtual acute-care nurses who hold the CAVRN credential and are considered subject matter experts (SMEs) in the practice. Our SMEs work alongside our test development partner to create the JTA survey, review the results of the survey, make recommended changes to the content of the exam, write exam questions, review the exam questions, review item statistics, and set the passing score. For full details about how the CAVRN exam is developed, see Appendix B.

Maintain your records

MSNCB will retain electronic records of all candidates for at least five (5) years. It is your professional responsibility to notify MSNCB of any change in name, mailing address, phone number, and email address before testing.

Confidentiality

All application information is confidential and is not shared with any agency other than MSNCB and our test administrator.

The test materials are confidential and will not be released to any person or agency.

Results of your exam attempt may only be released to third parties with your written consent. Participants in the FailSafe Certification Program grant the right to their employer to know the outcome of their exam attempts.

See CAVRN Certification Policies for more information about confidentiality.

Fees

Exam application fees are due at the time you submit your application. You might also encourage your facility to participate in the FailSafe Certification Program, or just ask them to pay for your exam!

Exam application fees

AMSN members receive a discount on the exam application fees. You must be a member of AMSN at the time you apply to receive the AMSN member exam fee.

	AMSN Member Fee	Standard Fee
Initial Exam	$267	$394
First-time Retake Exam	$189	$315

- First-time retake discount is only active for one year following your first exam.
- FailSafe applicants are not eligible for the retake discount.
- All exam fees include a non-refundable processing fee of $79.
- Fees are subject to change without notice.

FailSafe Certification Program

The FailSafe Certification Program allows CAVRN-eligible nurses at participating facilities the opportunity to apply for the CAVRN exam twice within a 12-month period, for the cost of one attempt. See FailSafe Certification Program to learn how your employer can partner with MSNCB to pay for your exam.

☑

Apply

We've provided the link below directly to the CAVRN exam application because we know you're probably ready to get started. Applications may be submitted at any time. Keep reading for a step-by-step guide to applying for the exam, requesting testing accommodations, and completing an exam application audit.

<div align="center">

Apply for the CAVRN Exam

</div>

Four things to have with you when you apply

1. The last four digits of your Social Security number
   a. Enter 0000 if you do not have a United States Social Security number.
2. Your RN license number, original license issue date, current license expiration date, and the state, territory, or province you are licensed to practice in
3. A government-issued photo ID with a signature and expiration date.
   a. The name on your ID must match the name on your exam application.
   b. Your ID must be unexpired **or** no more than 90 days expired on the day of your exam appointment.
4. Credit card information or a voucher code from your FailSafe facility

Complete the application in less than ten steps!

1. **Access the Application**
   a. Create a free account or log in to an existing account at amsn.org.
   b. Select "My Profile" at the top of the screen.
   c. From your home page, select "My Certification."
   d. You will end up on the CAVRN Application Dashboard.
   e. Start your application by clicking the orange "Begin" button.

2. **Select the Application Pathway**
   a. Your Application Pathway should be set to "Apply by Examination" by default, but if you need to change your pathway, click the orange "Select a Pathway" button.

3. **Validate Your RN License**
   a. Click the orange "Enter Details" button in the RN License or Foreign Equivalent section.
   b. Use the drop-down menu to select the country where your Nursing License was issued. Applicants practicing outside of the United States or its territories and Canada should select "Other" for their License Country.
   c. You will need to provide the following information: jurisdiction, nursing license number, license issue date and expiration date, and the last four digits of your SSN. Applicants without an SSN can enter 0000 in the SSN field. Upload a copy of your nursing license. If you are applying with an international license, you will also need to upload a Credentials Evaluation.
   d. After you submit, your nursing license requirement will be completed at the top of your application.

4. **Enter Virtual Acute-Care Experience**
   a. In the Virtual Acute-Care Experience section, click the orange Enter Experience Details button. You may add more than one position with the blue "Add Position" button.
   b. Enter information on your employer, position title, start and end date, hours per week in a virtual acute-care setting, and supervisor's name and email.
   c. You will fulfill the Virtual Acute-Care Experience requirements once you submit work experience that meets 1,000 practice hours within the last two years.

5. **Submit Your Application**
   a. Click the orange Submit button at the top or bottom of the application.
   b. Your AMSN membership status will be displayed on the first tab. Click Next.
   c. Indicate whether you will require ADA Accommodations for the exam. See ADA Testing Accommodations. Download the ADA Accommodation Request Form if test accommodations are requested. This form is to be filled out by you and a licensed physician, psychiatrist, or clinical psychologist. Upload and click "Next."
   d. Complete the attestation and click "Continue."

6. **Pay Exam Fees**
   a. AMSN members receive discounts on all certification and recertification pathways. If you would like to become an AMSN member, follow the link provided. For your new membership status to be reflected, you will need to log out and back in.

      b. Click "Pay Fees" to go to check out. Enter billing and credit card information. Select "Continue".

      c. If your facility is paying through FailSafe, enter your voucher code and select "Apply Code."

7. **Confirmation**

      a. We will send you an email with the receipt for the exam after you submit your application. Your application is now under review by MSNCB.

      b. We randomly audit 5% of all exam applications. If you are audited, staff will validate that you meet the eligibility requirements. See Audit of Exam Application.

Take the exam when you get your Authorization to Test

You will receive your **Authorization to Test** in a second email when you are approved to schedule. **You have ninety (90) days to take the exam from the time you receive your Authorization to Test.** You cannot use the scheduling portal in the last six (6) days of your 90-day test period.

Please contact us if you do not receive your Authorization to Test and you have not been contacted by MSNCB within five (5) days of submitting your application.

Denial of Certification

There are circumstances in which your application for the CAVRN certification may be denied. See Appendix F or CAVRN Certification Policies for more information.

ADA Testing Accommodations

MSNCB and our test administrator will provide reasonable and appropriate testing accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities.

The ADA ensures that individuals with disabilities have the opportunity to fairly pursue professional opportunities by requiring organizations to offer the certification exam in an accessible manner. MSNCB is committed to allowing all test-takers the ability to demonstrate their true aptitude on the exam without their functional limitations affecting their performance in ways not related to the exam.

Testing accommodations for people with disabilities

Testing accommodations are changes to the regular testing environment and auxiliary aids and services that allow individuals with disabilities to demonstrate their true aptitude or achievement level on standardized exams.

Accommodations for individuals taking the exam via Live Remote Proctoring (taking the exam at home or outside of a testing center) are the same for individuals taking

the exam at test centers. If a unique request is made, MSNCB will seek prior approval from the testing agency.

Devices that have external communication capability such as cellular, wireless, or Bluetooth must be pre-authorized by MSNCB and our test administrator before you schedule your exam, or you may not be allowed to test on your test day.

Examples of testing accommodations include but are not limited to:

- Hearing aid/cochlear implant
- Mobility aids
- Screen reading technology
- Reasonable extension of testing time
- Distraction-free rooms
- Permission to bring and take medications
- Personal reader provided by test administrator
- Interpreter provided by test administrator

Qualifications for testing accommodations

Under the ADA, an individual with a disability is a) a person who has a physical or mental impairment that b) substantially limits a major life activity (e.g., seeing, hearing, learning, reading, concentrating, or thinking) or a major bodily function (e.g., the neurological, endocrine, or digestive system) as c) compared to the general population.

Anxiety solely in the testing context is not a disability under the ADA. However, impairments recognized by the ADA may include ADHD, generalized anxiety disorder, or a specific learning disability that warrant approval of testing accommodations.

Requests for testing accommodations based upon a temporary impairment (i.e., a broken leg) will be evaluated on a case-by-case basis.

Request testing accommodations when applying

1. **Timeline.** Testing accommodation requests must be received at least 45 days before your desired test date.
2. **Request.** After you submit your application, you will be able to indicate that you will require ADA Accommodations for the exam.
3. **Form.** Download the ADA Accommodation Request Form provided on the ADA Accommodations tab. It is to be filled out by you and a licensed physician, psychiatrist, or clinical psychologist and uploaded at the time of your request. The professional evaluation must be a) less than three years old and b) made by a licensed individual who is qualified to diagnose the specific illness or disability.
   a. Candidates who select the option for testing accommodations but do not respond to our requests for further information within 30 days will not be allowed to take the exam. Your application will be denied, and

you will be refunded the exam application fee minus the administrative processing fee.

4. **Decision.** The test administration vendor will approve/deny your test accommodations request within 15 days.
   a. Please allow three-four weeks for testing accommodation arrangements and scheduling to be completed.
   b. All reasonable attempts will be made by MSNCB to accommodate the needs of individuals with disabilities. The content and validity of the exam may not be compromised by these accommodations. If we are unable to accommodate your request, you will be refunded the exam application fees minus the administrative processing fee.

5. **Schedule.** For some test accommodations, you may be required to call the test administrator to schedule your exam. In these instances, MSNCB will provide you with the number to call after your accommodations have been approved.

The Test Accommodation Request Form and any subsequent documents will not be disclosed to the testing administrator or any other individuals, including employers and supervisors of the test candidate. Exam results will not indicate the use of testing accommodations.

Audit of Exam Application

You will attest to submitting correct information during the application process. All RN licenses are verified by NURSYS. If MSNCB has any reason to believe you have not met eligibility requirements, your application may be flagged for audit.

MSNCB staff will audit 5% of randomly selected applications for initial certification to verify requirements are met. The audit includes verification of the RN license and employer verification of 1,000 hours of nursing practice within the past two (2) years in a virtual acute-care setting.

What to know if your exam application is selected for audit
1. **Notification.** You will be notified in writing by MSNCB within five (5) business days of submitting your initial certification application if you are selected for an audit.
2. **Verification.** We require the following information, submitted with your application, to process your audit:
   a. Documentation to verify your RN license is unencumbered and will be unexpired throughout the entire 90-day test period,
   b. The contact information for a supervisor who will attest to the following:
      i. You are an RN with a current and unencumbered license,

      ii.   You have accrued 1,000 hours in an acute-care setting within the last two (2) years as a VRN.

3. **Inquiry.** If needed, requests for information will be sent to the applicant's primary email address. Please consistently check for communication from MSNCB, including in your junk and spam folders, until the audit process is complete.
4. **Response.** It is the applicant's responsibility to ensure that all inquiries are responded to in a timely manner. Failure to respond to information requests within 30 days will result in your application being denied.
5. **Results.** You will receive an email with the results of your audit within 10 days of your application submission.
6. **Denial.** If any information in the application is found to be false, or inquiries unaddressed, the applicant will be unable to continue in the certification process. No refund will be provided.
7. **Success.** If you successfully pass the audit, you will be able to continue with the certification process and receive your authorization to Test.

Testing Policies and Procedures

The CAVRN exam is offered year-round, excluding holidays, at Prometric testing centers and via ProProctor Live Remote Proctoring (LRP).

Please fully read the following policies and procedures for taking the test at either a test center or via LRP **before** scheduling your exam. You will **not** be provided with a refund of your exam application fee if you miss or are removed from an exam appointment due to failure to follow these policies and procedures.

Identification and Name

The identification and name requirements apply to exams taken at testing centers **and** via LRP.

Identification to bring with you to the exam
You must present a government-issued photo ID with a signature and expiration date on the day of your exam appointment. Your ID must be unexpired **or** no more than 90 days expired.

Whether or not you are a citizen of the country you are testing in, any of the following can be your primary form of ID:

- &o Driver's license
- &o Military ID card
- &o Passport
- &o National identification card

Name on ID must match name on exam application

Your ID name must match your exam application name. Only MSNCB can change the name in your exam application after you submit it. You must contact us two (2) weeks in advance of your exam appointment with supporting documentation for the name change.

Testing Centers

The CAVRN exam is delivered by computer at thousands of Prometric testing centers across the United States and around the world. Most metropolitan areas have at least one testing center that offers the exam three to four days per week and one to two times per day. If you want to know test center locations before you apply for the exam, please contact us and we will locate your closest testing center.

Take time to review Test Center Policies to understand all day-of-testing requirements.

You will be contacted if your test site is closed

Occasionally, a testing site may need to temporarily close for various reasons including unforeseen events, such as extreme weather, natural disaster, power outages, technical issues, pandemic impacts, or other circumstances.

You will be directly informed of the closure and asked to reschedule your exam appointment if your test center closes and your appointment is canceled. You may also visit Prometric Test Center Closures to view closures. Contact us if you encounter any problems with this process.

ProProctor Live Remote Proctoring

Live remote proctoring allows you to launch the exam online via computer at a secure location of your choice. Proctors are there for you in real-time to assist with any problems you may encounter and to maintain the security and integrity of the exam.

Please review the ProProctor User Guide for the most up to date information about remote proctored exams, including system requirements, environmental requirements, and check-in procedures.

Verify your computer meets system requirements

Verify your computer's operating system can install and run the ProProctor application with the System Readiness Check. You will not be able to complete Step 2, downloading the ProProctor application, until you have scheduled an exam appointment.

Please also be sure you have the necessary permissions to install software on your computer. If you are taking the exam on a work computer, please check with your network administrator.

> **IMPORTANT:** To ensure a seamless security check-in process, the test administrator requires that you take your test using **an undocked computer with a movable web-camera**. Your Readiness Agent will ask you to provide a 360° view of your environment.

Install the ProProctor application

Download and install the ProProctor Application before test day. The ProProctor User Guide has instructions for how to download the application if it is blocked by your computer's firewall.

Set aside five hours for an LRP exam

Choose an exam date where you will have five (5) hours of free time. Your actual time in the exam will only be three (3) hours, but the security check-in process can take up to 30 minutes and internet connections may disrupt the exam process.

Three steps to complete before test day

Before test day, you should do the following:

- ꗋ Complete the System Readiness Check (Step 1).
- ꗋ Download and install the ProProctor Application (Step 2, cannot be completed until you schedule your exam and have a confirmation number).
- ꗋ Read the ProProctor User Guide to understand all check-in and security procedures.

Start a remote proctored exam

Go to ProProctor Launch Exam and enter your confirmation number and the first four (4) letters of your surname 30 minutes before the start of your exam appointment. Select "Find" and you will be connected to a Readiness Agent within a few minutes.

Contact Prometric Support first with technical problems during LRP exam

If you encounter any technical problems during your remote proctored exam, please reach out to your Readiness Agent or Prometric Proctor. If you are disconnected from the agent or proctor, then please first contact Prometric Support for help. If they are unable to help you, then contact us within 10 days of your exam appointment or your exam application fees will be forfeited.

Schedule, Reschedule, Extend, or Withdraw

> **IMPORTANT:** You have 90 days to take the exam from the time you receive your Authorization to Test. Don't wait too long to schedule as you cannot use the scheduling portal in the last six (6) days of your test period.

Please read Testing Policies and Procedures before you schedule your exam. Remember to give yourself enough time to study, too.

Schedule Exam

You can choose your test center location, test date and time through the Prometric scheduling portal.

Schedule your exam

1. **Access the Scheduling Portal.**
   a. After you submit your application, you will receive an email notifying you of your Authorization to Test. A link to the Prometric Scheduling Portal will be provided in the email.
   b. Otherwise, log in to your account at amsn.org and select My Profile at the top of the screen. On your Home page, select My Certification. In your application, you will see an orange "Manage Exam" button. This will open up a window from which you can go to the Prometric Scheduling Portal.
2. **Schedule.** In the portal, choose Schedule CAVRN Exam – At a Test Center or Schedule CAVRN Exam – Remote Proctored.
   a. You may be asked to enter an eligibility ID. This number should populate in the required field, but if it doesn't, your eligibility ID is the invoice number in your emailed receipt.

b. You'll be able to search for an exam date within a two-week time frame in any location of your choice. If you don't see any dates you like, then choose a different week within your 90-day test period. We recommend you search in five-day increments.

3. **Confirmation.** Prometric will email you an exam confirmation number after you schedule your exam. Write down your confirmation number and save it. You will need it to take the exam.

One exam for one exam registration

You may only test once during your test period. Your test period ends after your exam appointment, whether or not you took the exam.

↖↑↗
← →
↙↓↘

Reschedule or Cancel Exam

You may need to pay a fee to reschedule or cancel your exam. The table below will help you determine this fee depending on how many days there are until your exam appointment.

Days Before Exam	Fee to Reschedule or Cancel
Over 15	Free
7 to 15	$25, paid to Prometric
6 or less	Contact MSNCB for $79 extension

Reschedule your exam

1. You **cannot** reschedule an exam within six (6) days of your already scheduled exam appointment. Request an extension instead.
2. **Access the application.**
   a. Log in to an existing account at amsn.org and select "Profile" at the top of the page,
   b. Under My Account Links on your profile, select "Certification Applications."
3. **Scheduling Portal.** Select a purple button that says "Step 3: Exam Appointment Scheduling" in the top right corner of your Dashboard. This will take you to the Prometric scheduling portal.
4. **Reschedule.** Choose "Reschedule CAVRN Exam At a Test Center" or "Reschedule CAVRN Exam Remote Proctored Appointment."
   a. Enter the confirmation number for your currently scheduled exam.
   b. You'll be able to search for an exam date within a two-week time frame in any location of your choice. If you don't see any dates you like, then

choose a different week within your 90-day test period. We recommend you search in five-day increments.

5. **Confirmation.** Prometric will email you an exam confirmation number after you reschedule your exam. Write down your confirmation number and save it. You will need it to take the exam.

Cancel your exam

1. **Do not** cancel your exam if it is scheduled in the next six days. Request an extension instead.
2. **Access the application.**
   a. Log in to an existing account at amsn.org and select Profile at the top of the page,
   b. Under My Account Links on your profile, select Certification Applications.
3. **Scheduling Portal.** Select a purple button that says "Step 3: Exam Appointment Scheduling" in the top right corner of your Dashboard. This will take you to the Prometric scheduling portal.
4. **Cancel.** Choose "Cancel CAVRN Exam."
   a. Enter the confirmation number for your currently scheduled exam.
   b. Follow the prompts to cancel your exam.

Cancelling your exam application will **not** automatically result in a refund of your exam application fees. See Withdraw CAVRN Application for refunds and withdrawals.

Missed Exams and Expired Test Periods

We understand life happens, and sometimes you can't make a scheduled exam appointment or you forget to schedule an exam. In those cases, you can request an extension of your 90-day test period.

Request an extension for three reasons
- You cannot attend a scheduled exam happening in six (6) days or less.
- You miss a scheduled exam.
- Your 90-day test period will expire before you can schedule an exam.

Contact us within 10 days of a missed exam or expired test period
You must request an extension within 10 days of a missed exam or the expiration of your test period. Your exam application fee will **not** be refunded, and you will have to reapply for the exam and pay full fees again if you miss this 10-day deadline.

Contact us at certification@msncb.org to request an extension.

Cost of extension is $79

The cost for an extension is $79 and is non-refundable. You will only be charged if your extension is approved.

If you miss an exam or are unable to schedule through no fault of your own, you may request a no-fee extension. Supporting documentation may be required.

One extension for one exam registration

You may only have one extension for each exam registration.

Withdraw CAVRN Application

You **cannot** withdraw your CAVRN application if you have an exam scheduled in the next six days.

Cancel any other scheduled exam before you request to withdraw your CAVRN application. Learn how to cancel your exam. Then, contact us to request a refund. All exam fees include a non-refundable $79 processing fee, no exceptions.

We review refund requests on a case-by-case basis. Supporting documentation must be provided.

Studying for the Exam

It's time to prep for the CAVRN exam! We publish the current exam blueprint and exam reference list on our website to guide your study.

> **IMPORTANT:** These resources do not include current examination questions and are not a requirement to sit for the CAVRN certification examination. These resources are not the only or preferred route to adequate preparation. Using these study resources does not imply advantage or successful performance on the examination.

Appendix A outlines the CAVRN exam blueprint. For a complete list of references used in the development of the CAVRN exam, please see **Appendix C.**

Results

You will find out if you passed or failed the exam immediately after completing the exam. We will receive your exam score within five (5) days.

Score Report

The test administrator will send you a Score Report within 24 hours of completing the exam. The score report provides you with your overall standard score and a breakdown of your performance in the five different domains of the CAVRN Blueprint.

Retake the exam

If you did not pass the exam, you will be able to apply for another exam as soon as we receive your score and contact you to reapply. You will receive a discount on your reapplication within one year of your first attempt if this is your first time retaking the exam and you are not a FailSafe applicant.

Pass the exam

If you pass the exam, congratulations! You will be sent a CAVRN lapel pin in the mail, which may take up to 45 days to reach you.

I'm certified, now what?

Now that you're CAVRN certified, read up on how to verify your credential, and maintain your credential. It's never too early to come up with a plan for recertification!

FAILSAFE CERTIFICATION PROGRAM

The FailSafe Certification Program allows CAVRN-eligible nurses at participating facilities to apply for the CAVRN exam twice within a 12-month period, while only paying for the first attempt.

FailSafe for Test-Takers

Acute-care virtual nurses who meet the CAVRN eligibility requirements and are employees of an organization with an active FailSafe Certification Program contract may participate in the program. Individuals or independent groups of nurses are not eligible to apply through the FailSafe Certification Program.

Apply your voucher for your first test
Once your organization receives their vouchers, your FailSafe Coordinator will share with you your individual voucher number. On your initial application, you will input the voucher code at the pay screen to indicate FailSafe participation. FailSafe Program participants follow the same application process as individual test takers. The process of scheduling, rescheduling, and cancelling your exam are the same as for non-FailSafe applicants.

Apply your voucher for your second test
If you fail your first attempt, your organization will need to verify that you are a FailSafe Program participant on your second application. You will apply for the retake and select your organization from a dropdown menu to signify that you are a FailSafe Program participant. Once your FailSafe Coordinator verifies your participation, you will be able to schedule your test. If you do not know who your organization's FailSafe administrator is, then contact failsafe@msncb.org.

Contact us 10 days before your exam or expired test period
If you miss your exam or let your 90-day test period expire without taking the exam, then you forfeit your voucher. You may contact us prior to the exam or end of the test period to request an extension, which you will need to pay for yourself.

Employer provided results of exam attempt
You grant the right to your employer to know the outcome of your exam attempts by participating in the FailSafe Certification Program.

FailSafe for Organizations

The FailSafe Certification Program can help set your nurses up for success, with a safety net!

3, 5, or 10 nurse applicants
Your organization can purchase vouchers at three tiers: 3, 5, or 10 nurses can use these vouchers to apply for the CAVRN exam within your contract year. If your

organization is unable to assign all vouchers within the year, then you can rollover unused vouchers with an additional purchase of vouchers for the next year. You can make unlimited voucher purchases within the same year.

Voucher Tier	Cost
3	$1,182
5	$1,970
10	$3,940

Nurses can take exam twice

Each nurse has two attempts to pass the exam within your organization's contract year. For additional attempts, another voucher will need to be distributed to the nurse.

Cost of a voucher

- Each voucher represents the cost of one test
- **Second attempts are at no cost**

Reassign vouchers in the event of a missed exam or expired test period

If a nurse misses their exam or does not schedule within their test period, then they forfeit their assigned voucher. However, we can grant a nurse an extension or you can reassign their voucher to someone else in accordance with our policies on missed exams or expired test periods.

Are there any other perks?

Yes! FailSafe organizations receive a tiered discount on AMSN's live or virtual Certification Review Course based on their voucher level.

Voucher Tier	CRC Discount
3	5%
5	10%
10	15%

USE THE CAVRN

Congratulations on earning the CAVRN credential! Learn how to maximize your credential below.

Your credential is active for five years

Your initial certification period begins on the first day of the month in which you pass the certification exam and is active for five (5) years. For example, if you passed the exam on August 15, 2018, then your certification period would be active from August 1, 2018 through July 31, 2023.

Suspension or revocation of certification

There are circumstances in which your CAVRN certification may be suspended or revoked. Please see Appendix F or CAVRN Certification Policies for more information.

Plan for recertification

Between the date that you earn the credential and its expiration, you'll want to be sure that you are keeping up with basic skills and emerging practices. While recertifying by exam is an option, we know that many prefer to demonstrate their continuing competence through the accrual of contact hours. If you choose to recertify by contact hours, you should plan to continuously earn contact hours throughout your entire five-year certification period.

Activities to improve your practice

The following activities promote life-long learning, curiosity, and engagement. Bonus: you can earn contact hours towards recertification, and they may help you climb the clinical ladder.

- Complete continuing education
- Precept or mentor new RNs
- Enroll in an academic nursing degree program
- Conduct nursing research through evidence-based practice programs
- Present a poster about nursing at a conference
- Become a member of an MSNCB Committee

Verify the Credential

As a CAVRN, you'll want proof of your accomplishment. Current and potential employers will also want to verify certifications. We have two methods to verify your CAVRN certification: digital badges and a certification verification form.

Digital Badges

Digital badges are credible and quick

A digital badge is an online representation of your CAVRN certification. It is a credible source and a quick method of verifying your certification. Digital badges can be shared through social media, and they can be added to your email signature. They inform your peers and employers of the knowledge, skills, and competencies you have within your professional practice.

Verify your credential with a digital badge

You will receive an email about claiming your digital badge after you certify. Share your digital badge with current or potential employers as proof of your certification.

Verification

Independent verification available with your consent

Current or potential employers, among other third parties, may request independent verification of your certification. We will only provide your certification status to third parties with your written consent. If you are enrolled in the FailSafe Certification Program, you grant the right to your employer to know the outcome of your exam attempts.

We provide proof of certification on MSNCB letterhead by request. To request certification verification, contact us at certification@msncb.org.

RECERTIFY

Your CAVRN certification is valid for five (5) years. During those five years, we recommend you continue to learn and engage with professional development opportunities, especially those that have to do with acute-care virtual nursing. You'll see better patient outcomes, improved job satisfaction, and you'll set yourself up to easily recertify.

About Recertification

You need a periodic assessment of competence to improve your practice, because standards of practice are constantly changing. Recertification is the requirements and procedures established as part of a certification program that certificants must meet to maintain competence and renew their certification (Institute for Credentialing Excellence).

Certification period is for five years

The CAVRN credential is valid for five (5) years. You may submit your recertification application starting in the fourth year of your certification period.

Meet requirements, submit application, and pay fees to recertify

To recertify, you must meet the eligibility requirements for your chosen recertification method, submit a recertification application, and pay the appropriate fees within the appropriate timeline for your chosen method. See Choose How to Recertify for specific instructions.

Recertify after your credential is expired

You are within your grace period in the year following your certification expiration date. See Appendix D to learn how recertifying in your grace period can alter your contact hour accrual period.

If you want to take the exam during your grace period, please be aware that your new certification period will begin the first day of the month in which you pass the exam.

If your CAVRN credential has been expired for more than one year, you can only regain the CAVRN credential through the exam process and meeting eligibility requirements for initial certification.

Maintain your records

MSNCB will retain electronic records of all certificants for at least five (5) years. It is your professional responsibility to notify MSNCB of any change in name, mailing address, phone number, and email address during your certification period.

Fees

Recertification application fees and fees for alternatives to recertification are due at the time you submit your application. Applying for a CAVRN Recertification Grant can help cover the costs of recertification.

Recertification application fees

	AMSN Member Fee	Standard Fee
Recertify by Contact Hours	$193	$303
Recertify by Exam	$267	$394

- The fees for recertification are non-refundable, even if you decline or fail the audit.
- There is a $79 late fee for applications submitted after your certification expiration date.
- Fees are subject to change without notice.

Fees for alternatives to recertification

	AMSN Member Fee	Standard Fee
Inactive Status	$105	$165
Emeritus Status	$75	$100

- Applications for Inactive Status and Emeritus Status are not accepted after your certification expiration date.
- Fees are subject to change without notice.

Choose How to Recertify

There are two ways to recertify. You can recertify by contact hours or recertify by exam.

Recertify by Contact Hours

Our most popular method of recertification is recertification by contact hours. Contact hours can be earned by completing continuing education and professional activities. You will document those activities in your recertification application, which opens as soon as you become certified. You need ninety (90) contact hours earned during your accrual period to recertify, with seventy (70) of those contact hours designated to the domains of virtual acute-care nursing practice. See Appendix D to learn about contact hours, your accrual period, and more.

Four eligibility requirements to recertify by contact hours

You are eligible to apply for recertification by contact hours if you meet the following criteria:

1. Hold a current CAVRN certification that expires within one year **or** You had a CAVRN certification that has been expired for less than one year.
2. Hold an unencumbered and current license as a Registered Nurse (RN) in the United States or its territories.
3. Have accrued 960 practice hours in an acute-care virtual setting during your 5-year certification period. Practice may be as a clinical nurse, as a manager, or as an educator.
   o Alternatively, you may also submit documentation signed by a school official verifying full-time status and matriculation as an RN student in a nursing baccalaureate, master's or doctoral degree program.
4. Have earned ninety (90) verified contact hours during your 5-year certification period. Seventy (70) contact hours must be related to acute-care virtual nursing.

Minimum Required Contact Hours Related to CAVRN Blueprint	
CAVRN Domain	**Min Required CH**
Quality & Safety	11
Patient & Family Education	8
Communication	14
Teamwork & Inter-Professional Collaboration	12
Coaching & Mentoring	8
Leadership	7
Informatics & Technology	10

Apply for recertification by contact hours in five steps

1. **Application**. Access the recertification application.
   a. Log in to your existing account at amsn.org,
   b. Select My Profile at the top of the screen,
   c. On your Home page, select My Certification.
   d. This will bring you to the Dashboard of your recertification application. Under In Progress Applications, select Begin on your Recertification Application. Your application is set to the contact hours pathway by default.
2. **Enter License Details**. In the RN License section, follow the prompts to enter your RN license information.
3. **Work Experience**. Add work experience details to the Acute-care virtual nursing Experience section.
   a. You will fulfill the Acute-care virtual nursing Experience requirements once you submit work experience that meets 960 practice hours within the last five years.
4. **Self-Reported Contact Hours**.
   a. Select Add Contact Hours to add a new contact hours activity. Then, select the appropriate contact hours category. You may view each activity type description by clicking on the arrow to the left of the activity title.
   b. Select Activity Details to enter the title of the activity, contact hours designation, and other required fields. On the next tab, enter the number of contact hours requested. On the final tab, upload supporting documentation that follows the provided guidance.
   c. Submit and repeat for each contact hour entry. We recommend that you enter contact hours as you earn them throughout your certification period.
   d. Once you have ninety (90) contact hours submitted in your application and you have met the minimum required contact hours in each CAVRN domain, the contact hours requirement bars will indicate that this requirement has been completed.

5. **Submit.** Once all the requirements are fulfilled, you will be able to press the orange Submit button at the top or bottom of the page. Select this to pay for and submit your recertification application.
   a. AMSN members receive discounts on all certification and recertification pathways. If you would like to become an AMSN member, follow the link provided. For your new membership status to be reflected, you will need to log out and back in.

Recertification Application Audits

MSNCB performs a random audit of 10% of all recertification applications. The fees for recertification are non-refundable, even if you decline or fail the recertification audit. You will need to submit appropriate supporting documentation for each contact hour entry before you submit your recertification application. We recommend reviewing Appendix D to learn what documentation you will need for your contact hours. These documents are reviewed in the case that you are audited.

If you are selected for audit, you will be notified via email. A member of the MSNCB Recertification Committee will contact you within ten (10) days of submission if your recertification application is deficient. If the auditors find that any of your contact hours are not acceptable, you will be given the opportunity to respond to their inquiries and/or submit additional entries within a thirty (30) day period after their review.

Recertification approval within ten days of submission

Once a decision has been made regarding your application, you will receive an email notification. If you do not hear confirmation within ten (10) days of submitting your recertification application, please contact us.

Recertify by Exam

You can choose to take the exam again to recertify if it is your preference or you haven't earned enough contact hours during your accrual period to recertify by contact hours.

Three eligibility requirements to recertify by exam

1. Hold a current CAVRN certification that expires within one year **or** you had a CAVRN certification that has been expired for less than one year.
2. Hold an unencumbered and current license as a Registered Nurse (RN) in the United States or its territories.
3. Have accrued 960 practice hours in an acute-care virtual nursing setting during your 5-year certification period. Practice may be a clinical nurse, as a manager, or as an educator.

o   Alternatively, you may also submit documentation signed by a school nursing baccalaureate, master's or doctoral degree program.

Apply to recertify by exam in eight steps

1. **Application**. Access the recertification application.
   a. Log in to your existing account at amsn.org,
   b. Select My Profile at the top of the screen,
   c. On your Home page, select My Certification.
   d. This will bring you to the Dashboard of your recertification application. Under In Progress Applications, select Begin on your Recertification Application. Your application is set to the contact hours pathway by default. Click the three dots icon to the right of the Recertification Pathway selection, then click Change My Answer to select Apply by Exam.
   e. Your application is set to the contact hours pathway by default. Click the three dots icon to the right of the Recertification Pathway selection, then click Change My Answer to select Apply by Exam.

2. **Enter License Details**. In the RN License section, follow the prompts to enter your RN license information.

3. **Work Experience**. Add work experience details to the Acute-care virtual nursing Experience section.
   a. You will fulfill the Acute-care virtual nursing Experience requirements once you submit work experience that meets 960 practice hours within the last five years.

4. **Submit!**
   a. Click the orange Submit button at the top or bottom of the application.
   b. Your AMSN membership status will be displayed on the first tab. Click Next.
   c. Indicate whether you will require ADA Accommodations for the exam. See ADA Testing Accommodations. Download the ADA Accommodation Request Form if test accommodations are requested. This form is to be filled out by you and a licensed physician, psychiatrist, or clinical psychologist. Upload and click Next.
   d. Complete the Attestation. Click Continue.

5. **Pay fees.**
   a. AMSN members receive discounts on all certification and recertification pathways. If you would like to become an AMSN member, follow the link provided. For your new membership status to be reflected, you will need to log out and back in.
   b. Click Pay Fees to go to Check Out. Enter billing and credit card information. Select "Continue".

6. **Confirmation.** You'll receive an email with the receipt for the exam to confirm we have received your application. Your application is now under review by MSNCB.

7. **ATT.** You will receive your **Authorization to Test** in a second email when you are approved to schedule your exam. You have 90 days to take the exam from the time you receive your Authorization to Test.

Pass the exam to recertify

Read Exam **thoroughly** to understand all essential information you will need to know about taking the exam.

Alternatives to Recertification

The options to apply for Emeritus Status or Inactive Status are in your recertification application.

1. Log in to your existing account at amsn.org and select My Profile at the top of the screen.
2. From your Home page, select Certification Applications.
3. This will bring you to the Dashboard of your recertification application. Under In Progress Applications, select Begin on your Recertification Application.
4. Your application is set to the contact hours pathway by default. Click the three dots icon to the right of the Recertification Pathway selection, then click Change My Answer to select either Emeritus or Inactive Status.

Emeritus Status

The Emeritus designation is intended both to recognize CAVRN certified nurses' years of service caring for patients and their families, and to acknowledge their dedication to having been certified. Retirement from nursing practice can take place for many reasons including illness or disability, career change or choice. Many nurses would like to stay connected, no matter what path they choose. Emeritus status is a point on a career map that allows nurses to demonstrate their professional value.

Apply for Emeritus status before your credential expires

1. Hold a current CAVRN credential.
2. Have retired within your five (5) year current certification period.
3. Submit your application for Emeritus status before the expiration of your current certification.

Reinstate the CAVRN if you rejoin the work force

Reinstatement of CAVRN within three (3) years of receiving Emeritus status
If you are an Emeritus Status nurse who re-enters the workforce within three (3) years from the date you received Emeritus status and you wish to reinstate the full CAVRN credential, you must meet eligibility criteria to recertify by contact hours with a lapsed CAVRN credential, submit the application, and pay all appropriate fees.

If approved, your new certification period will be effective for five (5) years from time of reinstatement.

Reinstatement of CAVRN over three (3) years after receiving Emeritus status
If you are an Emeritus Status nurse who re-enters the workforce over three (3) years after the date you received Emeritus status, you cannot reinstate the full CAVRN credential through the recertification process. Instead, you must regain the credential through the examination process, meeting all initial certification eligibility requirements and paying all appropriate fees, and achieving a passing score on the exam.

Your new certification period will be effective for five (5) years from the first day of the month in which you pass the exam.

⚠️

Inactive Status

CAVRN certified nurses with current certifications who are unable to meet the continuing education or practice requirements may apply for Inactive Status. If approved, Inactive Status will be granted for a three (3) year period only and is a one-time career option.

Apply for Inactive status before your credential expires
1. Hold a current CAVRN credential
2. Submit an Inactive Status application, the appropriate fee, and a letter requesting Inactive Status and detailing the reasons for the request at least thirty (30) days before the expiration of your current certification.

Reactivate the CAVRN within three years
Reactivation of CAVRN within three (3) years of receiving Inactive Status
To reactivate your certification, you must meet eligibility criteria to recertify by contact hours with a lapsed CAVRN credential, submit the application, and pay all appropriate fees.

If approved, your new certification period will be effective for five (5) years from the time of reactivation.

Reactivation of CAVRN over three (3) years after receiving Inactive Status
You cannot reactivate your certification over three (3) years after receiving Inactive Status. Instead, you must regain the credential through the examination process, meeting all initial certification eligibility requirements and paying all appropriate fees, and achieving a passing score on the exam.

Your new certification period will be effective for five (5) years from the first day of the month in which you pass the exam.

Appendix A: Domains of Virtual Acute-Care Nursing Practice

2023 CAVRN Exam Blueprint

The following table identifies the percentage and number of questions from each domain that will appear on the CAVRN exam as of March 1, 2024.

Domain	Percentage Weight	Items on Test
Quality & Safety	16%	16
Patient & Family Education	12%	12
Communication	20%	20
Teamwork/Inter-Professional Collaboration	17%	17
Coaching & Mentoring	11%	11
Leadership	10%	10
Informatics & Technology	14%	14
Total	**100%**	**100**

Domain I	Percentage Weight	Number of Items on Test
Quality & Safety	16%	**16 Items**

Quality Indicators	1. Facilitate nursing sensitive indicator compliance
	2. Predict interventions related to core measures
	3. Recognize impact on patient experience
	4. Practice patient experience activities
	5. Address disease-specific needs

Patient Care Compliance/Surveillance	1. Evaluate risk assessments and intervene as necessary (e.g., CAUTI/CLABSI, DVTs, falls, sepsis, stroke)
	2. Monitor compliance with policy and procedure
	3. Synthesize physiologic data to predict patient improvement and/or deterioration
	4. Review medication profile for discrepancies (e.g., herbals, prescribed, redundancy)
	5. Verify approved patient identifiers

Regulatory Compliance	1. Recognize scope of practice between licensing boards and nurse practice acts
	2. Administer virtual care in accordance with patients' bill of rights and/or facility policy

Domain II	Percentage Weight	Number of Items on Test
Patient & Family Education	12%	**12 Items**

Virtual Patient Orientation	1. Explain and define role of virtual nursing as part of care team (e.g., Acknowledge, Introduce, Duration, Explanation, Thank You (AIDET))
	2. Explain technology and virtual care model
	3. Evaluate patient's understanding of virtual care services and benefits

Education Delivery	1. Choose appropriate education methodologies dependent on setting, content and patient and family learning styles and readiness to learn
	2. Differentiate education topics appropriate for virtual delivery

Individualized Patient Education	1. Design comprehensive, individualized patient education plan
	2. Assess patient's comprehension of education provided

Social Determinant of Health	1. Identify potential barriers to care (e.g., cognition, community resources, culture, health literacy, language barriers)
	2. Coordinate connection to available resources to impact social determinant

Domain III	Percentage Weight	Number of Items on Test
Communication	20%	**20 Items**

Virtual Etiquette	1.	Utilize standard "room" entry protocol (e.g., audio first entry, "knocking")
	2.	Establish virtual role (e.g., self-identify, differentiate provider's role to patient)
	3.	Utilize appropriate virtual presence (e.g., background/environment, professional appearance)
	4.	Employ appropriate voice inflection, tone, eye contact, and body language
	5.	Utilize effective audio and video quality for the patient and virtual nurse
Virtual Rapport	1.	Determine when and how to interact with bed-side care providers
	2.	Maintain the same level of awareness and professionalism expected of bed-side care
	3.	Establish rapport though appropriate body language (e.g., expression, gestures, posture)
	4.	Acknowledge families and others present in patient's room
	5.	Develop a plan of communication with families
	6.	Educate care team on a plan of communication with patient
Communication Strategies	1.	Employ closed-loop communication with intra-professional care team as appropriate
	2.	Adhere to appropriate communication workflow for intra-professional communication
Patient Setting/Privacy Concerns	1.	Secure safe and private location (e.g., logistics of the patient room, virtual nurse workspace)
	2.	Inform patient and family of policies regarding audio/video recording

Domain IV	Percentage Weight	Number of Items on Test
Teamwork/Inter-Professional Collaboration	17%	**17 Items**

Collaboration & Teamwork	1.	Report deviations from plan of care and determine impact on trajectory of care
	2.	Articulate the role of the virtual nurse within the inter-professional team
	3.	Differentiate the roles of other members of the inter-professional team (e.g., admission, discharge, rounding)
Delegation	1.	Employ the Five Rights of Delegation (e.g., delegate and accommodate duties based upon scope of practice and care model)
Chain of Escalation/Resolution	1.	Determine when and how to use the chain of escalation/resolution (e.g., bed-side nurses, virtual nurses)
	2.	Recognize and report failure in chain of escalation/resolution
Debriefing & Feedback	1.	Determine when, how, and where to deliver feedback (e.g., situational awareness)
	2.	Participate in debriefing sessions as necessary to address adverse events (e.g., advocate for a seat at the table)
Scribing	1.	Adhere to organizational standards for scribing

Domain V	Percentage Weight	Number of Items on Test
Coaching & Mentoring	11%	**11 Items**

Audience-Based Approach	1.	Apply precepting and leadership principles in terms of coaching specific audiences (e.g., graduate nurses, novice nurses, charge nurses, floating/travel nurses)
	2.	Determine appropriate medium for communication (e.g., email, face-to-face, text)
Feedback & Support	1.	Model appropriate communication styles
	2.	Create a psychologically safe environment to foster and encourage open dialogue
	3.	Use therapeutic communication methods to support direct-care givers
	4.	Utilize evaluation tools to develop individualized validation techniques
	5.	Guide bed-side nurses in prioritization of tasks
Precepting & Mentoring	1.	Identify points of contact for virtual nurses
	2.	Schedule regular check-ins to facilitate purposeful engagement and shift success
	3.	Establish and reinforce purposeful professional partnerships between virtual nurses and inter-professional care team
	4.	Validate competencies (e.g., skills check-offs)

Domain VI	Percentage Weight	Number of Items on Test
Leadership	10%	**10 Items**

Prioritization	1.	Prioritize activities to optimize daily operations and strategic goals (e.g., patient acuity, patient flow, quality checks, staffing)
Situational Awareness	1.	Demonstrate principles of emotional intelligence
	2.	Identify opportunities to provide additional professional development
	3.	Determine environmental conditions using established workflows and touch points (e.g., tracking platforms)
	4.	Identify high-risk team members in need of support
Quality & Risk Management	1.	Report potential quality and risk vulnerabilities (e.g., gaps in care, technology, trends, workflow)

Domain VII	Percentage Weight	Number of Items on Test
Informatics & Technology	14%	**14 Items**

Utilization of Technology	1.	Utilize technical features of hardware and software applications (e.g., optimization)
	2.	Address gaps in functionality (e.g., troubleshooting, escalation)
Privacy & Security	1.	Adhere to organizational security policies (e.g., consumer devices, cyber security, VPN)
Data Management	1.	Evaluate inputs from multiple applications to maximize efficiency (e.g., EMR/EHR, physiological monitoring, reporting database)

Appendix B: Exam Development Process

The Acute-care virtual nursing Nursing Certification Board (MSNCB) participates in and provides oversight for the development and ongoing maintenance of the Certified Acute-Care Virtual Registered Nurse (CAVRN) exam. We work in partnership with our test development partner, Prometric, to ensure the exam is developed and maintained in a manner consistent with generally accepted psychometric, education testing, and national accreditation standards for certification programs.

Eight Steps to Exam Development

1. Create the Test Development Committee

The Test Development Committee is responsible for the development of the certification exams. Additional panels of subject matter experts may be appointed to conduct exam development activities. Nurses holding a CAVRN certification may apply to be on the Test Development Committee.

2. Conduct a Job Task Analysis

Job Analysis Studies are conducted to identify and validate the knowledge and skills which are measured by the exam. The results of the Job Analysis will serve as the basis for the exam.

MSNCB has determined that a job analysis will be conducted every five (5) years or more frequently as needed. This determination is based on the frequency of substantive changes in the field and compliance with standards for professional certification programs.

3. Determine Exam Specifications

The content for the exam is determined based on the recommended content outline and content area weights developed following each job analysis. The final content outline and corresponding content weights are approved by the MSNCB Board of Directors.

4. Write and Review Items

The questions and answers on the exam are referred to as "items." Item writing and reviewing are usually conducted annually. Item writers and reviewers are required to complete item development training delivered by our test development partner prior to writing and reviewing exam items.

The development of all items is directly linked to the approved content outline.

Once items have been written by trained subject matter experts, they are reviewed for accuracy and to avoid bias. Once an item has satisfactorily completed this initial review, it will be added to the item bank. Newly written items will be pretested as unscored items before being included as scored items on a test form.

5. Maintain an Item Bank

An item bank includes all items developed for the exam. The test development partner oversees the maintenance and security of the item bank. Each item in the item bank is reviewed at least every three (3) years for quality control.

6. Assemble and Approve Exam Form

MSNCB is responsible for exam content and assembly of the exam forms.

New exam forms are typically launched on an annual basis. Any exam form in use for more than two (2) testing windows undergoes an obsolescence review facilitated by the psychometric consultant with a subject matter expert committee to ensure continued item accuracy and relevance. Decisions regarding the number of exam forms and the frequency for replacing the exam forms are made each year by the MSNCB Board in consultation with the psychometric consultant.

Draft exam forms are assembled by the psychometric consultant to meet the exam specifications and are reviewed and approved by the Test Development Committee. The draft forms meet the requirements of the test specifications with respect to content and weighting and are reviewed for bias and sensitivity. Each exam form includes unscored questions to be pre-tested.

7. Establish the Passing Point

The passing point for the exam is established using a criterion-reference technique. Qualified and trained subject matter experts working with psychometric consultants determine the passing point.

The process used to determine the passing point is documented as part of a cut score study report. The final passing point resulting from this process is approved by the MSNCB Board of Directors. Any modifications to the recommended passing point are documented in the final passing point study report along with the rationale for those changes.

Specific methodologies for establishing the passing score for exams and ensuring exam forms are equivalent are selected and documented by the psychometric consultant based on compliance with national accreditation standards.

A standard setting study is conducted following completion of each Job Analysis Study, at a minimum, but the study can be conducted more frequently to support programmatic requirements. Forms developed between job analysis studies will be equated to the base form.

8. Analyze the Exam Results

Performance statistics are calculated and retained for each exam item and each exam form. A statistical analysis is performed by the psychometric consultant following each administration of the exam.

At least annually, a test analysis or technical report is produced by the psychometric consultant and reviewed by MSNCB to evaluate the reliability and effectiveness of the exam and to determine any areas that must be reviewed or revised.

At a minimum, the technical reports include a summary of the exam administration, the number of exam takers, the passing point and number of exam items, measures of average performance, measures of performance variability, reliability indices, pass-fail percentages, and recommendations from the psychometric consultant. The psychometric analyzes performance across all exam administration modalities to ensure comparability and identify potential irregularities.

Appendix C: Exam References

These references were used in the development of the CAVRN examination.

- 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

- Assessment of communication skills using telehealth: considerations for educators. Wright, H. H., O'Shea, M. C., Sekula, J., & Mitchell, L. J. (2022). *Frontiers in medicine*, 9, 841309. https://doi.org/10.3389/fmed.2022.841309

- Barriers and enablers to effective interprofessional teamwork in the operating room: A qualitative study using the Theoretical Domains Framework; Etherington C., Burns J.K., Kitto S., Brehaut J.C., Britton M., Singh S., Boet S. (2021) PLoS One. 16(4). doi: 10.1371/journal.pone.0249576.

- Best Practices for Building Interprofessional Telehealth: Report of a Conference; Ransdell, L. B., Greenberg, M. E., Isaki, E., Lee, A., Bettger, J. P., Hung, G., Gelatt, A., Lindstrom-Mette, A., & Cason, J. (2021). *International Journal of Telerehabilitation*, 13(2). https://doi.org/10.5195/ijt.2021.6434

- Best Practices for Patient Engagement with Telehealth; James, T. (2020) Harvard Medical School.

- Closed-Loop Communication in Interprofessional Emergency Teams: A Cross-Sectional Observation Study on the Use of Closed-Loop Communication Among Anesthesia Personnel; Gjøvikli, K., & Valeberg, B. T. (2023). *Journal of Patient Safety*. 19(2), 93-98. *DOI:* 10.1097

- Conducting a Professional Telemedicine Visit Using High-Quality Webside Manner. Elliott T., Matsui E.C., Cahill A., Smith L., Leibner L. (2022). 22(2), 7-12. doi: 10.1007/s11882-022-01029-y.

- 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)

- Cultivating a Just Culture: Identifying Barriers to Reporting Safety Events. Thiesse-Yount, R. (2022). *Radiology Management*, 44(6), 10–36.

- Current challenges in health information technology-related patient safety. Sittig, D. F., Wright, A., Coiera, E., Magrabi, F., Bates, D. W., Ratwani, R., Singh, H. (2020). *Health Informatics Journal*, 26(1), 181-189. https://doi.org/10.1177/1460458218814893

- Cybersecurity awareness: Protecting data and patients. Kim L. (2017). *Nursing management*, 48(4), 16–19. https://doi.org/10.1097/01.NUMA.0000514066.30572.f3

- Debriefing for Clinical Learning. Edwards, J.J., Wexner, S., Nichols, A. (2021). AHRQ.

- Detecting Deteriorating Patients in the Hospital: Development and Validation of a Novel Scoring System. Pimental, M. A., Redfern, O. C., Malycha, J., Meredith, P., Briggs, J., Young, D. J., Tarassenko, L., Watkinson, P. J., Prytherch, D. (2021). *American Journal of Respiratory and Critical Care Medicine,* 204(1), 44-52. https://doi.org/10.1164/rccm.202007-2700OC

- Developing Policies and Protocols in the Age of Evidence-Based Practice. Dols, J. D., Muñoz, L. R., Martinez, S. S., Mathers, N., Miller, P. S., Pomerleau, T. A., Timmons, A., & White, S. (2017). *Journal of continuing education in nursing*, 48(2), 87–92. https://doi.org/10.3928/00220124-20170119-10

- 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.

- Downtime Procedures for a Clinical Information System: A Critical Issue; Nelson, N. (2007). *Journal of Critical Care.* 22(1), 45-50. https://doi.org/10.1016/j.jcrc.2007.01.004

- The Effect of Virtual Nursing and Missed Nursing Care; Schuelke S., Aurit S., Connot N., Denney S. (2020) *Nurs Adm Q.* 44(3), 280-287. doi: 10.1097/NAQ.0000000000000419. PMID: 32511187

- 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, PCS-38; St. Joseph Hospital. Retrieved 02/04/2015. Official copy at http://stjosephhospital.policystat.com/policy/625997/.

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

- Escalation/Chain of Command; The Valley Health System. 2018.

- Feedback in the Clinical Setting; Burgess, A., van Diggele, C., Roberts, C., Mellis, C. (2020). *BMC Medical Education*. 20(2).

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

- Potter, P.A., Perry, A.G., Stockert, P.A., & Hall, A.M. (2022). *Fundamentals of Nursing* (11th ed.). St. Louis: Elsevier/Mosby.

- Guide to Patient and Family Engagement in Hospital Quality and Safety, AHRQ. March 2023.

- Health care professional development: Working as a team to improve patient care. Babiker A., El Husseini M., Al Nemri A., Al Frayh A., Al Juryyan N., Faki M.O., Assiri A., Al Saadi M., Shaikh F., Al Zamil F. (2014) *Sudanese Journal of Paediatrics*, 14(2), 9-16.

- HIPAA Compliance for Remote Workers. Scott, S. (2020) AAPC.

- How to Give and Receive Feedback Effectively*;* Hardavella, G., Aamli-Gaagnat, A., Saad, N., Rousalova, I., & Sreter, K. B. (2017). *Breathe (Sheffield, England)*, 13(4), 327–333. https://doi.org/10.1183/20734735.009917

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

- Hypoglycemia (Nursing); Mathew P., Thoppil D., McClinton T. [Updated 2022 Dec 26]. In: *StatPearls* [Internet]. Treasure Island (FL): StatPearls Publishing; 2024 Jan- . Available from: https://www.ncbi.nlm.nih.gov/books/NBK568695/

- The impact of emotional intelligence in health care professionals on caring behaviour towards patients in clinical and long-term care settings: Findings from an integrative review. Nightingale, S., Spiby, H., Sheen, K., Slade, P. (2018). *International Journal of Nursing Studies*. 80, 106-117, https://doi.org/10.1016/j.ijnurstu.2018.01.006.

- Improving Emotional Intelligence (EQ); Segal, J., Smith, M., Robinson, L., Shubin, J. (2023). HelpGuide.org

- Inadequate hand-off communication; *Sentinel Event Alert,* Issue 58: p. 1-6. September 12, 2017. Joint Commission.

- The influential factors on nurses' situation awareness in inpatient settings: A literature review; Avalos J., Roy D., Asan O., Zhang Y. (Dec 2021) *Human Factors in Healthcare,* 1(100006). https://doi.org/10.1016/j.hfh.2022.100006

- Inpatient Virtual Nursing Fundamentals, Uses and Benefits; Teladoc Health

- International Normalized Ratio (INR). Shikdar, S., Vashisht, R., Bhattacharya, P.T. [Updated 2023 May 1]. StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2024 Jan-. Available from: https://www.ncbi.nlm.nih.gov/books/NBK507707/

- Interprofessional Communication; *Nursing Management and Professional Concepts*. Chippewa Valley Technical College

- Lateral Violence in Nursing and the Theory of the Nurse as Wounded Healer. Christie, W., & Jones, S. (2013). *Online journal of issues in nursing*, 19(1), 5.

- Learning Style Preferences of Practicing Nurses. Mangold, K., Kunze, K. L., Quinonez, M. M., Taylor, L. M., & Tenison, A. J. (2018). *Journal for nurses in professional development*, 34(4), 212–218. https://doi.org/10.1097/NND.0000000000000462

- *Legal Considerations*; Telehealth.HHS.gov.

- Managing psychological safety in debriefings: a dynamic balancing act. Kolbe, M., Eppich, W., Rudolph, J., Meguerdichian, M., Catena, H., Cripps, A., Grant, V., & Cheng, A.

(2020). *BMJ simulation & technology enhanced learning*, 6(3), 164–171. https://doi.org/10.1136/bmjstel-2019-000470

- *Mastering Precepting; 2nd Edition.* Ulrich, B.

- Medication Adherence Mediates the Relationship Between Heart Failure Symptoms and Cardiac Event-Free Survival in Patients With Heart Failure. Wu, J.R., Moser, D.K. (2018). *The Journal of Cardiovascular Nursing,* 33(1), 40-46. *DOI:* 10.1097/JCN.0000000000000427

- Medication Reconciliation. Barnsteiner, J.H. In: Hughes RG, editor. *Patient Safety and Quality: An Evidence-Based Handbook for Nurses.* Rockville (MD): Agency for Healthcare Research and Quality (US); 2008 Apr. Chapter 38. Available from: https://www.ncbi.nlm.nih.gov/books/NBK2648/

- Meeting HIPAA Requirements When Working Remotely; Total HIPAA

- Mentoring Matters: Three Essential Elements of Success; Abbajay, M. (Jan 20 2019) Forbes.com

- Mercy Virtual Nursing: An Innovative Care Delivery Model; Klingensmith, L., Knodel, L. (2016). *Nurse Leader,* 14(4), 275-279. https://doi.org/10.1016/j.mnl.2016.05.011

- NCSBN Model Rules; (2021). NCSBN.

- Nurse Managers' Emotional Intelligence and Effective Leadership: A Review of the Current Evidence. Prezerakos P. E. (2018). *The open nursing journal*, 12, 86–92. https://doi.org/10.2174/1874434601812010086

- Nurse Preceptors and New Graduate Success, Powers K., Pagel J., Herron E.K. (2020). *American Nurse Journal.* ANA https://www.myamericannurse.com/nurse-preceptors-and-new-graduate-success/

- Nurse Staffing, Nurses Prioritization, Missed Care, Quality of Nursing Care, and Nurse Outcomes; Cho, S.H., Lee, J.Y., You, S.J., Song, K.J., Hong, K.J. (2019) *International Journal of Nursing Practice.* https://doi.org/10.1111/ijn.12803

- Nurses' Burnout: The Influence of Leader Empowering Behaviors, Work Conditions, and Demographic Traits; Mudallal, R.H., Othman W.M., Al Hassan N.F. (2017) *The Journal of Health Care Organization, Provision, and Financing,* 54, 1-10.

- Patient-Centered Communication: Basic Skills; Hashim, M.J. (2017). *American Family Physician,* 95(1), 29-34. PMID: 28075109

- Patient dignity in an acute hospital setting: A case study. Baillie, L. (2009). *International Journal of Nursing Studies,* 46(1), 23-27. https://doi.org/10.1016/j.ijnurstu.2008.08.003

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

- Patient education: Warfarin (Beyond the Basics); Hull, R. D., Garcia, D. A., Vazquez, S. R. (2023). UpToDate.

- Patient & Family Centered Care; Children's Hospital of Pittsburgh

- Patient- and Family-Centered Care Defined; IPFCC

- Physical assessment competencies for nurses: A quality improvement initiative. Fontenot, N. M., Hamlin, S. K., Hooker, S. J., Vazquez, T., & Chen, H. M. (2022). *Nursing forum*, *57*(4), 710–716. https://doi.org/10.1111/nuf.12725

- Plan B. A practical approach to downtime planning in medical practices*;* Fahrenholz, C. G., Smith, Tucker, K., Warner, D. (2009). *Journal of AHIMA,* 80(11), 34-38. PMID: 19953791

- Prepare for Downtime Now: Charge RN Checklist, A Paper Chart Ready for Each Patient, and Drills; Griner, T.E., Johnson, H., Girard, A. (2021) *Nurse Leader*, 20(1), 63-66. https://doi.org/10.1016/j.mnl.2021.07.008

- Preparing Nursing for the Virtual Care Realities of a Post-Pandemic Future. Booth, R. G., & Strudwick, G. (2021). *Nursing leadership* (Toronto, Ont.), 34(4), 86–96. https://doi.org/10.12927/cjnl.2021.26685

- Problem Solving and Escalation – Standards Component Kit. Content last reviewed June 2017. *Agency for Healthcare Research and Quality*. https://www.ahrq.gov/hai/tools/ambulatory-surgery/sections/sustainability/management/problem-solving-comp-kit.html

- Professional Communication and Team Collaboration; O'Daniel, M., Rosenstein, A.H.. In: Hughes RG, editor. *Patient Safety and Quality: An Evidence-Based Handbook for Nurses*. Rockville (MD): Agency for Healthcare Research and Quality (US); 2008 Apr. Chapter 33. Available from: https://www.ncbi.nlm.nih.gov/books/NBK2637/

- Providing safe virtual health care. Lambe, C. (2020) *Kai Tiaki: Nursing New Zealand,* 26(9), 37.

- *Quality Frameworks for Virtual Care: Expert Panel Recommendations*; Demaerschalk, D. M., Hollander, J. E., Krupinski, E., Scott, J., Albert, D., Bobokalonova, Z., Bolster, M., Chan, A., Christopher, L., Coffey, J. D., Edgman-Levitan, S., Goldwater, J., Hayden, E., Peoples, C., Rising, K. L. (2023).

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

- Sepsis Recognition; Gale, B., Hall, KK. (2020) *Making Healthcare Safer III: A Critical Analysis of Existing and Emerging Patient Safety Practices*. AHRQ.

- 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.

- 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 etiquette in home healthcare: the key to a successful visit. Haney, T., Kott, K., & Fowler, C. (2015). *Home healthcare now, 33*(5), 254–259. https://doi.org/10.1097/NHH.0000000000000228

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

- Telehealth Visit Etiquette Checklist; OSIS

- Telemedicine: Ensuring Safe, Equitable, Person-Centered Virtual Care. Perry, A.F., Federico, F., Huebner, J. (2021). IHI White Paper. Boston: Institute for Healthcare Improvement.

- Telemedicine for healthcare: Capabilities, features, barriers, and applications. Haleem, A., Javaid, M., Singh, R.P., Suman, R. (2021). *Sensors International 2.* 100117. https://doi.org/10.1016/j.sintl.2021.100117

- 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

- The Value of Vital Sign Trends in Predicting and Monitoring Clinical Deterioration: A Systematic Review; Brekke, I. J., Puntervoll, L. H., Pedersen, P. B., Kellett, J., & Brabrand, M. (2019). *PloS one.* 14(1). DOI: 10.1371/journal.pone.0210875.

- Virtual Care Nursing: The Wave of the Future; Cloyd, B., Thompson, J. (2020) *Nurse Leader*, 18(2), 147-150. https://doi.org/10.1016/j.mnl.2019.12.006

- Virtual collaboration, satisfaction, and trust between nurses in the tele-ICU and ICUs: Results of a multilevel analysis; Hoonakker, P.L.T., Pecanac, K.E., Brown, R.L., Carayon, P. (2017) *J Crit Care*. 37, 224-229. doi: 10.1016/j.jcrc.2016.10.018.

- Virtual Nursing: The New Reality in Quality Care; Schuelke, S., Aurit, S., Connot, N., Denney, S. (2019) *Nursing Administration Quarterly*, 43(4), 322-328. DOI: 10.1097/NAQ.0000000000000376.

- Virtual Nursing, Virtual Learning; Sanderson, C., Cox, K., Disch, J. (2020). *Nurse Leader,* 18(2), 142-146. https://doi.org/10.1016/j.mnl.2019.12.005

- On Virtual Presence; Grumme, V., Barry, C., Gordon, S., Ray, M.A. (2016). *Advances in Nursing Science*. 39(1), 48-59. DOI: 10.1097/ANS.0000000000000103.

- 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

Appendix D: Contact Hours

About Contact Hours

Contact hours are credits earned by engaging in activities related to acute-care virtual nursing and professional development.

Enter contact hours directly into your application

You submit your contact hours directly into your application if you are recertifying by contact hours. We recommend that you enter contact hours throughout your certification period.

Earn 90 contact hours

If you are recertifying by contact hours, you must earn ninety (90) contact hours. At least seventy (70) of those contact hours are designated to a domain of virtual acute-care nursing practice. The remaining twenty (20) contact hours may be spread across the CAVRN domains according to your preference, or they can be classified as professional development contact hours.

Designate contact hours according to CAVRN domains

Every activity you submit in your application must be designated as either one of the below CAVRN domains or Professional Development.

CAVRN Domain	Required CH
Quality & Safety	11
Patient & Family Education	8
Communication	14
Teamwork & Inter-Professional Collaboration	12
Coaching & Mentoring	8
Leadership	7
Informatics & Technology	10

Quality & Safety contact hour topics may be related to quality indicators, patient care compliance and surveillance, and regulatory compliance.

Patient & Family Education contact hour topics may be related to patient orientation to the role of the virtual nurse and the virtual care model, education delivery, individualized patient education, and navigating around patient-specific barriers to care.

Communication contact hour topics may be related to virtual etiquette, virtual rapport with providers, patient, and family, communication strategies with intra-professional care team, and patient setting/privacy concerns.

Teamwork & Inter-Professional Collaboration contact hour topics may be related to collaboration and teamwork within the inter-professional team, delegation, chain of escalation/resolution, debriefing and feedback, and scribing.

Coaching & Mentoring contact hour topics may be related to precepting skills, precepting students or new nurses, and providing feedback and support to direct-care team members.

Leadership contact hour topics may be related to prioritization of activities, situational awareness, and quality & risk management.

Informatics & Technology contact hour topics may be related to the utilization of technology in the role of the virtual nurse and virtual care model, privacy and security practices, and data management.

Professional Development contact hours are related to the broader area of healthcare and general nursing, continuing education related to other specialty practices, and volunteer service with healthcare-related organizations.

For more information on appropriate CAVRN domain topics, refer to Appendix A: Domains of Virtual Acute-Care Nursing Practice.

Earn contact hours during your accrual period
- **Accrual period**: the time period during which any contact hours you earn count towards your recertification
- **Certification period**: the time period during which your credential is valid
- **Grace period**: the year after your certification expiration date

Your accrual period will change if you submit your recertification application during your grace period. See the below chart to determine your accrual period.

Most recent certification was my…	Submitting current recertification during…	Submitted last recertification during…	Accrual began…	Accrual ends…
Initial Certification	Certification period	Not applicable	January 1 of the year in which I passed the exam	Last day of certification
	Grace period	Not applicable	5 years before certification application date	Recertification application date
Subsequent Certifications	Certification period	Certification period	First day of certification	Last day of certification
		Grace period		

		Approval date of last recertification	Last day of certification
Grace period	Certification period	5 years before recertification application date	Recertification application date
	Grace period	Approval date of last recertification	Recertification application date

Contact Hour Categories

The following is a table of eligible activities which may be used to earn contact hours. You do not need to earn contact hours in every category, however, there is a maximum amount of contact hours that can be earned in some.

Contact Hour Categories	Relevant Domain	Contact Hour Conversion	Max CH per Recert Period
Continuing Education offering Accredited/Approved NCPD	Based on course objectives	1 NCPD = 1 contact hour	n/a
Precepting or Mentoring	Coaching & Mentoring	6 hours = 1 contact hour	20
Academic Credits	Based on course objectives	1 credit hour = 10 contact hours	40
Professional Publications (including grants, books, chapters, peer-reviewed articles)	Based on topic	Book = 30 CH Chapter = 10 CH Article = 5 CH	30
Research or Evidence-Based Practice Project	Based on topic	Research = 30 CH EBP = 15 CH	30
Presentations (including podium, poster) granting Accredited-Approved NCDP	Based on topic	Presentation Prep and Delivery = 10 CH Poster = 5 CH	20
Professional/Volunteer Service	Professional Development	2 or more consecutive years of volunteer service with a healthcare-related organization = 10 CH	20

Each category section below includes instructions on how to convert the activity into contact hours and the maximum number of contact hours you may earn for each

activity (**Convert**), how to designate the activity (**Designation**), what you will need to enter the activity in your application (**Submit**), and any other pertinent information.

Category 1: Continuing Education

Continuing education from an accredited provider or approver of Nursing Continuing Professional Development (NCPDs). To be eligible, the continuing education must confer a certificate that includes your name, the date and title of the program, the number of NCPDs awarded, and an accreditation statement.

Continuing education with the same course information may only be accepted once per certification period.

- Advanced Cardiovascular Life Support (ACLS) is accepted once per certification period as acute-care virtual nursing contact hours.
- Pediatric Advanced Life Support (PALS) is accepted once per certification period as professional development contact hours.
- Basic Life Support (BLS) and Cardiopulmonary Resuscitation (CPR) are *not* accepted as contact hours.
- Contact hours earned at an education convention or seminar with multiple sessions may be listed as the total amount for the entire convention or seminar as long as contact hours are all Professional Development. Otherwise, you will need to submit the sessions designated to the appropriate CAVRN domain. MSNCB reserves the right to request additional information on convention or seminar content or objectives.
- If you earn contact hours through bundled courses, you must list each course separately in your application and appropriately designate each course with corresponding credit hours.
- Continuing Medical Education (CME) credits are acceptable when the content is applicable to acute-care virtual nursing. When submitted, include the course outline and/or objectives. One CME equals one contact hour, and you may earn a maximum of forty-five (45) contact hours per recertification period from CME.

Convert: One credit earned from continuing education is equal to one contact hour. You may meet all required ninety (90) contact hours to recertify with continuing education.

Designation: based on course objectives

Submit: If you complete continuing education in the AMSN Online Library *and complete the associated evaluation*, then your contact hours will automatically transfer to your application within 24 hours of completing the evaluation. Please do not duplicate entries by adding AMSN Online Library continuing education to the application yourself. Any other continuing education must be entered into your application as Self-Reported Contact Hours. For any self-reported continuing education, you must submit the certificate that includes your name, the date

earned, title of the program, the number of NCPDs awarded, and an accreditation statement.

Category 2: Preceptorship/Mentorship

Preceptors and mentors must provide one-on-one clinical supervision to a baccalaureate, master's, or doctoral degree student and/or newly hired nurse.

Convert: Six (6) hours of precepting or mentoring is equal to one contact hour. You may earn a maximum of twenty (20) contact hours from precepting.

Designation: Coaching & Mentoring

Submit: Documentation must be provided from the school of nursing or by the nurse manager. The official form can be found at the end of this handbook. Please refer to form for required information. Please first enter your precepting hours into your application as Self-Reported Contact Hours, and upload a precepting form.

Category 3: Academic Courses

A registered nurse enrolled in an accredited baccalaureate, masters, or doctoral degree program may receive contact hours for academic coursework related to nursing.

- General education courses may not be used.
- Academic courses should be listed as separate entries in your application. Please do not enter more courses into your application than you are allowed to claim contact hours for.
- You may claim credit for a specific course only once per accrual period, even if you took the course multiple times during the accrual period.

Convert: One academic credit/hour is equal to ten (10) contact hours. You may earn a maximum of forty (40) contact hours from academic credits/hours.

Designation: based on course objectives

Submit: A copy of your unofficial transcript must be provided to MSNCB. Please first enter your academic contact hours into your application as Self-Reported Contact Hours and upload an unofficial transcript.

Category 4: Professional Publications

The format may be a manuscript, peer-reviewed article or research paper, book, or book chapter and must be published by a recognized publisher or professional journal.

Convert: Authors, co-authors, or editors of a book earn thirty (30) contact hours per book. Authors or co-authors of a book chapter earn ten (10) contact hours per chapter. Authors or co-authors of a published peer-reviewed article earn five (5) contact hours for each article. You may earn a maximum of thirty (30) contact hours from publications.

Designation: based on topic

Submit: Publications must be entered into your application as Self-Reported Contact Hours. Please include title of publication, name of publication, publisher, publication date, and abstract.

Category 5: Research/Evidence-Based Practice Project

Research projects that have been approved by the Institutional Review Board (IRB) in your facility in which you are clearly identified as one of the primary investigators.

Evidence-based practice projects given exempt status by the IRB or have been implemented in your facility and are reflected in its policies, procedures, or clinical guidelines. You must be clearly identified as one of the primary champions in the development, implementation, and evaluation of the project.

Convert: One research project is equal to thirty (30) contact hours. One evidence-based practice project is equal to fifteen (15) contact hours. You may earn a maximum of thirty (30) contact hours for a research project or evidence-based practice project.

Designation: based on topic

Submit: A copy of the research proposal submitted to your facility's IRB or the evidence-based practice project must be provided to MSNCB. Please first enter your research project into your recertification application as Self-Reported Contact Hours with the research proposal. Please be prepared to explain your level of involvement in the research project or evidence-based practice project.

Category 6: Presentations

The presentation of new content for continuing nursing education programs, including podium, poster, and multi-media presentations.

- The presentation must award participants with academic credits or contact hours from an accredited or approved provider of continuing nursing education.
- If the presentation/poster is presented more than once, contact hours will only be awarded for one presentation during the accrual period.

Convert: The preparation and delivery of a podium or multi-media presentation is equal to ten (10) contact hours. A poster presentation is equal to five (5) contact hours. You may earn a maximum of twenty (20) contact hours from presentations.

Designation: based on topic

Submit: Presentations must be entered into your application as Self-Reported Contact Hours. Please also include a syllabus or one-page overview of the objectives of the presentation/poster/multimedia program which includes how many contact hours were earned by participants of the program, course, or presentation.

Category 7: Professional/Volunteer Service

Participation on a board, committee, or task force for a healthcare-related organization. Membership in a national nursing organization is not accepted for contact hours.

Convert: Two or more consecutive years of volunteer service is equal to ten (10) contact hours. You may earn a maximum of twenty (20) contact hours for board, committee, or taskforce membership.

Designation: Professional Development

Submit: Volunteer service must be entered into your recertification application as Self-Reported Contact Hours. Include a letter from the organization confirming the appointment.

Appendix E: Denial, Suspension, or Revocation Policies

The following sections summarize Policies 209, 210, and 211. See CAVRN Certification Policies for a more in-depth review.

Ethics Committee responds to misconduct

The Ethics Committee maintains and enforces standards of professional conduct and ethics within MSNCB and for CAVRN certificants. Any violation of certification policies should be reported to MSNCB in writing and should include a detailed description of factual allegations supporting the charges and any relevant supporting documentation.

Revocation, denial, or suspension of credential

We consider misrepresentation or noncompliance with certification policies or misuse of the CAVRN credential serious issues that require investigation and possible disciplinary or legal action. If certification is denied, suspended, or revoked for any reason, no fee will be refunded.

MSNCB may revoke, deny, or suspend certification for causes including but not limited to:

- Falsifying information on the exam or recertification application
- Falsifying any supporting documentation requested by MSNCB
- Suspected pre-knowledge of test content
- Impersonating another person to take the exam
- Cheating on the exam or any other evidence of compromising the exam
- Sharing exam knowledge with others
- Misrepresentation or fraudulent use of the CAVRN credential
- Using the CAVRN credential after your credential has expired

Appeal MSNCB decisions

If you are denied certification or your credential is revoked or suspended, you may appeal the decision in certain circumstances. All eligible appeals must be filed within thirty (30) days of notification of denial, revocation, or suspension or the right to appeal is forfeit.

The appeal is reviewed and decided by a sub-committee of the MSNCB Board of Directors who were not involved with the previous recommended decision by the Ethics Committee.

Eligible for appeals
- Denial of eligibility for the certification exam.
- Denial of eligibility for recertification by contact hours.
    - Denial of credit for contact hours.
    - Insufficient contact hours due to catastrophic natural or personal events.
- Revocation of certification.

Ineligible for appeals
- Failure to complete the certification exam in the time allotted.
- The validity of a specific test item.
- Failure to meet deadline dates for supporting documentation, audit requests, or any other requests by MSNCB.
- Action against the individual's credential due to disciplinary action of the RN license by a licensing authority.
- Failure to receive recertification notice. It is your responsibility to apply for recertification and notify MSNCB of any change in name, address, or contact information.