



Frequently Asked Questions

1. How does the ACTS program work?

- a. The organization and participants are granted access to the ACTS portal of resources upon payment of the contract.
- b. All resources are available within the ACTS portal.
- c. The ACTS program is designed for both RN case managers and social workers.
- d. Participants scheduled for ACTS will receive communication regarding the program expectations. All participants must complete approximately one hour of ACTS pre-work (including key concepts and a pre-test) within the ACTS portal prior to participating in simulation.
- e. Multiple realistic case management scenarios and videos are available in the portal. All simulation scenarios are written to demonstrate a transition of care. Participants will engage in safe, simulation interaction with ‘patients and families.’ Throughout the simulation, participant performance is assessed based on the ACMA Standards of Practice (professionalism, collaboration, transition management, care coordination, communication, etc.)
- f. Participants will document their assessment and plan of care for the simulation in the ACTS portal. This allows the assessor to understand the critical thinking of the participant.

2. What expectations should we have for a Train the Trainer program? We do not have a dedicated educator role for case management.

- a. ACMA Recommends training at minimum 2 people to function as ACTS trainers.
- b. ACTS Trainers can be CM preceptors, supervisors, or motivated CM clinicians seeking additional opportunities for professional growth.
- c. The ACTS educator training course is comprised of two 4-hour virtual sessions
- d. At completion, the ACTS Trainers will have full access to the ACTS portal of resources and the competency to deliver simulation both live or virtually.
- e. A debrief session is conducted with participants and the “standard patients” following the simulation to discuss feedback regarding the experience.
- f. Participants complete the ACTS post-test within the portal.
- g. Organizational and individual reports are available in the ACTS portal.



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3. Do we need to have a simulation lab to conduct ACTS?

- a. If you have access to a sim lab, it makes the logistics easier, especially because they often have access to “standard patients.”
- b. There is no need for high tech mannequins or equipment for ACTS simulations.
- c. ACMA ACTS specialists will work with your trainers to identify options if the organization does not have access to a sim center or standard patients.

4. What are the benefits of using both Compass and ACTS?

- a. The Compass modules align with the educational content within the ACTS platform.
- b. ACTS allow case management professionals to demonstrate their knowledge and demonstrate their competency related to assessment, planning, education, communication, professionalism, and management of care transitions.

5. Are there CEU's for ACTS?

- a. CEU's are not offered for the ACTS simulation program. CEU's are available within the Compass program.

Want to learn more?

Please contact the ACMA Sales team for additional information and to set up a demonstration of the ACTS portal of resources here.