ONCC Launches LearningBuilder for Tracking ILNA Points

LearningBuilder, the new online tool nurses will use to record points for recertification by the Individual Learning Needs Assessment (ILNA) renewal method, is up and running. ONCC has notified certified nurses who can access LearningBuilder, and they have begun entering points on their learning plans in preparation for renewal starting in 2016.

What is LearningBuilder? It’s an easy-to-use online tool you’ll use to record information about the professional development activities you complete for recertification. If you can access the Internet and type on a computer, you can use LearningBuilder. It doesn’t require any special computer skills.

How is LearningBuilder different from ONC-PRO logs or other record-keeping tools? It reflects the individual learning plan you’ll need to complete to renew your certification. As you enter the points you’ve earned, you’ll see your progress toward recertification. At any time, you’ll know how many points you need to earn, in which categories (if required), and how much time you have to earn your points.

When can you get started? After passing a certification test or taking the learning needs assessment, you’ll be notified by ONCC that you can access LearningBuilder. You may be wondering why you need to be given access. ONCC must load the results of your certification test or learning needs assessment into LearningBuilder to create your learning plan. Passing a test or taking the assessment is step one, and accessing LearningBuilder is step two.

How do you access LearningBuilder? A link to LearningBuilder is provided on the ONCC Web site. Once you’ve been notified that you can access LearningBuilder, you can click on the link and log in using your ONCC/ONS profile username and password. If you don’t have a profile, you’ll need to create one before logging into the system.

The first group that was given access to LearningBuilder includes nurses who passed a certification test in 2012. Nurses who have passed a test in 2013 or taken the assessment in 2013 also have been given access to LearningBuilder.

If you would like to know more about LearningBuilder, go to http://www.oncc.org/ILNA/LearningBuilder, where you’ll find resources, including an illustrated user’s guide and an overview about LearningBuilder.

Hot Off the Press: New BMT Certification Examination Resources Available

If you’re thinking about taking the new Blood and Marrow Transplantation Certified Nurse (BMTCN™) examination in 2014, check out the free BMTCN™ practice test. This free online practice test offers 50 items, the correct answer, and the reference and rationale for each correct answer. These items are similar to the types of items that will be on the BMTCN™ examination. However, these items will not appear on the actual test. Find a link to the practice test and other helpful information at http://www.oncc.org/TakeTest/Certifications/BMTCN.
Editor's Message
Board Competencies Position ONCC for Future Success
Ashley Leak, PhD, RN-BC, OCN®

Each of us has competencies that we must meet to remain in our current role as a nurse. Competencies also apply to organizations such as ONCC. For the past several months, a taskforce has been working to identify and develop core competencies for future ONCC Board members. It’s important to have a leadership group that is equipped with the various skill sets needed to meet the complex challenges routinely faced by a credentialing organization. Identifying key competencies, and seeking future leaders who possess such competencies, will serve ONCC well in the future.

Led by ONCC Executive Director Cyndi Miller Murphy, RN, MSN, CAE, members of the taskforce include Mary Beth Singer, MS, ANP-BC, AOCN®; Susan Bruce, RN, MSN, OCN®; Lauri Linder, PhD, APRN, CPON®, Hilary Grant, BSN, RN, CPHN, OCN®; and me. We reviewed a number of tools for assessing competencies, including the leadership competencies and conceptual model for the oncology nurse leader adopted by ONS in 2012. The taskforce was able to identify and define relevant competencies for ONCC, which have been presented to the ONCC Board.

In this issue, we provide useful information for those who suffer from test anxiety, tips on setting up a certification review course, and a look at how some chapters are encouraging, supporting, and recognizing certification. Don’t miss the spotlight on Editorial Board member Jeri Ashley, MSN, RN, CHPN, AOCNS®, and her way into oncology.

Mixing Strategy and Passion for Review Course Success
Michele E. Gaguski, RN, MSN, AOCN®, CHPN, APN-C

Certification during your nursing career is a vital first step to fulfilling a lifetime of professional growth and development in oncology nursing. Nurses seek certification for many reasons: to achieve goals, meet employer expectations, or pursue lifelong learning. The big question many nurses face is “Where do I begin?” Nurses who may not have taken a test in a long period of time face challenges of how to prepare for a certification test and frequently look to their nursing administrators or advanced practice nurses to support their test preparation efforts. From study groups to Web courses, preparing for a certification test is an individual preference and not all study modalities meet one’s personal learning style.

Nurses who currently are certified are in a unique position to act as coaches, mentors, and teachers for other nurses who want guidance in preparing for certification. Although sharing test content and questions is prohibited, certified nurses can take an active part in supporting their peers by sharing what mechanisms worked for them during test preparation or serving as developers and educators for an oncology certification review course within their institution or local ONS chapter.

The most important part of developing a course or study group is following the most recent edition of the test blueprint found in the ONCC Test Bulletin. The blueprint outlines the focus areas of study that will be included on the certification test. It serves as a foundation for developing the core outline of your course content. For example, symptom management (22%) currently is the largest component on the OCN® test blueprint (ONCC, 2013); therefore, when planning your review course, you should strategize to allow adequate time for covering this topic.

Try to be creative in the delivery of your program, and, if time permits, keep the learning fun and interactive. Ask review questions, play games, and spark competitiveness by placing groups of nurses on teams and awarding prizes for those who answer the most questions correctly. Adult learners like to have fun and be part of the learning process.

Include study tips and tools for participants. Encourage them to refer back to these suggestions as they continue along their track toward certification. ONCC has a bookmark available that highlights test-taking tips. You should state that your course does not guarantee successful completion of the examination but is intended to serve as a supplement to the nurse’s independent preparation time. ONCC has numerous resources on its Web site, such as free review questions (https://practicetests.oncc.org/) and a video that features oncology certified nurses speaking about the value of certification. Such materials can further motivate nurses to stick to their study path toward certification.

Another essential part of course development is timing and

(See “Preparing, Studying” on page 6)
Test Anxiety: Can I Be Helped?
Jeri Ashley, MSN, RN, CHPN, AOCNS®

Test anxiety is a frequent concern for candidates preparing for oncology certification. While these same nurses are able to think critically and correctly in a stressful clinical situation, they become worried and emotional during a testing situation. This emotional state may involve the feeling of anxiety or nervousness along with bodily responses of sweating, increased heart rate, nausea, and headaches. Mentally, in their own thoughts, test takers may begin to think they are “stupid” compared to others taking the test or have recurring thoughts of inadequate preparation. This combination sets test takers up for escalating anxiety as they move through an examination and encounter more questions that may seem difficult. The spiral of bodily responses and worries may cause the test taker to simply quit. (You may even feel anxious reading this description!)

If this describes you, let’s begin by giving you hope. Strategies and interventions do exist that can address these bodily responses and mental stress. To begin the journey to a less stressful testing experience, go back and review the suggestions given in the first article on test-taking strategies in volume XXVI, issue 3 of ONCC Certification News. This article will address specific interventions for test anxiety.

The first step to stress-less test-taking includes understanding the components of the test blueprint. The second step is a refreshing night’s sleep on the night before the test.

Grant Provides Nationally Recognized Speaker, Increased Certification
Michele Farrington, BSN, RN, CPHON®

Each year, ONCC provides an opportunity to chapters of the Oncology Nursing Society (ONS) and Association of Pediatric Hematology/Oncology Nurses (APHON) to submit an online application for grant funding. These chapter grants are geared toward funding activities that encourage, support, or recognize oncology certification of nurses.

The Minnesota Metro APHON chapter received grant funding in 2012. According to the chapter co-president, Megan Ploog, MS, RN, CPON®, the Minnesota Metro APHON chapter hosted its 20th annual conference on February 21. Seventy participants attended. For the first time, the program featured a nationally recognized speaker, Deborah Boyle, RN, MSN, AOCNS®, FAAN, thanks to the grant funding. Boyle, an oncology clinical nurse specialist at the University of California Irvine Medical Center and Chao Family Comprehensive Cancer Center, is an active, award-winning member of ONS. Previous speakers at the one-day conference have been local healthcare team members, such as physicians, nurses, nurse practitioners, social workers, and child-life specialists. Annually, the conference attracts about 75 inpatient, outpatient, homecare, and school nurses and nursing students from the Minneapolis, St. Paul, Rochester, and Duluth areas who represent the areas of hematology, oncology, or bone marrow transplant.

The goals of the conference are to provide educational content specific to pediatric hematology-oncology nurses and offer contact hours for nurses interested in obtaining or renewing an oncology-related certification. This local conference aims to keep the cost of registration affordable because the level of educational reimbursement for nurses in the area has decreased over the past several years.

Conference planners have developed a coordinated effort to recognize attendees and provide thanks for the work they engage in with patients and their caregivers. After attending the conference, attendees report leaving inspired and reengaged to continue providing high-level quality care for this unique pediatric population. As a result of this annual conference, the certification rate for pediatric hematology-oncology nurses has increased at both the University of Minnesota Amplatz Children’s Hospital and Children’s Hospitals and Clinics of Minnesota. The Minnesota Metro APHON® chapter also has experienced an increase in chapter membership that translates to an increase in national APHON® members as a result of this annual conference.

Congratulations to members of the Minnesota Metro APHON® chapter who coordinate, support, and sustain an annual conference aimed at recognizing the importance of certification for nurses working in the field of pediatric hematology-oncology!
Employer Spotlight

An Employer’s Journey to Excellence Through Certification

Jeri Ashley, MSN, RN, CHPN, AOCNS®

Author and playwright Robert Inman has been quoted as saying, “Anyone can be an ACE: attitude + commitment = excellence.” The following is a description of a small clinic in South Dakota, the Sanford Hematology and Oncology Clinic, that chose to take the road to excellence by embracing oncology nursing certification for its nursing staff. While this clinic has less than 25 nurses, it has chosen to honor these professionals by encouraging certification, supporting certification, and then recognizing these achievements while sustaining its commitment to the nurses’ individual growth.

When a nurse is interviewed for a position at Sanford, the philosophy toward oncology certification is clearly stated by explaining that becoming certified is encouraged within two years after the start of employment. Nurses who are already OCN®s or AOCN®s are given preference for employment. The number of nurses who are certified in the clinic is tracked, and the percentage of oncology nurses in the clinic who are certified remains high.

In addition to encouraging certification, the clinic adds tangible commitment to achieving excellence in oncology nursing. A six-week preparation course is made available annually at no cost for nurses who are planning to take the certification test, and the educational materials for the course are provided free of charge. Once certified, a nurse is eligible to teach the course and is provided work time to organize the presentation and prepare materials. Additionally, bimonthly educational offerings with continuing education credits are provided to all nurses during regular work hours. This helps to facilitate the maintenance of certification and sustain practice that is progressive and evidence-based.

Once a nurse obtains certification, the clinic purchases and presents to the nurse a professional lab coat embroidered with his or her first name and credentials. It also offers to have the nurse’s official Sanford identification badge printed with his or her certification credentials. Another way of recognizing its certified nurses is the reimbursement of ONS membership fees.

Sanford Hematology and Oncology Clinic is an ACE. It continues to show support, encouragement, and commitment to oncology nursing by its attitude and best practices. This clinic stands as an example of an employer’s commitment to excellence through oncology nursing certification. Our hats go off them! Attitude + commitment = excellence.

Joining Forces: A Unique Chapter Grant Collaboration

Michele, Farrington BSN, RN, CPHON®

A unique collaboration has been formed between a chapter, High Plains Oncology Professionals located in Northern Colorado, and a chapter-in-progress, Wyoming Oncology Professionals. Previously, members of Wyoming Oncology Professionals were affiliated with High Plains Oncology Professionals. A difficult decision was made to form a chapter-in-progress because of the driving distance and logistics in attending chapter meetings.

Two advanced practice nurses currently maintain membership in both groups and have offered a two-day OCN® review course with the assistance of two fellow colleagues. Fifteen nurses from Cheyenne, Casper, and Fort Collins attended the program in 2012. Partial course registration fee was covered by the grant funding if the fee was not covered by the nurse’s organization. Meals and the course review book also were provided to participants through a different funding source. The review course generated interest and support for nurses who have the desire to obtain an oncology-related certification.

The awarded chapter grant funding has been used to purchase Willow Tree Angels figurines to acknowledge current and future certified nurses for their expertise exhibited on a day-to-day basis when caring for patients and families, according to Jenny Van Horn, MSN, RN, AOCNS®, past president and current board member of High Plains Oncology Professionals. To date, about 40 nurses between the two groups are certified.

Congratulations to the High Plains Oncology Professionals and Wyoming Oncology Professionals groups for your unique collaborative efforts to increase awareness and interest in the area of oncology certification!
According to the American Board of Nursing Specialties, 21 states now indicate that they provide a pathway for specialty certification to count toward continuing education (CE) requirements for license renewal. These states are Alaska, Arkansas, Florida, Illinois, Kansas, Kentucky, Louisiana, Massachusetts, Michigan, Minnesota, Nebraska, New Hampshire, New Jersey, New Mexico, North Dakota, Oklahoma, South Carolina, Texas, Virginia, Washington, and West Virginia.

In some states, such as Florida, Massachusetts, and New Jersey, only the education leading toward certification counts for CE requirements. Consult with your state board of nursing for details on your state’s policy. Learn more at http://nursingcertification.org/resources.html.

Specialty Certification May Count Toward State CE Requirements

Getting Ready for Test-Taking (continued from page 3)

A night before the test. Next is planning sufficient time for the drive to the testing center and handling of the pre-test check-in details. Preparing for this part of the test-taking experience promotes a calm mind and spirit as you sit to take the test.

Some test-takers have reported that talking with other applicants before the test may initiate their anxiety. While waiting outside the testing area, the solution is wearing headphones and listening to music that calms you (keep in mind that you’ll need to leave these in a locker, along with your other personal possessions, before entering the testing room). Sit away from others. If someone tries to engage you, just explain that you need to focus your mind and thoughts. Preparing for test-taking is about what works best for you—figure that out, and stick to it. If while waiting your mind zips to some oncology fact that you cannot immediately recall, trust your wonderful brain that has been specifically designed to remember.

Lastly, enter the testing room with the knowledge that you have done the work to prepare, you are a smart clinician who delivers excellent care, and you now are ready to conquer this test. A great deal of evidence supports the fact that positive thinking sets the stage for your mind and body to respond in a positive fashion. These are not empty thoughts—this is truth! And the truth shall set you free.

Calm Anxiety During the Test

Are you distracted by the noises of others around you (coughing, shifting in seats, or scooting of chairs)? Ask for headphones at the testing center. It will help muffle the noise that pulls you from the thought processes needed for test-taking.

Do you notice that your heart is racing and your palms are sweaty as you read a question? An easy technique that pays huge dividends is focused, slow, and deep breathing. This relaxes your body with the result of relaxing your mind as well. Clench and relax a few muscles to feel the relaxation and visualize that same relaxation throughout your body. After a few breaths, go back to the question with a new commitment and resolve. You have studied, you have prepared, and the answer is before you.

What about those nagging worries? For example, someone leaves the test room before you and you begin to think, “How did she get through so fast? I must be stupid, or I, too, would have finished that quickly.” Addressing these thoughts is similar to addressing the truths in TV commercials: “If I use a particular hair product, will I really get a handsome guy and be skinny?” The implied cause and effect are not based in fact. Take the same approach with your own thoughts. Are you really senseless? No. The fact is that senseless people are unlikely to complete nursing education and pass state boards—both of which you did. Do you believe going into the test that you will fail? What evidence do you have that this will happen? Use the same critical thinking you use with patients to address those worries. The best plan is to address your worries before the test, so that if they surface, you immediately can acknowledge that they are without basis. When you are able to confront negative thoughts, you are less controlled by them.

What happens when you “go blank”? Does it mean that knowledge has been completely wiped from your brain? Relax with deep breathing, then read the item carefully. If you are unable to recall the answer, mark that item as one to revisit and move on. The answer may come to you as you move through the test, and this allows you to remain in control. When you go back, approach the question calmly. With your brain and body calm, know that the answer is there and you will find it. Your body will respond to those positive affirmations.

Make your mind up now! If test anxiety is a concern for you, determine now that you don’t have to be conquered by it. You, like thousands of other nurses who walked in your shoes, will pass the certification test and live to tell about it! Rejoice now that you will be the next one, and then . . . go study!
Nurses Join Grass Roots Effort to Encourage Certification

Thirteen certified nurses recently signed on to promote the benefits of certification among their colleagues. These nurses, along with 800 others, are members of the Oncology Nursing Certification Advocates Program. Advocates voluntarily promote the benefits of certification in their workplace, chapter, or community.

Go to http://www.oncc.org/Support/Advocates and click on the link to “Join the Advocates Program.”

- Margaret Black, Jacksonville, FL
- Linda Boutton, Cleveland, OH
- Anna Custodio, New York, NY
- Amjad Khawaldeh, Long Beach, CA
- Peter Lawler, Houston, TX
- Brenda Lehman, Rockford, IL
- Selena Lopez, Lubbock, TX
- Suzanne Mugavero, Rochester, MN
- Sara Scott, Cleveland, OH
- Ann Smith, St. Augustine, FL
- Wendy Thibodeau, Farmington, CT
- Mohamad Younes, Riyadh, Saudi Arabia
- Hassan Zahreddine, Riyadh, Saudi Arabia

Preparing, Studying for a Certification Test (continued from page 2)

course content development. How long do you have to teach the course? Will it have one instructor or many? Will the course be held on- or offsite? How will you develop the course? How can you incorporate PowerPoint slides, case studies, and independent study into the course content? How can the course be interactive and involve participants in the learning? For many staff nurses, an on-site course at their institution may be beneficial because it may support their work-life balance. Another idea may be carving out time to utilize simulation techniques as a creative and memorable approach to learning the aspects of oncologic emergencies or end-of-life care. When forming your team of educators, think outside the box and get innovative! Finding nurses who want to teach this type of course and are motivated and knowledgeable in key content areas, promote certification, and value its significance will contribute to the success of course planning and implementation.

Pace your content based upon the audience. If offering a course to a select nursing department, perhaps a weekly overview would work better than an eight-hour class. Collaborate with nurse managers and administrators to discuss options that would meet mutual goals and align with nurses’ work schedules. The possibilities are endless, and attention to detail during the planning phase of the course will lead to positive outcomes.

Marketing is also a major component of course planning and development. Who is your target audience? Will it be nurses from your own institution, or do you intend to offer the course to your local region, such as your ONS chapter members? How may social media work for you? If you are just starting out, staying within the walls of your own institution may be beneficial. This approach allows you time to learn how to implement a course and reflect on the evaluations from your own nursing staff. You can consider the lessons learned, find areas for improvement, and view the entire educational process as a support system to let you know that you are not alone in your quest to guide other nurses in the process of obtaining oncology nursing certification. A list of course contacts is available at http://www.oncc.org/TakeTest/ReviewCourses. Additionally, ONS’s Educator Resource Center is available to help enhance the development of your curriculum and is home to cancer nursing slide sets, case studies, and fast fact sheets for a subscription fee (https://erc.ons.org).

Finally, being passionate and dedicated to supporting nurses along the certification journey is one of the most rewarding facets of coordinating a review course. This passion, combined with time, energy, and knowledge, will lead you to success and a feeling of pride that you were able to make a positive difference to oncology nurses.

Reference
I first heard about oncology nursing back in 1977, and by the middle of the first day, I was hooked. My preceptor, Peggy, was so enthusiastic about the specialty, and her direct and caring conversations with patients simply drew me in. I knew that day I would learn all I could to help patients living with cancer. That decision led me back to graduate school, and a few years after that, I took the OCN® examination. I became AOCN® certified shortly after the advanced certification was first offered. I later took the AOCNS® examination to recognize my longtime role as a clinical nurse specialist.

I wanted then and still desire today to know as much as I can about oncology nursing. Certification helped me know the scope of the body of knowledge and the details to focus my learning. I am known for “following rabbit trails” when a question comes to mind, but the certification preparation helped me to pay attention to those details that are critical to the care and management of patients and dealing with their concerns. I have never regretted those early days of struggling to understand disease states and risk factors and all those details that really make a difference each and every day. Certification also raises my comfort in my knowledge as I interact with my physician colleagues.

Currently, I use my oncology preparation in the area of palliative care. I am employed at Baptist Memorial Health Care in Memphis, TN, as the System Director for Life Planning and Palliative Medicine. In my role, I work primarily as a clinician and educator to assist in the growth of palliative care in acute care settings. I also work with all employees to grow their knowledge and skills in the area of pain and symptom management and advance care planning, which we call life planning.

On a personal note, I am loved by two precious boys who are 19 and 21 and who only play second fiddle to my devotion to my Christian walk. I enjoy reading about a multitude of topics—fiction and non-fiction, as well as crocheting and serving as a hospice volunteer. If I had to name a fun fact about myself, it would be that during a visit to Israel, I was sold by the tour guide to a shopkeeper at Lazarus’ tomb for 600 camels to become the third wife! Oh, and have I mentioned I LOVE oncology nursing?

Forty-one institutions recently received plaques from ONCC recognizing them for staffing their facility with oncology certified nurses. These plaques are available for free to any patient care setting where more than 50% of the registered nurses are ONCC certified.

To apply for a plaque, or a replacement certificate for an existing plaque, go to http://www.oncc.org/Awards/Plaques.

Employers Receive Plaques for Certified Staff

- Atlantis Health System, Goryeb Children’s Hospital & Overlook Medical Center, The Valerie Fund Children’s Center in Morristown, NJ
- Baystate Regional Cancer Program, Satellite of BMC@BMLH in Ware, MA
- Cancer Center of the Rockies, University of Colorado Health Center in Fort Collins, CO
- Cancer Team at BellinHealth in Green Bay, WI
- Carolinas Medical Center, Levine Cancer Institute Blumenthal Infusion Center in Charlotte, NC
- Cayuga Medical Center at Ithaca-Cayuga Cancer Center, Cayuga Hematology Oncology Associates in Ithaca, NY
- Cleveland Clinic Florida, Chemotherapy Infusion in Weston, FL
- Cleveland Clinic Florida, West Palm Beach Chemo Infusion in West Palm Beach, FL
- Duke Raleigh Hospital, Cancer Center, in Raleigh, NC
- Essentia Health, Cancer Center in Ashland, WI
- Harold C. Simmons Cancer Center, UT Southwestern Medical Hematology/Oncology in Dallas, TX
- Hope Center for Cancer Care, Howland Campus in Warren, OH
- Martin Health System, Robert and Carol Weissman Cancer Center in Stuart, FL
- McLaren Cancer Institute in Mount Clemens, MI
- Medical Arts Associates, Ltd., Oncology Department in Moline, IL
- Memorial Sloan-Kettering Cancer Center, Breast Medical Oncology in New York, NY
- Methodist Richardson Medical Center in Richardson, TX
- Mid-Florida Hematology & Oncology Centers PA in Orange City, FL
- New Milford Hospital, Diebold Family Cancer Center in New Milford, CT
- North Shore Oncology Hematology Associates, Ltd. in Crystal Lake, IL
- Norton Cancer Institute Shelbyville in Shelbyville, KY
- Orange Regional Medical Center, Eleanor T. Snow Radiation Center in

(See “ONCC” on page 8)
ONCC Recognizes Institutions (continued from page 7)

Middletown, NY
Palo Alto Medical Foundation-Santa Cruz, Infusion Center in Santa Cruz, CA
Park Nicollet Frauenshuh Cancer Center in St. Louis Park, MN
Penn State Hershey Cancer Institute in Hershey, PA
Pennsylvania Hospital, Penn Medicine Radiation Department in Philadelphia, PA
Riverview Medical Center, Oncology Day Stay in Red Bank, NJ
Samaritan Hematology Oncology Consultants in Corvallis, OR
Scott and White Healthcare, Glenda Tanner Vasicek Cancer Treatment Center in Temple, TX
Springfield Hematology and Oncology Associates in Springfield, OH
St. Paul Hospital/UT Southwestern Medical Center, Bone Marrow Transplant in Dallas, TX
Texas Health Harris Methodist Hospital, Oncology Care Unit in Bedford, TX
Texas Oncology Cancer Center, Central Austin, in Austin, TX
Texas Oncology San Marcos, in San Marcos, TX
Trinitas Comprehensive Cancer Center, Infusion in Elizabeth, NJ
University Hospitals Seidman Cancer Center at Firelands Regional Medical Center in Sandusky, OH
University of California-San Diego Health System, 3 West in La Jolla, CA
UT Southwestern Medical Center, Ambulatory BMT Unit in Dallas, TX
VA Medical Center Manchester in Manchester, NH
VA Sierra Nevada Health Care System, Infusion Clinic in Reno, NV
Vanderbilt University Medical Center, Henry-Joyce Cancer Clinic in Nashville, TN

Certified Nurses at a Glance

The total number of nurses certified by ONCC continues to grow. The credential-specific numbers as of June 1, 2011 and June 1, 2013 are as follows.

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Readers respond

How has certification of oncology nurses made a difference at your institution? Tell us how certification has made an impact at your organization. Send your replies to oncc@oncc.org.