

AMERICAN HOLISTIC NURSES CREDENTIALING CORPORATION

NURSE COACH BOARD CERTIFICATION EXAMINATION HANDBOOK FOR CANDIDATES AND APPLICATION

APPLICATION DEADLINE

March 4, 2019
October 2, 2019

TESTING PERIOD

April 6 – 20, 2019
November 2 – 16, 2019



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This handbook contains necessary information about the Nurse Coach Board Certification Examination. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This handbook is subject to change without notice. For further information, visit www.AHNCC.org.

ABOUT AHNCC AND THE NURSE COACH BOARD CERTIFICATION EXAMINATION

The American Holistic Nurses Credentialing Corporation (AHNCC), incorporated in 1997 and governed by a Board of Directors, endorses the concept of voluntary certification by examination for all nurse coaches. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competence in a specialized area of practice. Board certification in nurse coaching is highly valued and provides formal recognition of nurse coaching knowledge and competence. Certification does not end with the successful completion of the examination. In order to maintain your credential, certificants must document a minimum of continuing education credits every five years. This demonstrates a commitment to continued competence as well as personal and professional growth.

VISION

AHNCC's vision statement is: *Transformation through Holistic Nursing*

MISSION

The mission of AHNCC is to advance holistic, person-centered care that emphasizes clients as the experts of their own experience and nurses as instruments of healing by assuming full administrative authority and sole responsibility over credentialing programs based on the values, knowledge, and skills of Holistic Nursing.

VALUES

AHNCC is committed to values that enhance professional practice and contribute to competency in holistic nursing practice. Values such as integrity, fairness, excellence, innovation, holism, mutuality, empowerment, caring, facilitation, reflection, healing, and transformation provide the basis for holistic nursing practice. These values provide a foundation for the Nurse Coach Board Certification Examination.

PURPOSE

AHNCC's purposes are to ensure that:

1. Nurses *certified* in Holistic Nursing or Nurse Coaching can demonstrate integration of foundational concepts of Holism into their lives, and Holistic Nursing knowledge and skills into their practice.
2. AHNCC's credentialing programs are valid, reliable, secure, and are psychometrically defensible.

POLICIES

Universality: No candidate shall be excluded from the opportunity to become certified as a nurse coach on the basis of race, color, national origin, religion, gender, marital status, sexual orientation, age, or disability. AHNCC ensures that all candidates are able to access test centers, which are non-discriminating, and provides all candidates with fair testing conditions. AHNCC provides alternate dates for testing based on demonstrated religious needs.

Withdrawals: Candidates wishing to withdraw their documents must submit a written letter by certified mail. No other means of communication will be accepted. All remitted fees will be forfeited.

Returned Checks: A \$25.00 fee will be assessed to any candidate whose personal check is returned for insufficient funds. Remittance of all fees thereafter must be in the form of a money order or certified check.

Correspondence: AHNCC cannot be held responsible for the timely performance of the post office in delivering documents. Documents may become lost in the mail. Candidates are encouraged to make copies of all materials submitted. Those desiring verification of receipt by AHNCC should use certified or registered mail.

PURPOSE AND BENEFITS OF CERTIFICATION

Nurse coaching is a skilled, purposeful, results-oriented, and structured relationship-centered interaction with clients provided by Registered Nurses. Nurse coaches work with holistic persons in any setting or specialty area. They use skills and knowledge that integrate body-mind-emotion-spirit. Nurse coach clients are the experts of their needs and, as such, set the agenda for the coaching process. Reasons for certification are among the following:

- Establishes minimum competency standards for the nurse coach practice
- Assures the public that the certified nurse coach has completed all eligibility requirements to earn a credential
- Recognizes nurses who have met those standards
- Provides the certified nurse coach with a network of colleagues
- Validates knowledge and skills necessary for the practice in the role of professional nurse coach
- Establishes identity with consumers, employers, colleagues, and surveyors as someone with credibility in the field of nurse coaching
- Encourages continued personal and professional growth consistent with professional nurse coaching
- Provides documentation of knowledge and competence in nurse coaching in the form of an official certificate

ADMINISTRATION

The Nurse Coach Board Certification Examination is sponsored by the American Holistic Nurses Credentialing Corporation (AHNCC). The Nurse Coach Board Certification Examination is administered for AHNCC by the Professional Testing Corporation (PTC), 1350 Broadway, Suite 800, New York, New York 10018, (212) 356-0660, ahncc@ptcny.com, www.ptcny.com. Questions concerning the application process and examination should be referred to PTC.

ELIGIBILITY AND ADMINISTRATIVE PROCEDURES

ELIGIBILITY REQUIREMENTS

To sit for the examination, candidates must meet the eligibility requirements as detailed in the table below prior to the application deadline:

Nursing License¹	Unrestricted and current U.S. RN License (For international candidates who plan to continue practice within their own country and not within the U.S. an RN license from their country or the US is accepted.)
Degree²	A minimum of a Baccalaureate (BS, BA, BSN) degree in Nursing from an accredited academic institution (International candidates must have their Baccalaureate Nursing degree evaluated to determine that their program is equivalent to a US Baccalaureate Nursing degree program.)
Active Practice³	Active practice as an RN for a minimum of two years full-time or 4,000 hours part-time within the past five years
Continuing Education⁴	Completion of a minimum of 60 CNEs, accrued over the past three years, that include content consistent with the Nurse Coach Core Values and Nurse Coach Competencies. AND A minimum of 10 hours of personal coaching experience is recommended as a way of obtaining learning experiences related to Core Value 5 pertaining to Nurse Coach Self-Development
Supervised Practice⁵	60 hours experience that has been mentored and/or supervised by a Certified Nurse Coach Supervisor AND Validation letter from the Certified Nurse Coach Supervisor
Candidate's Agreement with AHNCC⁶	Must agree to the terms contained in the Candidate's Agreement with AHNCC and complete and sign the Application attesting to agreement

*Self-Reflective Assessment – Completion of the Self-Reflective Assessment is strongly recommended, but not required. Nor will it predict success on the examination.

¹An RN license, issued by a State Board of Nursing, must not have provisions or conditions that would limit the nurse's practice in any way, must be current, and unrestricted. It is the responsibility of all Candidates and/or Certificants to notify the American Holistic Nurses Credentialing Corporation when any restriction is placed on their nursing license. It is also the candidate's responsibility to submit updated information regarding licensure. Candidates *must* have a current, unrestricted license when sitting for the certification examination.

²The Baccalaureate degree in Nursing must be from a nationally recognized, accredited academic institution recognized by the Higher Education Commission of National Associations of Schools and Colleges. Applicants must have a BA, BS or BSN degree in Nursing to apply for this examination.

³Candidates must be a full-time nurse for two years or the equivalent part-time (4,000 hours within the past five years).

⁴Record continuing education courses. A minimum of 60 CNE, accrued over the past 3 years, with content consistent with the **Nurse Coach Competencies embedded in the Nurse Coach Core Values is required to apply for certification in the Nurse Coach role.** Non-nursing Continuing education hours will be accepted to meet requirements if the candidate can a) clearly state how the content addresses Nurse Competencies embedded in Nurse Coach Core Values, and b) cannot be acquired through Continuing Nursing education sources. It is recommended, but not required that applicants earn 5-10 hours' experience in personal coaching. Personal coaching through various sources, including peer-to-peer coaching, is related to the Nurse Coach Core Value 5 pertaining to self-development and will prepare the candidate for completion of the Self-Reflective Assessment. A minimum of ten clients with an initial session and at least three follow-up sessions per client is required. A client can be an individual, family, or group. **If you are randomly selected for an audit, you will be required to provide documentation of your continuing education courses.** Any questions should be directed to AHNCC.

⁵A qualified nurse coach supervisor is a Certified Registered Nurse with a minimum of a Baccalaureate degree who is practicing as a Nurse Coach and has completed a certificate program offered by a nationally recognized coaching organization. For a list of Nurse Coaches currently offering supervisory services, go to: <http://www.ahncc.org/resources/nurse-coach-resources/>. The following are examples of nationally recognized coaching organizations:

- Advancing Holistic Health, <http://www.advancingholistichealth.com>
- Huntington Meditation and Imagery/Transpersonal Nurse Coaching, <http://huntingtonmeditation.com/portfolio-posts/transpersonal-nurse-coaching/>
- Wisdom of the Whole Coaching Academy, <http://www.wisdomofthewhole.com>
- Integrative Health Coach Professional Training, www.dukeintegrativemedicine.org/professional-training/integrative-health-coach-professional-training
- International Coaching Federation, www.coachfederation.org/
- Institute of Coaching, <http://www.instituteofcoaching.org/>
- Wellcoaches® School of Coaching, <http://www.wellcoacheschool.com>
- The Integrative Nurse Coach Certificate Program (INCCP), <http://inursecoach.com/education/overview/>
- University of Minnesota, Center for Spirituality & Healing, Certificate in Integrative Therapies & Healing Practices: Health Coaching. <http://www.csh.umn.edu/program-areas-section/health-coaching/index.htm>
- National Institute of Whole Health. www.niwh.org

Other certificate granting organizations may exist that will qualify as a supervisor after review by AHNCC. You must contact AHNCC if you wish to use a program not listed. Your experience must be validated; refer to the Template for Supervised Practice Contract (page 3) and the Sample Template for Coaching Experience Validation letter for more information (page 4).

⁶Candidates must agree to the conditions set forth in the Candidate’s Agreement with AHNCC (see page 11).

See page 17 for guidelines regarding the Self-Reflective Assessment (SRA). If the SRA is completed, it is to be kept with your records. **The self-reflection, self-assessment experience is recommended for all nurses applying for AHNCC certification, but is not required to meet application criteria, nor will it predict successful examination performance.**

GLOSSARY FOR ELIGIBILITY CRITERIA

(The) Coaching Process is “an interactive process that involves six steps that may occur simultaneously: (1) establish relationship and assess client readiness for change; (2) identify opportunities and issues; (3) assist client to establish goals; (4) structure the coaching interaction; (5) empower clients to reach goals; and (6) assist client to determine extent to which goals were achieved.” (Hess, D., Dossey, B., Southard, M. Luck, S. Schaub, B., & Bark, L. (2013). *The art and science of nurse coaching*).

Nurse Coach Supervision/mentoring is a contractual relationship between supervisor and supervisee (or mentor and mentee) for the purpose of facilitating the supervisee to apply the essential knowledge, skills, and attitudes of Professional Nurse Coaching to develop competency as defined by the *The Art and Science of Nurse Coaching: The Provider’s Guide to Coaching Scope and Competencies, 2013* (Hess, D., Dossey, B., Southard, M., Luck, S., Schaub, B., & Bark, L.) A Contract Template can be found below.

Supervised Nurse Coach Experiences may include one-on-one coaching experience wherein the Nurse Coach supervisee implements the Nurse Coaching process as defined by Hess, Dossey, Southard et. al. (p. 1-16). A minimum of 10 clients with an initial session, and at least three (3) follow-up sessions per client, is required to meet these criteria. A client can be an individual, family, or group.

A Certified Nurse Coach Supervisor, (Effective July 1, 2013), is an AHNCC Certified Registered Nurse with a minimum of a Baccalaureate degree who is practicing as a Nurse Coach, and has completed a certificate program offered by a nationally recognized coaching organization (see examples listed below). If you have questions about this requirement, or are concerned about the qualifications of a Certified Coach that you wish to work with, please contact AHNCC at ahncc@flash.net.

Nurse Coach Supervising Contract includes the specific roles of the supervisor and the supervisee including expectations, frequency of one-to-one interactions, interaction modality (e.g. face-to-face, Skype, email, telephone, etc.), and location. A template for the Nurse Coach Supervisor-Supervisee Contract (Supervised Practice Contract) can be found below. A sample template for the Coaching Experience Validation Letter can be found on page 4.

TEMPLATE FOR SUPERVISED PRACTICE CONTRACT

This section should be completed prior to submission of your Application and kept with your records. You will need to submit it if audited.

I, _____ (supervisee), agree to participate fully in the Nurse Coach Supervised Practice Experience by:

1. Pursuing Self-Development as described for the Professional Nurse Coach (ibid, pp. 14, 20, 36) to enrich my understanding of *self* as a partner in the Nurse Coaching process, and to enhance my knowledge, skills, and abilities as a professional nurse coach.
2. Implementing the Nurse Coaching interaction within the context of the Standards of Care, with consideration for related Professional Nurse Competencies and Nurse Coach Core Values.
3. Carrying out the six (6) phases of the Nurse Coaching Process (ibid, p. 21) with a minimum of ten (10) clients, including an initial coaching interaction and a minimum of three (3) follow-up sessions for each client.
4. Maintaining professional documentation of my Nurse Coaching experience, including a reflective journal.
5. Using said documentation as a source for supervisor-supervisee discussion and evaluation of my Nurse Coaching experience.

Signature of Supervisor _____ Credentials (Certifications) _____ Date _____

Signature of Supervisee _____ Date _____

Post-Contract:

We understand that our signatures below validate completion of commitment as described by above contract.

Signature of Supervisor _____ Credentials (Certifications) _____ Date _____

Signature of Supervisee _____ Date _____

SAMPLE TEMPLATE FOR COACHING EXPERIENCE VALIDATION LETTER

A letter with the following information must be submitted with your Application.

Attention of American Holistic Nurses Credentialing Corporation:

I understand that my signature serves as validation that:

1. _____, an Applicant for AHNCC Credentialing as a Nurse Coach, has had a minimum for 60 hours' experience mentored and/or supervised Nurse Coach Practice.
2. Said Applicant has carried out the six phases of the Nurse Coaching Process using ANA Standards of Nursing (2010) and Code of Ethics (2008), and with a minimum of 10 clients.

Signature of Witness _____

Date _____

Signature of Applicant _____

Date _____

ATTAINMENT OF CERTIFICATION AND RECERTIFICATION

Nurses that also have a holistic credential from AHNCC (HN-BC®, HNB-BC®, AHN-BC®, or APHN-BC®) may use HWNC-BC ® to indicate certification as a health and wellness nurse coach. The credential verifies that the individual has met all eligibility and testing requirements and is currently certified. Successful candidates will receive a certificate from AHNCC. A registry of Certified Nurse Coaches will be maintained by AHNCC and may be reported in its publications.

Certification is valid for a period of five years at which time the candidate must meet current continuing education requirements in order to retain certification. Current recertification requirements include 1,200 hours of practice in nurse coaching within the past 5 years, and 100 contact hours in nurse coaching related competencies and topics.

Nurse coaches must keep their **contact information up-to-date** with AHNCC and PTC (changes in name, address, telephone, and email) in order to receive the e-mailed reminder notices sent out in advance of a candidate's recertification date and to avoid an additional fee for submitting a late application. Name changes must include formal documentation. **To update all contact information**, certificants and past certificants need to Log-in to their record through the AHNCC website www.ahncc.org.

APPLICATION PROCEDURE

COMPLETION OF APPLICATION

Complete the Application, found at www.ptcny.com/clients/ahncc by providing ALL information requested. Mark only one response unless otherwise indicated.

NOTE: The name you enter on your application must match exactly the name shown on your government-issued photo ID such as driver's license or passport.

CANDIDATE SIGNATURE: When you have completed all required information, sign and date the Online Application in the space provided.

Candidates must upload the following documentation to the Online Application:

- Photocopy of current RN license
- Nursing program transcript
- Validation Letter from Nurse Coach (see page 4)

FEES

CERTIFICATION FEES	
Regular Candidates	\$425.00
Nurses with membership in a sponsoring organization ¹	\$375.00
Nurses with AHNCC Certification as a Holistic Nurse	\$350.00
RECERTIFICATION FEES	
Regular Candidates	\$350.00
Nurses with membership in a sponsoring organization	\$325.00
Nurses with AHNCC Certification as a Holistic Nurse	\$275.00

MAKE CHECK OR MONEY ORDER PAYABLE TO: **PROFESSIONAL TESTING CORPORATION**

If paying by check, print out the check payment page after submitting the application and mail it along with the fees to:

**AHNCC-NC CERTIFICATION EXAMINATION
c/o PROFESSIONAL TESTING CORPORATION
1350 Broadway, Suite 800
New York, New York 10018**

Visa, MasterCard, and American Express are also accepted. AHNCC reserves the right to revise, change, or amend fees without notice.

¹Sponsoring organizations listed in the *Professional Nurse Coach Role: Scope and Competencies* (2012) Hess, D., Dossey, B., Southard, M.E., Luck, S., Schaub, B., & Bark, L. (p.7) are those who have endorsed this document which describes the Scope and Competencies of the Professional Nurse Coach Role. Examples of Sponsoring organizations include the American Holistic Nurses Association, The American Nurses Association, The American Academy of Nursing, The Commission on Graduates of Foreign Nursing schools, The National League of Nursing, Sigma Theta Tau International, the American Association of Critical Care Nurses, NOVA, and others. Sponsoring organizations for the fee reduction do not include the AHNCC Endorsed Schools. **If you have questions, please contact ahncc@ptcny.com or ahncc@flash.net.**

REFUNDS/TRANSFERS

Candidates unable to take the examination as scheduled may request a one-time transfer to the next testing period. The transfer request must be made within 90 days after the originally scheduled testing date and submitted with the transfer fee of \$180.00. **Candidates may need to resubmit current RN license. If candidates are unable to attend the examination on the date for which they registered and elect not to reschedule to one of the next two testing windows, the application will be closed and all fees will be forfeited. There will be no refund of fees.**

The transfer fee is based on cost and is not punitive in nature. The transfer fee must be paid at the time the request for rescheduling is submitted. **The candidate is responsible for contacting PSI and canceling the original examination appointment, if one had been made.** Request for an exam to be rescheduled may only be made once; **please plan carefully. Both the transfer request and the transfer fee must be received within 30 days after the original examination date for the transfer to be granted.** Contact Professional Testing Corporation to initiate the transfer: ptcny@ptcny.com or call 212-356-0660.

CHANGING YOUR APPOINTMENT

If you need to cancel your examination appointment or reschedule to a different date within the two-week testing period, you must contact PSI at (800) 207-1288 no later than noon, Eastern Standard Time, of the second business day PRIOR to your scheduled appointment. Fees will not be transferred to another testing period. Appointments rescheduled within the same testing period incur no additional charge (see page 5).

EXAMINATION ADMINISTRATION

The Nurse Coach Board Certification Examination is administered during an established two-week testing period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by PSI. PSI has several hundred testing sites in the United States, as well as Canada. Scheduling is done on a first-come, first-served basis. To find a testing center near you visit: www.ptcny.com/cbt/sites.htm or call PSI at (833) 207-1288. **Please note: Hours and days of availability vary at different centers.** You will not be able to schedule your examination appointment until you have received a Scheduling Authorization from notices@ptcny.com.

SCHEDULING YOUR EXAMINATION APPOINTMENT

Once your application has been received and processed and your eligibility verified, you will be sent an email from PTC confirming receipt of payment and acceptance of application. Within six weeks prior to the first day of the testing period, you will be sent a Scheduling Authorization via email from notices@ptcny.com. Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization at least three weeks before the beginning of the testing period, contact the Professional Testing Corporation at (212) 356-0660 for a duplicate copy.

The Scheduling Authorization will indicate how to schedule your examination appointment as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date.

You MUST present your current driver's license, passport, or U.S. military ID at the test center. Temporary, paper driver's licenses are not accepted. The name on your Scheduling Authorization must exactly match the name on your photo I.D. PTC also recommends you bring a paper copy of your Scheduling Authorization and your PSI appointment confirmation with you to the testing center.

After you make your test appointment, PSI will send you a confirmation email with the date, time and location of your exam. Please check this confirmation carefully for the correct date, time and location. Contact PSI at (833) 207-1288 if you do not receive this email confirmation or if there is a mistake with your appointment.

- **It is your responsibility as the candidate to contact PSI to schedule the examination appointment.**
- **It is highly recommended that you become familiar with the testing site.**
- **Arrival at the testing site at the appointed time is the responsibility of the candidate.**
- **Please plan for weather, traffic, parking, and any security requirements that are specific to the testing location.**
- **Contact PSI (833-207-1288) if you are experiencing bad weather in your area to see if your testing center is open.**
- **Late arrival and failure to present appropriate ID may prevent you from testing.**

INTERNATIONAL TESTING

Candidates outside of the United States and Canada must complete and submit the Request for Special Testing Center Form found on the www.ptcny.com homepage. This form must be uploaded to your application no later than 8 weeks prior to the start of the chosen testing period. Fees for testing at an international computer test center (outside of the United States and Canada) are \$100.00 in addition to the examination fee. PTC will arrange a computer based examination at an international test center for you.

Please note that the examination is administered in English.

SPECIAL NEEDS

AHNCC and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.ptcny.com or by calling PTC at (212) 356-0660. This Form must be uploaded with the online application at least EIGHT weeks before the testing period begins. Please use this Form if you need to bring a service dog, medicine, food or beverages needed for a medical condition with you to the testing center.

Only those requests made and received on the official Request for Special Needs Accommodations Form (found at www.ptcny.com) will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form.

Information supplied on the Request for Special Accommodations Form will only be used to determine the need for special accommodations and will be kept confidential.

ABOUT THE COMPUTER BASED TESTING FORMAT

Questions are displayed, one at a time, on the computer screen. The candidate has the ability to "bookmark" a specific question and return to the item whenever the individual chooses. The answers to any item may be changed at any time during the testing session. None of the answers are submitted until the candidate completes the exam or designates "SUBMIT" on the last screen of the examination. After that time, the answers for any item may not be changed.

Results of the exam are NOT provided immediately upon completion of the exam. Results are tabulated by PTC at the end of the two-week testing period and then mailed to the individual candidates, approximately four weeks after the close of the testing window.

TESTING SOFTWARE DEMO

A free Tutorial and a Testing Software Demonstration can be viewed online. Go to <http://www.ptcny.com/cbt/demo.htm>. This online Tutorial can acquaint you with the features of the testing software.

RULES FOR THE EXAMINATION

1. Basic function calculators are permitted into the examination room. Calculators must be small (hand held or smaller, non-programmable), noiseless, and cordless, and must have no printing capability, expansion capability, or alphanumeric keyboards or displays. A calculator is also available on the computer screen. Calculators included in cell phones and other electronic devices are not allowed.
2. All electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to cell phones, laptop computers, tablets, Bluetooth devices; all wearable technology such as smart watches; MP3 players such as iPods, pagers, cameras and voice recorders are not permitted to be used and cannot be taken into the examination room.
3. No papers, books, or reference materials may be taken into or removed from the examination room.
4. No questions concerning content of the examination may be asked during the testing period. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
5. Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
6. Unless prior permission has been granted for you to bring a beverage or a snack to the test center due to a medical need (see Special Needs on page 4), you cannot bring food or beverages to the test center.
7. All watches and "Fitbit" type devices cannot be worn during the examination. It is suggested that these items not be brought to the testing center.
8. Bulky clothing, such as sweatshirts (hoodies), jackets, coats and hats, except hats worn for religious reasons, may not be worn while taking the examination.

ONLINE PRACTICE TEST

WHAT IS IT: A nurse coach practice test with 50 items with a testing time of two hours taken over the Internet. The practice test is not required to take a certification examination, nor will it predict for successful test performance.

WHEN: Available now.

WHY TAKE IT: To experience taking a computerized exam, to review an example of the type of content included in the Certification Examination, and to learn more about question format, style, and level of difficulty.

SCORE REPORT: After completing the online practice test, you will receive an instant score report showing test performance in each of the content areas. The score report does not provide correct answers or indicate which questions were answered correctly and incorrectly.

NOTE: The online practice test is an optional tool candidates may use as they prepare for the certification examination. While the practice test may help candidates identify areas of strengths and weakness, it should not be used as the only means to determine candidate preparedness or readiness to test. Since the practice test is NOT intended to be a study guide nor the sole source of preparation for the actual certification examination, candidates are NOT provided with the answer key, rationales for each question, nor notification of which specific items were answered correctly or incorrectly.

Though the specific questions that are on the practice test will not appear on the actual certification examination, it allows candidates to become familiar with the style of questions that may be asked. The instant score report received after practice test submission shows overall test performance as well as performance in each of the content areas. Candidates may find this information useful in determining future study needs. Once the practice test is scored, candidates cannot return to the test to review the questions. Performance on the practice test does not guarantee similar performance on the actual certification examination.

The PTC Online Testing System does not demonstrate the testing software used during the certification examinations. Those who purchase the online practice test should be aware that they will use a different testing platform when they take certification examinations at designated proctored testing centers.

The practice test is not a requirement for certification eligibility nor does it contribute in any way to success on the certification examination. There are many ways candidates should prepare for the certification examination. Candidates should use a variety of resources and consider their own education and experiences. Review the content outline and reference materials listed in the handbook for additional exam-related information.

FEE: \$65 by credit card.

APPLY: Go to www.ptcny.com and select Online Practice Test.

FURTHER INFO: Visit www.ptcny.com or call Professional Testing Corporation at 212-356-0660.

QUESTIONS/COMMENTS

AHNCC provides a mechanism for answering candidate questions and responding to comments or challenges made by a candidate related to the examination or the certification process. It is the responsibility of the candidate to initiate this process in writing within 30 days of the receipt of the examination results or within 30 days of the incident, whichever is sooner. All questions/comments should be directed to AHNCC with the exception of those concerning the administration of the examination or the testing site, which should be referred to PTC.

REPORT OF RESULTS

Candidates will be notified in writing by PTC approximately four weeks after the **close of the testing period** whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported. Results related to individual test items will not be shared. Information related to a candidate's score or test history is confidential and only provided to the candidate and AHNCC. No specific information will be shared with employers or any other individual. Successful candidates will also receive certificates from AHNCC. The names of candidates who have successfully passed the examination will also be reported to organizations involved in furthering holistic nursing or nurse coaching, such as AHNA. The names of those who pass the examination may be released for the press.

A follow-up letter with information regarding length of certification, and recertification processes will be sent by AHNCC within two to three weeks. Certification status will be released to others according to the Letter of Agreement with AHNCC, signed by the candidate during the application process.

Information regarding the pass/fail rates of AHNCC's examinations can be found on their website: at <http://www.ahncc.org/certification/exam-development-and-outcomes/>

REEXAMINATION

Candidates must pass the Certification Examination to become Certified in Nurse Coaching. If a candidate fails this exam, he/she will be eligible to retake it no sooner than 60 days from the date of the first Certification Examination.

Candidates can retake the examination an unlimited number of times within a three-year period of time from notification of not successfully passing the examination; all such candidates must reapply for the examination as well as pay a \$225 re-sit/re-take fee. Timelines, fees, and documentation in effect at the time of reapplication will apply.

QUESTIONS/COMMENTS

AHNCC provides a mechanism for answering candidate questions and responding to comments or challenges made by a candidate related to the examination or the certification process. It is the responsibility of the candidate to initiate this process in writing within 30 days of the receipt of the examination results or within 30 days of the incident, whichever is sooner. All questions/comments should be directed to AHNCC with the exception of those concerning the administration of the examination or the testing site, which should be referred to PTC. **If you have any problems at the testing site that affect your ability to complete the examination please notify your proctor immediately. Do not wait until you have left the testing site to report problems that affect your ability to sit for the examination.**

CONTENT OF EXAMINATION

1. The Certification Examination is a computer-based examination composed of a maximum of 150 multiple-choice, objective questions. The single items are designed to assess the applicant's mastery of the body of knowledge and related skills considered to be essential to the practice of nurse coaching.
 2. The questions for the examinations are obtained through a rigorous process of item writing and item review from individuals with expertise in nurse coaching and are evaluated on a regular basis for construction, accuracy, and appropriateness by AHNCC.
 3. AHNCC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.
 4. The Nurse Coach Board Certification Examination is derived from the standards and competencies and is weighted according to the mapping with the Core Values. The following is a blueprint of the examination showing the weighting of the items by Core Values. More detailed information can be found in the Core Essentials for Nurse Coaching (available at www.ahncc.org).
1. Nurse Coach Philosophy, Theories, and Ethics (24%)
 2. Nurse Coaching Process (41%)
 3. Nurse Coach Communication and Coaching Environment (19%)
 4. Education, Research, and Leadership (11%)
 5. Self-Reflection, Self-Assessment, and Self-Care (5%)

SAMPLE CERTIFICATION EXAMINATION QUESTIONS

1. Which of the following is NOT an example of ambivalence, according to James Prochaska's Stages of Change?

1. Clients feel guilty that they are not making progress
2. Clients may be out of touch with what is important to them
3. Clients may feel fearful about the inability to make change
4. Clients are committed to initiating action in the future but unclear about what to do

(4 is correct.)

2. Prior to beginning a coaching session, a nurse coach must always

1. become self-reflective on potential conflicts of interest.
2. be knowledgeable about the client's concerns and desires.
3. become present, centered, and grounded in the moment.
4. be skilled in the International Coaching Federation competencies.

(Answer 3 is correct.)

3. Which of the following is an essential communication skill?

1. Active listening
2. Focused questioning
3. Distracting from negative emotions
4. Assessing verbal and nonverbal cues

(Answer 1 is correct.)

RESOURCES

Introduction

The Primary References shown below are offered specifically to help candidates prepare to take the AHNCC Nurse Coach Board Certification Examination. The Secondary References are offered to help candidates explore nurse coaching concepts, issues, philosophy, and related matters in greater depth. If you want to review or add to your knowledge base as you prepare for the certification examination, we suggest that you start with the Core Essentials (AHNCC, 2017), review the Nurse Coaching: Scope and standards (ANA/AHNA, 2013), and then select from the secondary references (below) to build your expertise. Finally, the AHNCC Practice Examination will help you test your expertise and give you experience with the AHNCC testing format. AHNCC cannot predict success on an examination. Success is dependent upon multiple factors including (but not limited to) one's ability to apply the knowledge, skills, and attitudes of holistic nursing to clinical practice, and one's test-taking abilities.

Primary References for Those Preparing for the Certification Examination

Core Essentials for Nurse Coaching (2017). www.ahncc.org. The AHNCC Core Essentials document can be found on the AHNCC website www.ahncc.org on the RESOURCES page at <http://www.ahncc.org/wp-content/uploads/2017/12/FINAL-REVISED-NC-Core-Essentials-DOC-4-12-2017.pdf>. This free document provides a listing of the competencies which were identified through an extensive literature review and validated through a Role Delineation Study (2016) undertaken by practicing Nurse Coaches. The competencies provide a basis for the certification examination.

American Nurses Association (2012) *Art and Science of Nurse Coaching: The Provider's Guide to Coaching and Competencies*. Silver Spring, MD: American Nurses Association (nursebooks.org.).

AHNCC Practice Examinations. <https://secure.ptcny.com/webtest/> The practice examinations offer a learning experience comparable to the testing experience. The practice examinations are based on the examination blueprint, formatted exactly as our certification examinations, and the items are drawn from our pool of items. There are practice examinations for each of the certification examinations.

Secondary References for Knowledge Exploration and Expansion

The secondary references offered below are not exclusive; many others may be used to build one's expertise in holistic nursing.

Allison MJ, Keller C. Self-efficacy intervention effect on physical activity in older adults. *West J Nurs Res*. 2004;26(1):31-46; discussion 47-58.

Ammentorp, J, Kofoed, PE. Coach training can improve the self-efficacy of neonatal nurses. A pilot study. *Patient Educ Couns*. 2010;79(2):258-61

Bark, L. (2011). *The wisdom of the whole: Coaching for joy, health, and success*. San Francisco: Create Space Press.

Beliveau L. Comfort coaching. *CANNT J*. 2004;14(2):35-6. Berg J, Tichacek MJ, Theodorakis R. Evaluation of an educational program for adolescents with asthma. *J Sch Nurs*. 2004;20(1):29-35.

Bennett JA, Perrin NA, Hanson G, et al. Healthy aging demonstration project: nurse coaching for behavior change in older adults. *Res Nurs Health*. 2005;28(3):187-97.

Bridges RA, Holden-Huchton P, Armstrong ML. Accelerated second degree baccalaureate student transition to nursing practice using clinical coaches. *J Contin Educ Nurs*. 2013;44(5):225-9.

Carrieri-Kohlman V, Gormley JM, Douglas MK, Paul SM, Stulberg MS. Exercise training decreases dyspnea and the distress and anxiety associated with it: monitoring alone may be as effective as coaching. *Chest*. 1996;110(6):1526-35.

Carter, E., Davis, L., & Schaub, B. (2016). *A Nurse Coach Implementation Guide. Your Crash Course to an Effective Values Conversation*. Whole Life Nursing.

Donner G, Wheeler MM. *Coaching in nursing: an introduction*. Geneva, Switzerland: International Council of Nursing and Indianapolis, IN: The Honor Society of Nursing, Sigma Theta Tau International, 2009.

Dossey, B. & Hess, D. (2013). Professional Nurse Coaching: Advances in National and Global Healthcare Transformation. *Glob Adv Health Med*. 2013 Jul; 2(4): 10–16. Published online 2013 Jul 1. doi: [Professional Nurse Coaching: Advances in National and Global Healthcare Transformation](https://doi.org/10.1155/2013/238620)*Global Advances in Health and Medicine - Barbara M. Dossey, Darlene Hess, 2013*

Dossey, B. & Keegan, L. (2013) (6th ed.) *Holistic Nursing. The Handbook for Practice. The Art and Science of Nurse Coaching, and Holistic Nursing* 6th ed. Chapter 8: Self-Assessment, Chapter 9: Nurse Coaching, and Chapter 10: Facilitating Change: Motivational Interviewing and Appreciative Change

Dossey, B, Luck, S., & Schaub, B. (2015). *Nurse Coaching. Integrative approaches for health and wellness*. Miami, FL: International Nurse Coach Assoc.

Dossey, BM, Luck, S., & Schaub, BG. (2013). *Nurse Coaching for Health and Wellness*. North Miami, FL: International Nurse Coach Association.

Driscoll J., Cooper R. Coaching for clinicians. *Nurs Manag (Harrow)*. 2005 Apr;12(1):18-23.

Fielden S.L., Davidson MJ, Sutherland VJ. Innovations in coaching and mentoring: implications for nurse leadership development. *Health Serv Manage Res*. 2009;22(2):92-9.

Foreman, E. & Davis, L., Schaub, B. (2016). *A nurse coach implementation guide. Your crash course to an effective values conversation*. CreateSpace.

Jordan, M. (2013). *How to be a Health Coach: An Integrative Wellness Approach*. Global Medicine Enterprises.

Long, T. (2016). Coaching patients to better health. *American Nurse Today*. February 2016 11 (2).

Luck S. Changing the health of our nation – the role of nurse coaches. *Altern. Ther Health Med*. 2010;16(5):78-80.

Luck S. Changing the health of our nation—the role of nurse coaches. *Alter.n Ther Health Med*. 2019;16(5):68-70.

Mitchell, G., Cross, N., Wilson, M., Biernacki, S. Wong, W., Adib, B., & Rush, D. (2013). Complexity and Health Coaching: Synergies in Nursing. *Nursing Research and Practice* Volume 2013 (2013), Article ID 238620, 7 pages <http://dx.doi.org/10.1155/2013/238620>

Schaub BG, Luck S, Dossey B. Integrative nurse coaching for health and wellness. *Altern Complement Ther*. 2012;18(1):14-20. doi: 10.1089/act.2012.18110

Southard ME, Hess DR, Bark L. Facilitating change: motivational interviewing and appreciative inquiry. In Montgomery BM, Keegan L. *Holistic nursing: a handbook for practice* Burlington, MA: Jones & Bartlett Learning; 2013:205-19

Please note: AHNCC examination items are designed to test specific knowledge and skill competencies reflected in the Core Essentials, derived by a review of the literature, expert panel review, and a Role Delineation Study. Sample examination items that appear in the Secondary References are different. They are designed to test the reader's general knowledge of holistic nursing. While they may help the reader gain an understanding of the base of holistic nursing, provide opportunities for personal exploration and evaluation, they are not focused on the essential competencies required for certification, nor have they been subjected to the rigorous development process used by AHNCC for the examinations. Therefore, they cannot be used as to predict success on AHNCC certification examinations.

CERTIFICANT RESPONSIBILITIES

CONFIDENTIALITY

1. AHNCC will release the individual test scores ONLY to the individual candidate.
2. Any questions concerning test results should be referred to AHNCC or the Professional Testing Corporation.
3. A registry of Certified Nurse Coaches will be maintained by AHNCC and may be reported in its publications.

RESPONSIBILITIES

Certificants are held responsible for:

1. Professional conduct as described in the Professional Code of Ethics for AHNCC Certified Nurses (see page 12).
2. Notification of an address, name, or telephone change
(To update all contact information, certificants and past certificants need to Log-in to their record through the AHNCC website www.ahncc.org.)
3. Notification of any information that might lead to revocation of certification
4. Maintenance of continuing education record so that requirements can be verified at any point in time.
5. Submission of Renewal Application Packet no later than 60 days prior to certification expiration date to avoid a late fee.

DISCIPLINARY ACTION

Disciplinary action may be taken if any of the following occur:

1. Falsification of an application or misrepresentation of eligibility to become certified.
2. Misrepresentation of certification to the public or misuse of any of the AHNCC credentials.
3. Untruth of any information submitted to AHNCC.
4. Lack of a current RN license or knowledge of legal actions against a licensee in any US jurisdiction or foreign country.
5. Failure to maintain eligibility requirements, or pay required renewal fees.

AHNCC provides the appeal mechanism for challenging revocation of Board Certification. It is the responsibility of the individual to initiate this process by directing any questions, complaints, or concerns **in writing**, to AHNCC for Board consideration within 30 days of the incident.

POSSIBLE SANCTIONS

1. Denial or suspension of eligibility.
2. Revocation of certification.
3. Non-renewal of certification.
4. Reprimand.
5. Suspension of certification.
6. Other corrective action.

PTC CONTACT INFORMATION

For any questions, contact Professional Testing Corporation at:

AHNCC Certification
c/o Professional Testing Corporation
1350 Broadway, Suite 800
New York, NY 10018
Phone (212) 356-0660
Web www.ptcny.com
Email ahncc@ptcny.com

NURSE COACHING CERTIFICATION CANDIDATE'S AGREEMENT WITH AHNCC

APPLICATION ACCURACY. All information contained in my application for American Holistic Nurses Credentialing Corporation (AHNCC) certification is true and accurate to the best of my knowledge.

AUTHORITY TO CONDUCT CERTIFICATION. I hereby authorize AHNCC and its officers, directors, committee members, employees, and agents (AHNCC Representatives) to review my application to sit for the AHNCC certification examination. I authorize AHNCC to determine my eligibility for AHNCC certification.

COMPLIANCE WITH ETHICS, RULES, STANDARDS, POLICIES AND PROCEDURES. I understand and agree that if I am granted AHNCC certification, it will be my responsibility to remain in compliance with all rules, standards, policies and procedures set by AHNCC, including but not limited to disciplinary policies which include eligibility rules and certification standards found in the AHNCC Certification Handbook and/or on the AHNCC website. By signing this Authorization, **I acknowledge that I have read, understood and agree to the rules, standards, policies, and ethical codes and the Professional Code of Ethics for AHNCC Certified Nurses as indicated in the AHNCC Certification Handbook.**

REVOCAION. I agree to revocation or other limitations of my certification if any information made on this application or hereafter supplied to AHNCC is false or inaccurate or if I violate any of the rules or regulations of AHNCC.

MAINTAINING CERTIFICATION. I understand that it is my responsibility to maintain valid certification status by submitting a valid renewal application and fee within 60 days prior to my certification expiration date.

MAINTAINING CURRENT STATUS. I understand that I am responsible for notifying AHNCC within 60 days of occurrence of any changes in name, address, telephone number, email address, and any other facts bearing on eligibility or certification (including but not limited to: filing of any civil or criminal charge, indictment or litigation conviction; plea of guilty; plea of nolo contendere; or disciplinary action by a licensing board or professional organization).

COOPERATION WITH CERTIFICATION REVIEW. I agree to cooperate promptly and fully in any review of my certification by AHNCC, including submitting such documents and information deemed necessary to confirm the information in this application.

RELEASE OF INFORMATION. I authorize the AHNCC Representatives to communicate any and all information relating to any AHNCC application, certification status and certification review to state and federal authorities, employers, and others. Certification review shall include but not be limited to the fact and the outcome of disciplinary proceedings. I agree that if I pass the examination, AHNCC may release my name and the fact that I have been granted AHNCC certification to newspapers and other publications. I agree that AHNCC may release my name and address in a listing of certified nurse coaches to individuals and/or organizations interested in holistic nursing or nurse coaching as directed by AHNCC's Board of Directors.

CERTIFICATION EXAMINATION PROCEDURES. I understand that AHNCC reserves the right to refuse admission to any AHNCC examination to me if I do not have the proper identification (current government-issued photo ID and Scheduling Authorization) or if I arrive later than my scheduled time. If I am refused admission for any of these reasons or fail to appear at the examination site, I will receive no refund of fees and there will be no credit for future examinations. I understand that the proctors at my assigned examination site will have the discretion to maintain a secure and proper test administration. I acknowledge that in this capacity the proctors may relocate me before or during the examination. I will not communicate with other examinees in any way.

SECRECY OF EXAMINATION. I understand that I may only seek admission to sit for the AHNCC examination for the purpose of seeking AHNCC certification, and for no other purpose. Because of the confidential nature of the AHNCC examination, I will not take any examination materials from the test site, reproduce the examination materials, or transmit the examination questions or answers in any form to any other person.

EXAMINATION RETAKE. I understand that if I fail the Certification Examination I may retake it as many times as I choose to do so within the three (3) year period following notification of unsuccessfully passing the examination. I will be required to re-register to sit to retake the examination, and pay all applicable fees and submit all required documentation. A minimum of 60 days between examinations is required. If not successful on the retake examination, I may retake the exam as many times as wanted within the three (3) year period following my initial notification of failure to pass. I agree to resolve any disagreements I have in regard to the examination through AHNCC's own internal processes, and release AHNCC from legal liability with respect to the examination. I agree that, with respect to the certification examination portion of the certification process, my only permissible challenge is a challenge to the accuracy of the computation of the scores. I waive all further claims of examination review and agree to indemnify and hold harmless AHNCC Representatives for any action taken pursuant to the rules and standards of AHNCC with regard to this application, the Certification Examination, and/or certification.

DISMISSAL FROM EXAMINATION/CANCELLED SCORES. I understand that I may be dismissed from the examination and that my test score may be cancelled for any of the following reasons: (1) failing to present current government-issued photo identification; (2) using unauthorized aids; (3) failing to follow test directions or procedures; (4) creating a disturbance; (5) giving or receiving help on the examination; (6) attempting to remove test materials or notes from the exam room; or (7) impersonating another candidate. I agree that, if I am dismissed from the examination or my test score is cancelled because of such violation, I will receive no refund of the application or examination fees and there will be no credit for any future examination.

PROFESSIONAL CODE OF ETHICS FOR AHNCC CERTIFIED NURSES

The American Holistic Nurses Credentialing Corporation ("AHNCC") is a nonprofit organization that provides credentialing programs for nurses who practice within the precepts of Holistic Nursing as determined by AHNCC. AHNCC credentialing is intended to be national in scope and blends both academicians and practitioners for the purpose of establishing rigorous standards for nurses who wish to practice coaching in the real world of professional nursing. Certification, offered to nurses certified by AHNCC from a wide variety of practice arenas, requires that certificants maintain high standards in their practice of Nursing. To the extent that standards are rigorously adhered to, it is the aim of AHNCC to be inclusive, and not exclude any subspecialty of nursing. Maintenance of AHNCC certification requires adherence to AHNCC's Code of Professional Practice. Individuals who fail to meet these requirements may be suspended or have their certification revoked. AHNCC does not guarantee the job performance of any individual. AHNCC certification is not an opinion on the competence of the job performance of nurses certified by AHNCC and AHNCC does not guarantee the job performance of any individual. Rather, AHNCC certification constitutes recognition by AHNCC that, to its best knowledge, an AHNCC certificant meets and agrees to adhere to certain minimum academic preparation, professional experience, continuing education and competency, and professional standards.

I. ELIGIBILITY FOR CERTIFICATION OR RECERTIFICATION

As a condition of eligibility for and continued maintenance of any AHNCC certification, each candidate or certificant agrees to the following:

A. Compliance with AHNCC Standards, Policies, and Procedures

No individual is eligible to apply for or maintain certification unless in compliance with all AHNCC rules and standards, policies and procedures, including timely payment of fees and recertification requirements. Each individual bears the burden for showing and maintaining compliance at all times. AHNCC may deny, revoke, or otherwise act upon certification or recertification when an individual is not in compliance with all AHNCC standards, policies and procedures. AHNCC reserves the right to request additional information to supplement or complete any application for certification or recertification, and to refuse or revoke certification if the information is not provided, the information is not satisfactory, or the information demonstrates concern to AHNCC.

B. Complete Application

The individual shall truthfully complete and sign an application in the form provided by AHNCC, shall pay the required fees and shall provide all information as requested. The individual shall notify AHNCC within 60 (sixty) days of occurrence of any change in name, address, telephone number, and any other facts bearing on eligibility or certification (including but not limited to: filing of any civil or criminal charge, indictment or litigation; conviction; plea of guilty; plea of nolo contendere; or disciplinary action by a licensing board or professional organization). A candidate or certificant shall not make and shall correct immediately any statement concerning the candidate's or certificant's status which is or becomes inaccurate, untrue or misleading. All references to "days" in AHNCC standards, policies and procedures shall mean calendar days. Communications required by AHNCC must be transmitted by certified mail, return receipt requested or other verifiable method of delivery. The candidate or certificant agrees to provide AHNCC with confirmation of compliance with AHNCC requirements as requested by AHNCC.

C. Property of AHNCC

The examinations, certificates, and cards of AHNCC; the "American Holistic Nurses Credentialing Corporation" and "Certified Holistic Nurse;" and "Certified Nurse Coach" the term "AHNCC," the terms Holistic Nurse-Board Certified™, Holistic Nurse Baccalaureate -Board Certified™, Advanced Holistic Nurse-Board Certified™, Advanced Practice Holistic Nurse-Board Certified™, Nurse Coach-Board Certified™, Health and Wellness Nurse Coach-Board Certified™, or credentials "HN-BC®", "HNB-BC®", "AHN-BC®", "APHN-BC®", "NC-BC®", and "HWNC-BC®;" and logos, are all the exclusive property of AHNCC and may not be used in any way without the express prior written consent of AHNCC. In case of suspension, limitation, revocation, or resignation from AHNCC or as otherwise requested by AHNCC, the individual shall immediately relinquish, refrain from using, and correct at the individual's expense any outdated or otherwise inaccurate use of any certificate, logo, emblem, and the AHNCC name and related abbreviations. If the individual refuses to relinquish immediately, refrain from using and/or correct at his or her expense any of the above, or misuse or use in a misleading manner any of the above, the individual agrees that AHNCC shall be entitled to inform any parties in AHNCC's discretion, of the inappropriate or incorrect use of information or AHNCC credentials or titles, and obtain all relief permitted by law.

D. Pending Litigation

Candidates and currently certified individuals must notify AHNCC of any indictment or charge pending before a state or federal regulatory agency or judicial body that relates or may relate to professional competence or nursing practice, or that may relate to AHNCC (including civil AHNCC actions), or a matter described in Section III, 1-13 within 60 (sixty) days of such charge or action, shall respond to all inquiries from AHNCC regarding the same, and shall provide documentation of the resolution of such charge within 60 (sixty) days.

E. Criminal Convictions

An individual convicted of a felony or misdemeanor related to nursing practice shall be ineligible to apply for certification or recertification for a period of five (5) years from the exhaustion of appeals or final release from confinement (if any), whichever is later. This may be waived by the AHNCC if the applicant presents compelling evidence that the applicant would be a credit or benefit to AHNCC and meets all other AHNCC standards

II. SCORE REPORTS

The AHNCC is concerned with reporting only valid scores. On rare occasions, misconduct or circumstances beyond the individual's control may render a score invalid. If doubts are raised about a score, all individuals are expected to cooperate in any AHNCC investigation. AHNCC reserves the right to cancel any examination score if, in the sole opinion of AHNCC, there is adequate reason to question its validity. AHNCC in its discretion will (i) offer the individual an opportunity to take the examination again at no additional fee, or (ii) proceed as described below.

III. APPLICATION AND CERTIFICATION STANDARDS

AHNCC may revoke, deny or otherwise take action with regard to the application or certification of a candidate or certificant, in its sole discretion, in the case of:

1. Ineligibility for AHNCC certification;
2. Irregularity in connection with any AHNCC examination;
3. Failure to pay fees required by AHNCC;
4. Unauthorized possession of, use of or access to AHNCC examinations, certificates, cards, and logos of AHNCC; the name "American Holistic Nurses Credentialing Corporation," "Certified Holistic Nurse," and "Certified Nurse Coach", the terms Holistic Nurse-Board Certified™, Holistic Nurse Baccalaureate-Board Certified™, Advanced Holistic Nurse-Board Certified™, Advanced Practice Holistic Nurse-Board Certified™ "AHNCC," or the credentials "HN-BC®", "HNB-BC®", "AHN-BC®", "APHN-BC®", "NC-BC®", "HWNC-BC®"; and any other AHNCC documents and materials;
5. Obtaining or attempting to obtain certification or recertification by a false or misleading statement or failure to make a required statement, fraud or deceit in an application, reapplication or any other communication to AHNCC;
6. Misrepresentation of AHNCC certification or certification status;
7. Failure to provide any written information required by the AHNCC;
8. Habitual use of alcohol or any drug or any substance, or any physical or mental condition, which impairs competent and objective professional performance;
9. Gross or repeated negligence or malpractice in professional work;
10. Limitation or sanction, including voluntary limitation, by a governmental regulatory board or professional organization relating to the public health, nursing, or nurse coaching.
11. The conviction of, plea of guilty or plea of nolo contendere to a felony or misdemeanor related to nursing practice, clinical competence or ethics. This includes but is not limited to a crime involving rape or sexual or other abuse of a patient or child, and actual or threatened use of a weapon;
12. Failure to timely update information to AHNCC;
13. Failure to maintain confidentiality as required by law; or
14. Other violation of an AHNCC standard, policy or procedure as provided in the AHNCC Candidate Brochure or other material provided to candidates or certificants.

IV. ESTABLISHMENT OF SPECIAL HEARING COMMITTEES

1. The AHNCC Board of Directors by a majority vote shall elect a Standards Hearing and Review Committee as identified in the AHNCC Bylaws to consider alleged irregularity and/or violations of any AHNCC disciplinary rule set forth at III, 1-14 above or any other AHNCC standard, policy or procedure.
2. The Standards Hearing and Review Committees shall be composed of three members drawn from AHNCC certificants.
3. A committee member's term of office on the committee shall run for one year and may be renewed upon the recommendation of the Chair of the Committee and approval of the AHNCC Executive Committee, so long as the total term of service does not exceed a continuous six years.
4. A committee member may not serve on any matter in which s/he has an actual or apparent conflict of interest.
5. Committee action shall be determined by majority vote.
6. When a committee member is unavailable to serve by resignation, disqualification or other circumstance, the Committee Chair with approval of the president of AHNCC Board of Directors, shall designate another individual to serve as an interim member.

V. REVIEW AND APPEAL PROCEDURES

Failure to pay fees, failure to submit required information, and failure to meet deadlines shall all be determined by the AHNCC National Office. The National Office shall send a notice to the affected certificant, allowing an opportunity to respond within 30 calendar days to the determination by the National Office. If no response is received within the 30-day period or if no evidence is submitted showing timely compliance by the certificant (completed within the 30-day period), the National Office may revoke certification, without further opportunity for the certificant to appeal except as set forth in XII, herein. In all other circumstances, the following procedures shall apply:

A. Submission of Allegations

1. Allegations of a violation of an AHNCC disciplinary rule or other AHNCC standard, policy or procedure are to be referred to the Committee Chair for disposition. Persons concerned with possible violation of AHNCC rules should identify the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible with available documentation in a written statement addressed to the Chair. The statement should identify by name, address and telephone number the person making the information known to AHNCC and others who may have knowledge of the facts and circumstances concerning the alleged conduct. Supplementation relating to the content or form of the information may be requested.
2. The Chair shall make a determination as to whether the allegations submitted in writing may have any credibility, which determination shall be made within 60 days and after consultation with counsel when needed for clarification.
3. If the Chair determines that the allegations are frivolous or fail to state a violation of an AHNCC's rules, the Chair shall so apprise the Board and the complainant (if any), and no further action shall be taken.
4. If the Chair determines with counsel that good cause may exist to deny eligibility or question compliance with AHNCC rules, the Chair shall transmit the allegations to the Standards Hearing and Review Committee.

B. Procedures of the Standards Hearing and Review Committee

1. The Standards Hearing and Review Committee shall investigate the allegations after receipt from the Chair, as determined appropriate by the Standards Hearing and Review Committee based upon the allegations and information. If a majority of the Committee determines after such investigation that the allegations and facts are inadequate to sustain a finding of an irregularity and/or violation of AHNCC policies and/or rules, no further adverse action shall be taken. The Board and the complainant (if any) shall be so apprised.
2. If the Committee finds by majority vote that good cause exists to question whether an irregularity or violation of a AHNCC disciplinary rule has occurred, the Committee shall transmit a statement of allegations to the candidate or certificant by certified mail, return receipt requested, setting forth the applicable standard and a statement:
 - a. Of facts constituting the alleged violation of the standard;
 - b. That the candidate or certificant may proceed to request: (i) review of written submission by the Standards Hearing and Review Committee; (ii) a telephone conference of the Standards Hearing and Review Committee; or (iii) an in-person hearing (at least held annually proximate to the annual meeting of AHNCC), with the candidate or certificant bearing his or her own expenses for such matter;
 - c. That the candidate or certificant shall have 15 days after receipt of the statement to notify the Chair if he or she disputes the allegations, has comments on available sanctions, and/or requests a hearing on the record;
 - d. That the candidate or certificant may appear in person with or without the assistance of counsel, may examine and cross-examine any witness under oath, and produce evidence on his or her behalf;
 - e. That if allegations are determined to be true, or if the candidate or certificant fails to respond, sanctions may be taken, including revocation; and
 - f. That if the candidate or certificant does not dispute the allegations or request a hearing within 30 days after the date of the letter from the Committee, the candidate or certificant consents that the Committee may render a decision and apply available sanctions. (Available sanctions are set out in VI. below.)
3. If the candidate or certificant disputes the allegations or available sanctions or requests a hearing, the Chair of the Committee shall be retained, and the remaining members excused from service on the Committee. Two to three new members shall be appointed to serve on the Standards Hearing and Review Committee. New members shall meet the following criteria:
 - a. Lack previous knowledge or awareness of candidate or certificant case and the findings reported by Standards Hearing and Review Committee;
 - b. At least 50% or greater of the members shall be practicing in a comparable setting as the candidate or certificant;
 - c. At least 50% or greater of the members shall be certified at the level of the candidate or certificant; and
 - d. Declare lack of conflict of interest.
4. The new Standards Hearing and Review Committee shall then:
 - a. Schedule a written review, or telephone or in-person hearing as directed by the candidate or certificant, allowing for an adequate period of time for preparation for the hearing; and send by certified mail, return receipt requested, a Notice of Hearing to the candidate or certificant. The Notice of Hearing shall include a statement of the standards allegedly violated and the time and place of the hearing as selected by the Standards Hearing and Review Committee.
 - b. The candidate or certificant may request modification of the date of the hearing for good cause. The individual may request a hearing by teleconference or by written submission of documents in lieu of in-person hearing.
 - c. The Standards Hearing and Review Committee shall maintain a verbatim audio, video or written transcript.
 - d. AHNCC and the candidate or certificant may consult with and be represented by counsel, make opening statements, present documents and testimony, examine and cross-examine witnesses under oath, make closing statements and present written briefs as scheduled by the Standards Hearing and Review Committee.

- e. The Standards Hearing and Review Committee shall determine all matters relating to the hearing. The hearing and related matters shall be determined on the record by majority vote.
- f. Formal rules of evidence shall not apply. Relevant evidence may be admitted. Disputed questions shall be determined by majority vote of the Standards Review Committee.
- g. Proof shall be by preponderance of the evidence.
- h. Whenever mental or physical disability is alleged, the candidate or certificant may be required to undergo a physical or mental examination at the expense of the candidate or certificant. The report of such an examination shall become part of the evidence considered.
- i. The Standards Hearing and Review Committee shall issue a written decision following the hearing and any briefing. The decision shall contain factual findings, conclusions of law and any sanctions applied. It shall be mailed promptly by certified mail, return receipt requested, to the candidate or certificant.

C. Appeal Procedures

1. If the decision rendered by the Standards Hearing and Review Committee is not favorable to the candidate or certificant, the candidate or certificant may appeal the decision to the AHNCC Board of Directors by submitting a written appeals statement within 30 days following receipt of the decision of the Standards Hearing and Review Committee along with the appeal fee of \$1,000.00.
2. The decision of the Standards Hearing and Review Committee and the certificant's written appeals statement shall be reviewed by the AHNCC Board of Directors. The Chairman of the Standards Hearing Committee shall be recused from this review.
3. The AHNCC Board of Directors by majority vote shall render a decision based on the record without a hearing, although additional written briefing from the appellant may be requested. The appellant shall also be given the opportunity to provide any new evidence that was not presented to the Standards Hearing and Review Committee.
4. The decision of the AHNCC Board of Directors shall be rendered in writing following receipt and review of any briefing. The decision shall contain factual findings; conclusions of law and any sanctions applied and shall be final. (Available sanctions are set out in Section VI. below.) The decision shall be transmitted to the appellant by certified mail, return receipt requested.

VI. SANCTIONS

Sanctions for violation of any AHNCC standard set forth herein or any other AHNCC standard, policy or procedure may include one or more of:

1. Denial or suspension of eligibility;
2. Revocation of certification;
3. Non-renewal of certification;
4. Reprimand;
5. Suspension of certification; or
6. Other corrective action.

VII. SUMMARY PROCEDURE

Whenever the Chair determines that there is cause to believe that a threat of immediate and irreparable relationship with AHNCC exists, the Chair shall forward the allegations to the AHNCC Board. The Board shall review the matter immediately and provide telephonic or other expedited notice and review procedure to the candidate or certificant. Following such notice and opportunity by the individual to be heard, if the Board determines that a threat of immediate and irreparable injury to the public exists, certification may be suspended for up to 90 days pending a full review as provided herein.

VIII. RELEASE OF INFORMATION

Each applicant and certificant agrees to cooperate promptly and fully in any review of eligibility or certification status, including submitting such documents and information deemed necessary to confirm the information in the application. The individual candidate or certificant agrees that AHNCC and its officers, directors, committee members, employees, agents and others may communicate any and all information relating to AHNCC application, certification and review thereof including but not limited to pendency or outcome of disciplinary proceedings to state and federal authorities, licensing boards, employers, other certificants, and others.

IX. WAIVER

The individual releases, discharges and exonerates, and hereby indemnifies and holds harmless AHNCC, its officers, directors, employees, committee members, panel members and agents, and any other persons involved in the hearing, appeal or decision (in any way) from and against all claims, damages, losses and expenses, including reasonable attorneys' fees, related to actions of AHNCC arising out of applicant's application for or participation in the AHNCC program and use of the AHNCC certification mark or other reference to the AHNCC program, including but not limited to the furnishing or inspection of documents, records and other information and any investigation and review of application or certification made by AHNCC.

X. RECONSIDERATION OF ELIGIBILITY AND REINSTATEMENT OF CERTIFICATION

If eligibility or certification is denied or revoked, eligibility or certification may be reconsidered on the following basis:

1. In the event of a felony conviction directly related to AHNCC, its standards, or standards of nursing practice no earlier than five (5) years from the exhaustion of appeals or release from confinement, whichever is later;
2. In any other event, no earlier than three (3) years from the final decision of ineligibility or revocation.

In addition to other facts required by AHNCC, such an individual must fully set forth the circumstances of the decision denying eligibility or revoking certification as well as all relevant facts and circumstances since the decision relevant to the application. When eligibility has been denied because of felony conviction, the individual bears the burden of demonstrating by clear and convincing evidence that the individual has been rehabilitated and does not pose a danger to others.

XI. SUBMISSION OF INFORMATION TO AHNCC CONCERNING POSSIBLE VIOLATION OF STANDARDS

Persons concerned with possible violation of AHNCC standards should identify the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible with available documentation in a written statement addressed to the Chair of the AHNCC Board of Directors. The statement should identify by name, address and telephone number the person making the information known to the AHNCC and should identify others who may have knowledge of the facts and circumstances concerning the alleged conduct. Supplementation relating to the content or form of the information may be requested.

XII. STANDARDS AND DEADLINES

As a rule, AHNCC expects its certificants to meet all standards, policies, and deadlines imposed by AHNCC, especially in regard to submission of applications, fees, required evidence of licensure, academic preparation, and continuing education and practice, and sitting for its examinations. On rare occasion, circumstances beyond the control of the candidate or certificant or other extraordinary conditions may render it difficult, if not impossible, for the certificant to meet AHNCC's requirements. Should an individual wish to make an appeal, the certificant should transmit a written explanation and make request for reasonable alternatives, with full relevant supporting documentation, to AHNCC's national office, to the attention of the AHNCC Board of Directors. The Board of Directors will determine at the next meeting of the Board, in its sole discretion and on a case-by-case basis what, if any recourse, should be afforded to such individuals based on the circumstances described and the overall impact on AHNCC. No other procedures shall be afforded to individuals who fail to meet AHNCC standards and/or deadlines.

XIII. BIAS, PREJUDICE, IMPARTIALITY

At all times during AHNCC's handling of the matter, AHNCC must extend impartial review. If at any time during AHNCC's review of a matter a candidate, certificant, or other person identifies a situation where the judgment of a reviewer may be biased, prejudiced, or impartiality may be compromised, (including employment with a competing organization) the individual is required to report such matter to the AHNCC President immediately. AHNCC will consider the information.

NURSE COACH SELF-REFLECTIVE ASSESSMENT AND GUIDELINES

Self-reflection is a way of learning about your practice, how to improve your abilities as a holistic nurse, and as a way of knowing yourself as a nurse in relationships with their patients. *The self-reflection, self-assessment experience is recommended for all nurses applying for AHNCC certification, but is not required to meet application criteria, nor will it predict successful examination performance.*

A set of principles and core values serves as the foundation of Nurse Coaching (Hess, Dossey, Southard, et al. 2012). Nurse Coaches know that "The ability to perform at the expected level requires lifelong learning and self-development (i.e. self-reflection, self-assessment, and self-care) is necessary to provide effective Nurse Coaching.

Develop statements regarding three of the five situations below. Use your own words and experiences to fully discuss/describe your life and experiences. Use self-reflection as a method to describe how you have integrated Holistic Nursing Principles into your personal and professional life. For assistance, see AHNA's Scope and Standards for Holistic Nursing Practice (2013, p. 5-8).

1. Think about one of your coaching experiences. Reflect on the process and assess what you have learned about yourself as a professional nurse coach. Consider your areas of strength and limitations. Identify areas for growth.
2. Reflect on your personal and professional nurse coach journey and discuss how it affects who you are today.
3. Reflect on a situation that occurred within the last year in which you applied concepts of nurse coaching in your own life, and assess the impact it had on you as a professional.
4. Reflect on one of your coaching experiences that has not evolved as you had wished. Consider the relationship between you and your client. Evaluate your role as the facilitator. Describe what you learned about yourself.
5. Reflect on one of your coaching experiences that surprised you. Assess the factors involved- what affected the outcomes? Consider your role in the process.

Adhere to the following style guidelines:

- ✓ Type or word process all statements.
- ✓ Include name, address, phone, and email address on each page.
- ✓ Titles and subject headings are required for each heading. Create your title from words used in the discussion. For example, the title might be: The Conceptual Foundations of my Holistic Nursing Practice. The subject head might be: Conceptual Foundations.
- ✓ Start each question on a new page. Responses to each question are limited to three pages.

- ✓ Paper size: 8 ½ x 11"; Margin size: 1" left, right, top, and bottom.
- ✓ Font: Times or Times New Roman, 12 pt font.
- ✓ Spacing: Double spaced.
- ✓ Include the Honor Code (below) **and your signature on the last page of your SRA.**
- ✓ Save your SRA with a copy of your application packet.

Honor Code: I understand and agree that all the documents submitted by me for the Self-Reflective Assessment are based on my self-reflection and self-assessment. I also understand and agree that all statements in my self-assessment refer to my personal life situation and experiences.

AHNCC reserves the right to change, revise, amend, replace or terminate policies, procedures and its internal documents, forms and fees without notice. It is the responsibility of the applicant/certificants to keep up to date as to all eligibility criteria, fees, policies and AHNCC requirements.

Revised and approved by AHNCC Board, December 2017