



# Certification UPDATE

Winter 2017

Keeping BONENT Members Informed

## 4 BONENT Regional Dialysis Seminars to Choose From in 2017!

BONENT again has a great lineup of Regional Seminars for 2017. We have increased the number from 3 seminars to 4. And, there will be two seminars that have a track for Bio-Med Technicians.

Each seminar is held on a Sunday, making it easy for you to attend. And you'll receive 8 CEs! The seminar registration fee includes a catered lunch. During this break, you will have the opportunity to network and share your best practices with colleagues.

Attendance was up in 2016 and we hoping that it will be even better in 2017. Last year, the Northeast Seminar in Newark stretched the capacity of the hotel. *See ad on page 4.*

### Read what some of past attendees said about our seminars:

*"This seminar was perfectly done. Thanks BONENT!"*

*"The seminar was well organized and guest speakers were very professional. I love coming to a BONENT seminar."*

*"I learned a lot from today's seminar. Great experience. Excellent speakers. THANK YOU SO MUCH."*

*"Excellent & well organized. Looking forward to the next seminar. Thank you!"*

*"This seminar was very informative & beneficial"*

*"This was my first time attending and I found it great. I learned a lot which I will take with me to my unit. Thank you!"*

*"Well organized. The food is good, and the setting is nice. I enjoyed listening to the speakers. Very helpful."*

*"This was an awesome seminar! I really enjoy coming to these."*

### So, make your plans now and sign up early!

Come join your fellow dialysis professionals – attend at one of these great BONENT Regional Seminars:

#### Southeast Regional Seminar

**March 26, 2017, Pensacola, FL**

#### Western Regional Seminar

**Bio-Med Session**

**Sunday, May 7, 2017, Sacramento CA**

#### Mid-West Regional Seminar

**Sunday, June 11, 2017**

**Chicago (Burr Ridge) IL**

#### Northeast Regional Seminar

**Bio-Med Session**

**Sunday, August 20, 2017, Newark NJ**

Non-members are also welcome too! Bring friends and colleagues, even if they are not BONENT Certified. They will thank you.

## Tips & Facts

### Annual Certification Fee

Paying the Annual Certification Fee keeps your BONENT certification up-to-date.

- Notify BONENT each time your address or contact information changes to ensure you continue to receive the Annual Certification Fee Invoice and friendly email reminders.
  - You can also make these changes on the BONENT website (click the **My Info** link in the orange tab at the top to log into your account).
- Remember to pay the BONENT Certification Fee each year to continue receiving certification benefits.
- To avoid late fees, remember to pay by the due date listed on your invoice.
- Payment can be made via:
  - Check or money order (paid by mail) and made out to BONENT
  - Credit card (paid by fax or via the BONENT website (click the **My Info** link in the orange tab at the top).

### Recertification Process

Follow these tips for a successful BONENT Recertification:

- BONENT certification lasts 4 years. Your certification expiration date is found on your wallet card, annual invoice and on the BONENT website (click the My Info link in the orange tab at the top).
- Make a plan to obtain continuing education each year of your certification period:
  - A total of 40 hours is needed every 4 years.
  - Start by planning on getting 10 CEs each year.
  - Check the BONENT website for Sources of CE.
- Remember to pay your Annual Certification Fee to stay current.
- After receiving the Recertification Packet, mail your signed Recertification Application to the BONENT Executive Office 4-8 weeks before your certification expiration date.

**BONENT can only VERIFY YOUR CERTIFICATION** to your employer if your Annual Certification Fee is paid to date.

**Don't wait until the Last Minute!**  
3-4 Weeks Required to Process Your Application (from the date we receive it)

# Certification UPDATE

The BONENT Certification UPDATE  
is published quarterly by:  
**Board of Nephrology Examiners  
Nursing & Technology**



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## FROM THE PRESIDENT

**“If you want to work as a dialysis professional, you need to find the time and energy to improve our patients’ Quality of Life. They deserve it.”**

In my President’s letters in 2017, I will be speaking to you about issues that are important to our patients and their Quality of Life (QOL). It is important that with all the requirements from CMS, the State, etc., that we remain focused on our patients and doing everything we can do to improve their QOL.

Empathy is something that as dialysis professionals we need to know. Most of know this (sort of), but are a little hazy on what it is.

### What is Empathy?

It is when you understand someone else’s perspective and experience their feelings yourself. It differs from sympathy, which involves compassion, but not necessarily sharing their perspective or emotions.

Dialysis patients are often disfigured, needled, and subject to highly evasive life sustaining scheduled treatment. They have **ALL** experienced loss and have higher incidence of depression – as high as 30% in some dialysis centers. They have a lower perceived quality of life than the rest of us. It is not surprising they are depressed.

They have a life threatening illness that requires a very specialized treatment. It impacts their ability to support themselves and their families. It impacts their relationships on all levels. It impacts their ability for intimacy for the significant other. And it impacts the basic human need. That is to procreate.

### Dialysis Units Can be Rigid & Un-Caring Bureaucracies

This can strip the patient of dignity, autonomy and control. This sets the stage for conflict, rather than patient focused compassionate care.

### When Responding to Patient Concerns:

- Are you open or defensive?
- Do you presume validity of the patient’s concerns or minimizing them?
- When talking to patients about their expressed concerns, what does your body language say?
- What would patient say about how open you are?
- How can you show empathy?

You should focus more on how the patient feels than on their behavior. Before you respond, you should reflect on what they just told and what it means to them.

True listening means dropping preconceived ideas, being in the moment with them, caring deeply, being attentive, being open, curious and responding rather than reacting.

This is not easy or simple. It takes practice. It takes getting over all the distractions that are all around – all the other people (staff and patients), what you have to do next, how little time you have. It really is difficult in environment that is most is the dialysis unit that we all work in.

But, if you want to work as a dialysis professional, you need to find the time and energy to do this. Our patients deserve it.

The old expression says “a picture is worth a thousand words.” Research shows that 50% of communication is non-verbal. These include eye movements, hand movements, posture, facial expressions and body contact. You can defeat yourself before start if your body language is not genuine. Our patients have nothing better to do than watch us. Our body language tells it all!



RJ Picciano  
President

# Members & Friends Visit BONENT Booth at NANT Conference



## Dedication Deserves Recognition.

**Order Your 10 Karat Lapel Pin Today!**

Dedication to your profession. It's one of the reasons why you became BONENT-certified. Proudly display your certification status by wearing a beautifully crafted 10k gold lapel pin. Select from your area of certification (CHN, CHT, CHBT or CPDN) for only \$25.

**Now Only \$25!**

For an Order Form, visit [www.BONENT.org](http://www.BONENT.org) and click on Lapel Pins.

**Now, you can purchase a BONENT Pin Online!**

Log into the "My Info" section to access the online store.

*Your Annual Fee must be paid up-to-date before your order is shipped.*



## The states below require BONENT Regional Representatives.

- |                      |               |                |                |
|----------------------|---------------|----------------|----------------|
| Alabama              | Idaho         | Nebraska       | South Carolina |
| Alaska               | Iowa          | Nevada         | Utah           |
| Arizona              | Kansas        | New Hampshire  | Vermont        |
| Arkansas             | Louisiana     | New Mexico     | Virginia       |
| Colorado             | Maine         | North Carolina | Washington     |
| Connecticut          | Maryland      | North Dakota   | West Virginia  |
| Delaware             | Massachusetts | Oklahoma       | Wyoming        |
| District of Columbia | Minnesota     | Oregon         |                |
| Hawaii               | Missouri      | Rhode Island   |                |
|                      | Montana       |                |                |

## Interested in becoming a Regional Representative?

Visit [www.BONENT.org](http://www.BONENT.org) for qualification requirements and responsibilities. Contact BONENT Executive Director Peter Anas at 202-462-1252, ext. 20 or via email at [peter@BONENT.org](mailto:peter@BONENT.org)

# DIALYSIS

Nurses • Technicians • Bio Med

BONENT Members & Non Members:

## Get 8 CEs in 1 Day!



“

*BONENT is truly focused on improving caregiver education to improve patient care.”*

*“Very informative and very well organized!”*

*“It was very informative and interesting.”*

*“I’ll bring my colleagues next year!”*

”



Sunday, March 26, 2017  
Pensacola, FL



Sunday, May 7, 2017  
Sacramento, CA



Sunday, June 11, 2017  
Chicago, IL



Sunday, August 20, 2017  
Newark, NJ

Starts at ONLY  
**\$99** for  
8 CEs

For More Details & Registration

Go to [www.BONENT.org](http://www.BONENT.org); Click on Seminars (at bottom of left hand bar)

**& Get a Facility Discount: SAVE up to \$10 Each!**

