Empowering Staff Nurses to Become Certified in Gerontological Nursing

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Philadelphia, PA
April 10, 2013

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Omaha, Nebraska

Objectives

1. Promote positive attitudes of Gerontological nursing and aging.
2. Employ successful strategies in developing and sustaining a Gerontological nurse certification initiative.
3. Create an action plan for certification in your organization.
About Methodist

The Meaning of Care

- First Magnet, NICHE and AgeWISE Hospital in Nebraska (350 beds)
- Three Hospital Healthsystem
- Direct care nurses certified: 35.4%
- Direct care staff nurses with BSN or MSN: 69.2%
- Leaders certified 66.6%
- Leaders with a graduate or doctorate degree: 53.3%
- RN to BSN Academy

Some “Claims to Fame”

Marlon Brando
Nick Nolte
Henry Fonda
Warren Buffet
Malcolm X
Johnny Carson
Dick Cavett
Fred Astaire

Acknowledgement and Support

Teri Tipton, MSN, RN-BC, Vice President of Patient Care and Chief Nursing Officer, Nebraska Methodist Hospital and Women’s Hospital, Omaha, Nebraska
Keys to Success

- Promote positive attitudes of Gerontological nursing.
- Requires a strong commitment throughout the organization.
- Employ successful strategies in developing and sustaining a Gerontological nurse certification initiative.
- Create an action plan for certification in your organization.

Positive Aspects of Aging

http://www.youtube.com/watch?v=YTBDUMw2T6s
Significance

- Educating nursing staff to care for the aging population is critical as 1 in 5 Americans will be age 65 or older by the year 2030.
- **Daily** 10,000 people turn 65 years of age.
- **100 citizens turn 100 every day.**
- The most rapid growing segment are those 85+ years of age.
- Less than 1% of nurses in the United States are certified in Gerontological nursing.
  - 2010 ~ 840 took the test and 710 passed
  - 2011 ~ 1088 took the test and 929 passed

Background

- The geriatric population requires **EXPERT** and **KNOWLEDGEABLE NURSING CARE** delivered with an attitude of respect and appreciation of their complex and unique needs.
  
  **Gerontological nursing is COMPLEX!!**
Background

• Institute of Medicine (IOM) 2011 report identified **specialty certification** as a way to assess continued competency and reinforced the nursing profession’s interest in certification as a mechanism to enrich nursing care and identify high levels of professional commitment.

• Certification is a mark of Gerontological nursing excellence and shows individual and organizational commitment to advance the care of older adults.

Background

• 2011 IOM report affirmed the need for specialty nursing certification as a mechanism to “provide added assurance to the public that [nurses] have acquired the specialized professional development, training and competencies required to provide safe, quality care for a specific population.” (IOM, pg 197)

Background

NDNQI 2011 report to the American Board of Nursing Specialties found the following specialties/units:

• 13.7% adult medical, surgical, or combined units
• 15.3% adult critical care units
• 15% perioperative units
• 12.2% neonatal or pediatric units
• 9.4% perinatal units
• 7.3% emergency departments
• 5.6% interventional laboratories and clinics
• 3.4% step-down units
• 18.1% other unit types (ABNS, 2011)
What’s missing?

78% of RNs should consider Gerontological Nurse Certification

Common Thread

• adult medical, surgical, or combined units
• adult critical care units
• perioperative units
• emergency care units
• interventional facilities and clinics
• step-down units
• other unit types

Certification is….

….the formal recognition of the specialized knowledge, skills and experience demonstrated by the achievement of standards identified by a nursing specialty
….focuses on application of clinical expertise and evidence-based practice
….requires on-going continuing education as one method to maintain certification.

(ANSN 2004; Briggs, 2006)
Certification

The National Commission for the Certifying Agencies was created in 1987 to “ensue the health, welfare and safety of the public through accreditation of certification programs”.

(NCCA, 2012)

Review of Literature

- Beginning evidence that certification is associated with lower patient adverse events.
- Kendall-Gallagher and Belgen (2009) reported:
  - Higher unit proportion of certified nurses regardless of education and experience was associated with lower unit fall rates;
  - A 10% increase in hospital proportion of BSN and certified nurses, respectively, resulted in a decreased odds of adjusted 30 day mortality by 6% and 2%
- Six studies found varying results reported by Krapohl and colleagues (2010).

<table>
<thead>
<tr>
<th>Title</th>
<th>Design</th>
<th>Certification type</th>
<th>Results</th>
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</thead>
<tbody>
<tr>
<td>Nurse Staffing and Patient Outcome in Inpatient Rehabilitation Setting</td>
<td>Prospective, observational (44 rehabilitation units)</td>
<td>Certified rehabilitation registered nurses (CRN)</td>
<td>Statistically significant inverse relationship between the percentage of nurses with the CRN and length of stay (LOS) (P = .01); for every 1% increase in CRN, LOS decreased approximately 6%</td>
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<td>The Relationship Between Nursing Specialty Certification and Medication Administration Errors and Incident Reporting</td>
<td>Retrospective (medication errors), descriptive, correlational, translated (delivered error review)</td>
<td>Multiple</td>
<td>No statistically significant relationships between certification and medication error outcome measures</td>
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<td>Does Certification Status of Oncology Nurses Make a Difference in Patient Outcomes?</td>
<td>Retrospective, descriptive pilot study (large Midwest home-care agency with 118 admissions in 1 year study period)</td>
<td>Oncology certified nurse (OCN)</td>
<td>Symptom management; statistically significant positive relationship between certification of nurse and documentation of postadministration fatigue assessments Incidence of adverse effects; statistically significant inverse association between teaching of patients and number of infections in relation to certification status; Epidemic care utilization; No statistically significant findings</td>
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</tbody>
</table>

The meaning of care.

Krapohl, G., et. al., (2010) University of MI

Non-experimental descriptive design (n = 866)

Purpose: determine if an association exists between the proportion of certified nurses and patient outcomes in twenty-five intensive care units.

Conditions for Work Effectiveness Questionnaire-II

Review of Literature

Krapohl and colleagues (2010) University of MI

Non-experimental descriptive design (n = 866)

Purpose: determine if an association exists between the proportion of certified nurses and patient outcomes in twenty-five intensive care units.

Conditions for Work Effectiveness Questionnaire-II
Review of Literature (Krapohl study)

**Results:**
- No statistically significant relationship between the proportions of certified nurses on a unit and patient outcomes.
- Positive relationship between nurses’ perception of overall workplace empowerment and certification was positive and statistically significant (p=0.060)

**Limitations:**
- 25 intensive care units and type of certification was not specified.
- Narrow geographic area.

**Implications:**
- Link between certification and patient outcomes remains elusive.
- Association between workplace empowerment and the proportion of certified nurses
- These results are important to the growing body of research attempting to discern public policy measures to enhance patient safety.

Review of Literature (Krapohl study)

**Purpose:** If hospital proportion of staff nurses with specialty certification is associated with risk-adjusted inpatient 30-day mortality and failure to rescue (deaths in surgical inpatients following a major complication).

Review of Literature

- Kendall-Gallagher and colleagues (2011)
Review of Literature (Kendall-Gallagher)

  - \((n = 1,283,241)\) 652 nonfederal hospitals
  - Controlled for state, hospital, patient, and nursing characteristics by linking outcomes, administrative and nurse survey data \((n = 28,598)\).

Review of Literature (Kendall-Gallagher)

- Nurse data, categorized by education and certification status, were aggregated to the hospital level.
- Logistic regression models were used to estimate effects of specialty certification and other nursing characteristics on mortality and failure to rescue.

Results:

- Every 10% increase in percentage of BSN nurses was associated with a 6% decrease in mortality.
- Every 10% increase of \textit{BSN certified} nurses was associated with a 2% decrease in mortality.
- Both were true for Failure to Rescue.
Review of Literature (Kendall-Gallagher)

Implications:
• Investment in a BSN educated workforce and specialty certification has the potential to improve quality of care.
• Nurse specialty certification is associated with better patient outcomes.

Review of Literature
• Magnet recognition is associated with increased in nursing specialty certification rates.
• Areas with rising rates are pediatric critical care, compared to step down unit rates.
• Focus on units with decreased certification rates might help increase overall numbers.

Incentives for Certification
• Intrinsic motivators*
  – Linked to personal development and values
• Extrinsic motivators
  – Defined by others or the organization
## Outcomes Associated with Certification

### Intrinsic motivators*
- Personal achievement/accomplishment*
- Personal and Job satisfaction*
- Empowerment*
- Professional growth and development*
- Attainment of a practice standard*
- Commitment to professionalism*
- Increased professionalism characterized by attitudes of self-regulation, self-determination and independence.*


## Outcomes Associated with Certification

### Extrinsic motivators
- Enhanced collaboration
- Validates clinical knowledge/competence
- Greater earning potential
- Access to job opportunities
- Improved nurse retention
- Nurse managers prefer to hire certified nurses


## Perceived Barriers
- 2001 study by ANCC surveyed the status of the CCRN certification:
  - lack of time, fear of failure and lack of practice relevance
  - lack of recognition and institutional support and reward
  - cost issues related to testing and certification maintenance
  - lack of time to prepare for testing and maintaining education for recertification
Engaging Staff on the Journey

Emergency Room Nurses

http://www.youtube.com/watch?v=prnoRw5iWVw

Start **EARLY** to Register for ANCC Exam

- Contact ANCC
  http://www.nursecredentialing.org/Certification/NurseSpecialties/Gerontological.aspx
- **Read all** the Gerontological nurse materials for the exam
- Determine eligibility
- Print application and complete as a draft
- Complete application process on-line
- Computer-based test
Credential & Exam Highlights

- **Generalist exam**
  - How to denote your new certification
  - Board Certified RN-BC

- **150 test questions are scored (175 on test)**
  - 25 are non-scored to validate new questions and are considered pre-test questions.
  - Performance on pre-test questions does not affect the overall score.
  - Answer all questions as if they were the validated questions.

Clinical Nurse Specialist

3 Spheres of Influence

- Organizational-Systems
- Nurse
- Patient

Organizational Plan

- Develop an action plan
  - Assess your organization’s readiness
- Use existing programs or materials
  - Online
  - Live
  - Study groups
- Develop your own review course
- Use available resources in your organization and community
Organizational Plan

- Identify the key stakeholders
- Make a “case for the cause”
- Who will be on your “team”?
- Identify the gaps
- Prioritize next steps
- Evaluate outcomes
- Recognize staff
- Ongoing support for recertification

NICHE Certification Toolkit

http://elearningcenter.nicheprogram.org/course/view.php?id=34

Deborah.Conley-----password
(Knowledge Center------browse by Resource---Organizational strategies---Certification Toolkit)

2012 Test Content Outline

(Effective April 6, 2012)

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<tr>
<th>Category</th>
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<td>Assessment</td>
<td>30 20</td>
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<tr>
<td>II</td>
<td>Plan of Care</td>
<td>62 41</td>
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<tr>
<td>III</td>
<td>Professional Practice</td>
<td>58 39</td>
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© 2010 ANCC Test Content Outline for Professional Practice
2012 Test Content Outline

Refer to the ANCC website Gerontological Nurse Exam Content Outline

• Assessment (20% of test)
  – Data collection
  • Knowledge of and Skill in
  – Data interpretation
  • Knowledge of and Skill in

2012 Test Content Outline

• Plan of Care (41% of test)
  – Develop
    • Knowledge of and Skill in
  – Implement
    • Knowledge of and Skill in
  – Evaluate
    • Knowledge of and Skill in

2012 Test Content Outline

• Professional Practice (39%)
  – Communication
    • Knowledge of and Skill in
  – Quality Improvement and Leadership considerations
    • Knowledge of and Skill in
  – Legal and ethical considerations
    • Knowledge of and Skill in
Sample Gerontological Questions on ANCC website


Study Skills and Practice Test Taking--Practice--Practice--Practice

- [http://www.nursecredentialing.org/Certification/NurseSpecialties/Gerontological.aspx](http://www.nursecredentialing.org/Certification/NurseSpecialties/Gerontological.aspx)
- MOCK exams
- Gerontologic Nursing Textbook and or a review book (ANCC has a new 2013 Review Book)
- Develop a study outline
- Hartford Institute of Geriatric Nursing

Promoting Certification

- Develop a plan based on strategic initiatives.
- Set certification expectations from the outset.
- Offer review courses (3 or 4 per year of different specialties) based on strategic plan.
- Offer review course materials via a library loan system.
- Grant funding or Foundation funding.
- Advertise at the unit, hospital and community level.
Promoting Certification

• One example in critical care: (Watts, 2010)

“RNC IN 3”
• Program materials-independent study
  • 3 month calendar
  • Sign-up sheet – 10 staff cohort
  YOU are here on the journey-progress
  • 1 month-organized study group
  • Care packages delivered to RNs home
  • Increased # by 38% 1st year
  • 100% pass rate

Promoting Certification

• Incorporated certification core curriculum into Orientation.
• Certification expectation was set upon hiring.
• Certification is required for various roles/initiatives.
• Staff turnover “halted” after certification program initiated.
• New certified nurses mentor next cohort.

My Journey: 1991 to Present

• Conley Gerontological Nurse Certification Exam Preparation Course
  – Live (8 weeks, 7 weeks, 10 weeks)
  – Live 2-day Highlights in Gero Nursing for Certification
  – Online—University of NE Medical Center (UNMC)
    College of Nursing & Robert Wood Johnson Foundation
    Partners in Nursing Project for LTC
    • Synchronous and Asynchronous
    • American Health Care Association and UNMC College of Nursing—Asynchronous (for LTC nurses)
• Online at Nebraska Methodist College
Outcomes

- Pass rate: 100% over 17 years
- RWJ online pass rate—97.8%
- Course Satisfaction—97.3%
- Describe the best experience with the courses?
  - “Successfully completing an online course”
  - “Increasing my knowledge and skills related to dementia and delirium”

Qualitative Outcomes

- “My sense of accomplishment”
- “I’m proud to be a certified gerontological nurse”
- “Gaining a better understanding of the major physiological systems”
- “I am a resource for my colleagues”
- “Discovering references, resources and support networks that will be useful in my practice”

Improved Knowledge and Skills in Geriatric Nursing

- Statistically Significant Increases ($p < .0001$) in ALL areas:
  - Communication
  - Pain management
  - Physiological and psychological age changes
  - Skin integrity management
  - Functional status enhancement
  - Proper use of restraints
  - Discharge planning
  - Recognition and intervention for elder abuse

Findings based on the Hartford Geriatric Clinical Competence Scale
Improved Decision Making, Satisfaction and Empowerment

- Statistically Significant
  \((p < .0001)\) Improvement In:
  - Confidence in ability to do the job
  - Self-assuredness about capability to perform well
  - Mastery of skills needed for job
  - Autonomy in how to do the job
  - Decision making ability
  - Impact of nursing unit
  - Enhanced opportunity to do the job

*Findings based on the Psychological Empowerment Scale*

Incentives and Recognition

- Reimbursement for
  - review course & materials
  - passing exam
  - ongoing continuing education
  - recertification
- Recognition
  - Wall of Excellence
  - Name badges
  - Business cards
  - Celebrations
- Paid time off to take exam
- Clinical Ladder Advancement
- Promotions
  - $ bonus for initial and recertification ($500 to $1000)
  - Annual bonus
  - Differential in pay
The meaning of care.
Margretta Madden Styles, RN, EdD, FAAN

http://www.certifiednursesday.org/promotion-tools.htm

The meaning of care.

Please come & be recognized at our
Methodist Certification Tea

Friday, March 16, 2012
2:00 – 4:00 p.m.
Bernard Room
Methodist Women’s Hospital

or

Monday, March 19, 2012
2:00 – 4:00 p.m.
Nebraska Room, Methodist Hospital

Hosted by
Terri Tipton, RN, C, MSN
Vice President of Patient Care & CNO

2013 Certification Tea Invitation at Methodist

Back of invite
NMH/MWH is a Nurses Improving Care for Healthsystem Elders (NICHE) hospital. As part of our NICHE designation, we have access to their excellent Knowledge Center (KC) to earn online free ANCC approved continuing education to increase your knowledge and skills in caring for older adults.

Fifty percent of our patients are 65 and older. As a certified nurse at NMH-MWH, our NICHE Steering Committee invites you to become enrolled in the KC and take advantage of these webinars and courses. No matter what certification specialty you have, these courses would apply to the majority of certifications.

Here are a few examples of continuing education:

- Monthly webinars (both live and archived) for you to view any time—1 hour each.
- Critical Care Nursing of Older Adults (6 contact hours). Six educational modules, provides EBP guidelines for nurses working with older adults in critical care, step-down units, and trauma and emergency departments.
- Nursing Care of Older Adults with Cancer (6 contact hours). The six modules address: cancer demographics in older adults, age-related changes and cancer, nursing considerations related to radiation and chemotherapy, symptom management, and psychosocial issues.

Contact Sheryl.Peterson@nmhs.org for details.

Wall of Recognition
Ongoing Professional Development

Be Confident!!

- Read each question the way it is written.
- Do not "read into it".
- Usually your first choice for an answer is the correct one.
- Do not go back and change your answers unless you are certain your first answer was wrong.
- Take your time and ask the proctor if you have questions.

Be Confident!!

- Get a good night’s sleep the evening before the exam.
- Take care of yourself and decrease your stress by positive thoughts: I can do this and I will do this!!
- Practice on the computer and sit down for 3 hours.
Way to Go!!
• YOU will succeed and become a Board Certified Gerontological nurse!!!
• Thank employers or mentors for their encouragement and efforts to engage staff along the journey.
• Consider small group study and you will do great!!

Encouragement

Brenda Smith, RN-BC on being a Certified Gerontological Nurse!
I am so proud of you!!
I Believe Older Adults……

http://www.ncoa.org/about-ncoa/i-believe.html

Develop Your Action Plan

• Action
• Responsible Party
• Timeline
• Date Completed
• Comments

1. Assess your organization’s readiness
2. Identify the key stakeholders
3. Who will be on your “team”?
4. Identify the gaps
5. Prioritize next steps
6. Evaluation method
7. Recognize with recognition
8. Recertification support
Summary: Keys to Success

• Promote positive attitudes of Gerontological nursing and aging.
• “Develop the case” for annual Gerontological nurse certification based on the aging population.
• Create an action plan in your organization through involving nursing leadership and staff.
• Partner with colleges of nursing and or nursing organizations.

Summary: Keys to Success

• Employ successful strategies for developing and sustaining a certification initiative.
• Follow-up and mentor those seeking certification through-out their journey.
• Recognize and reward certified nurses.
• *Never* let your certification lapse! 😊

References


References

References

References
NICHE program http://www.nicheprogram.org/ accessed March 8, 2013
References


Deborah.Conley@nmhs.org
402-354-4661
Nebraska Methodist Hospital
Omaha, Nebraska
Gerontological Nurse Certification Exam Preparation
Websites and Resources 2013

Complied by Deborah Marks Conley, MSN, APRN-CNS, GCNS-BC, FNGNA

1. Hartford Institute for Geriatric Nursing
The Hartford Institute for Geriatric Nursing seeks to shape the quality of health care older Americans receive by promoting the highest level of geriatric competence in all nurses. The mission of NICHE is to import principles and tools to stimulate a change in the culture of health care facilities to achieve patient-centered care for older adults. Excellent resources!!
www.hartfordign.org
http://www.consultgerirn.org/
http://www.hartfordign.org/Resources/Try_This_Series/

2. University of Iowa College of Nursing
EBP Clinical Practice Guidelines
http://www.nursing.uiowa.edu/hartford

3. University of Nebraska Medical Center Section of Geriatrics and Gerontology
GERI Pearls EBP cards and other professional and family/pt education
http://www.unmc.edu/intmed/geriatrics/geri_pearls.htm

4. National Gerontological Nursing Association
www.ngna.org

5. Gero Gems and Center for Aging and Dignity from the University of Cincinnati College of Nursing
http://nursing.uc.edu/centers/aging_with_dignity.html

6. National Institutes of Aging (Part of the National Institutes of Health)
Professional and patient education on all aging topics, Age Pages, and ADEAR --- Alzheimer’s disease Education and Research Center
http://www.nia.nih.gov/

7. Rosalynn Carter Institute for Caregiving
Excellent resources on family care giving issues related to care of elders
http://www.rosalynnncarter.org/

8. NIA Senior Health
A website built for older adults and has both visual and auditory capabilities
http://nihseniorhealth.gov/

9. Aging with Dignity and Five Wishes
End of life resources with a Five Wishes document to use for advanced directives and end of life planning
http://www.agingwithdignity.org/5wishes.html
10. Eldercare Locator 800-677-1116
   Eldercare Locator is a nationwide, directory-assistance service helping older people and
   their caregivers locate local support services and resources
   www.edlercare.gov

11. American Nurses Credentialing Center Certification application for the Gerontological Nurse
   http://www.nursecredentialing.org/NurseSpecialties/Gerontological.aspx

12. American Geriatrics Society
   http://www.americangeriatrics.org/
   application ~~ igeriatrics  for smart phones, ipads

13. A New Look at the Old----American Journal of Nursing Series
   Articles and webcasts on various Gerontological nursing topics with some CEUs available at a minimal cost

14. AgeWISE Geropalliative Care---Massachusetts General Hospital
   http://www.massgeneralmag.org/training-teaches-nurses-how-to-discuss-emotional-issues/
   http://www.youtube.com/watch?v=4s0cV6WkfM8 AgeWISE at Nebraska Methodist Hospital

15. End of Life Nursing Education Consortium (ELNEC)
   http://www.aacn.nche.edu/elnec

16. College of Wisconsin Medical School Physician End of Life Fact Sheets & Resources
   http://www.eperc.mcw.edu/EPERC

17. National Hospice and Palliative Care
   http://www.nhpco.org/

18. Geriatric Pain Website
   http://www.geriatricpain.org/Pages/home.aspx

18. National League for Nursing--Faculty Development in Gerontological Nursing – ACES (Advancing Excellence in Senior Care)
   http://www.nln.org/facultydevelopment/facultyresources/aces/index.htm

19. American Nurses Association - Nurse Competence in Aging
   http://www.geronurseonline.org/

20. Geriatrics at Your Fingertips

21. PEPID Medical Software (Gerontological Nursing Suite)
   http://www.pepid.com/
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## Organizational Action Plan for Gerontological Nursing Certification

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