

# District Of Columbia Nurse Aide

Home Health Aide

Written (or Oral) Examination & Skills Evaluation

## Candidate Handbook

January 2024



**Credentia**



**NNAAP**  
National Nurse Aide Assessment Program  
An NCSBN® Examination

# It all starts here!

Reviewing this handbook is a big step toward your success.



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# Quick Reference

## CREDENTIAL REGISTRATION AND SCHEDULING SERVICES

1025 Greenwood Blvd.  
Suite 401  
Lake Mary, FL 32746

### Hours of Operation

Mon. – Fri. 8:00 a.m. – 11:00 p.m.

Saturday: 8:00 a.m. - 5:00 p.m.

Sunday 10:00 a.m. - 4:00 p.m.

(Eastern Time Zone)

### Create or Log into your CNA365 account to:

- Change your current address and phone number.
- Submit Correction Form to update name, date of birth or social security number before your exam has been scheduled.
- Obtain and submit an Examination Testing Application.
- Check Testing Application status.
- Find test sites and availability.
- Schedule, reschedule or cancel an examination.
- View exam details such as examination type, scheduled time, date, and location.
- View Score report.
- Submit and review a Grievance application for completed examination.
- Submit an excused absence application.

### Contact Customer Service when:

- Problem occurs when creating CNA365 Account.
- Did not receive activation link.
- Problem occurs when applying an assigned voucher code.
- Testing Application Issue.
- Received an error message when scheduling examination.
- Score report not viewable in CNA365 after 24 hours.
- Call 888-204-6249

## DC DEPARTMENT OF HEALTH

### Board of Nursing

899 North Capitol Street, NE Suite 200 Washington, DC 20002

(877) 672-2174

Web site: <http://dchealth.dc.gov/bon>

Email: [bon.dc@dc.gov](mailto:bon.dc@dc.gov)

Hours of Operation:

Monday through Friday

8:15 a.m. – 4:30 p.m.

(Eastern Standard Time)

Go to the Board of Nursing Website (<http://dchealth.dc.gov/bon>) to:

- View or download the Home Health Aide Candidate Handbook
- Download HHA Certification Application
- Download a copy of District of Columbia Home Health Regulations
- Clarify information about the HHA Registry
- Change your current address or name once you are on the HHA Registry
- Obtain information on continued certification on the HHA Registry

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NNAAP® Written Exam Content Outline and Practical Skills Listing  
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# Introduction

Welcome and congratulations on your decision to take the professional Home Health Aide test. This handbook is designed for candidates who want to be listed on the District Of Columbia Home Health Aide Progrn. It tells you how to apply for and take the the Home Health Aide program.

This handbook will answer many of your questions about the test. Please take the time to read it and keep it so you can refer to it whenever you have a question about the test.



VISIT resource center for additional info  
<https://credentia.com/about-us/nurse-aide-resource-center>

## THE HOME HEALTH AIDE PROGRAM (HHA)

The District of Columbia Home Health Aide certification by examination was established July 2012 with the final publication of the Home Health Aide Regulations. The regulations were derived from the revised Health Occupations Revisions Act of 2009, which place Nursing Assistive Personnel (NAP) under the authority of the Board of Nursing. Together with the District of Columbia Department of Health/Board of Nursing, Credentia has developed a testing program called the HHA Program. This program provides an assessment of home health aide knowledge and skills and is designed to determine competency of the home health aide in the District of Columbia. The examination for the HHA Program consists of the HHA Written Examination together with the Skills Evaluation.

## ABOUT CREDENTIALIA

This handbook was created by Credentia in partnership with the HHA Department of Health. Credentia is a nationally recognized provider of testing services to develop, score and report the results of the HHA Nurse Aide Registry test. Credentia also processes applications, schedules examinations and administers the tests.

## CRIMINAL BACKGROUND CHECK

To be certified as a Home Health Aide in the District of Columbia you must complete a criminal background check (fingerprinting). Background checks are provided by the vendor for DC Health, FieldPrint. After passing the home health aide exam, go to: <https://doh.force.com/dchealthrenewals/s/portal-page> to complete application and pay for criminal background check (CBC). You will receive a code on your receipt for payment to be used to schedule your appointment. You will also receive instructions on how to schedule your fingerprint scan.

## HHA EXAM OVERVIEW

The HHA exam contains two parts: Written Examination and the Skills Evaluation.

## THE WRITTEN EXAMINATION

The written part of your test is made of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

Please note: If you have a hard time reading English, you can take an Oral Examination instead of the Written Examination.

## THE SKILLS EVALUATION

For the Skills portion of your test, you will be asked to perform five (5) randomly selected nurse aide skills. You will be rated on these skills by a Nurse Evaluator. You can also review The Written (or Oral) Exam and The Skills Evaluation for more details about the NNAAP Examination.

# Eligibility

This section explains:

- What you need to do to become a nurse aide in HHA
- What you need to do before you can take the NNAAP test

## ELIGIBILITY FOR HOME HEALTH AIDE

You are eligible to apply to take the HHA Examination for certification as a home health aide in DC if you qualify under one of the following eligibility routes:

*Note: Note: You are permitted three (3) attempts to pass the exam. You must retake exam if you do not pass the third attempt*

## LIGHTDUTY

Candidates are prohibited from taking the Skills Evaluation if on limited activity or light duty due to medical reasons. Candidates must be able to complete required skills included in the Skills Evaluation. Candidates on light duty can't take the Skills Evaluation; however, they can take the written/oral exam. Medical documentation stating return to full duty is required to take the skills evaluation.

**H-1**

You have completed a DC Department of Health approved training program within the last twenty-four (24) months

**H-2**

You have completed a DC CNA to HHA bridge course within the last twenty-four (24) months that was approved by the DC Board of Nursing and you have previously taken and passed the NNAAP Examination. Please log into CNA365 and select the appropriate Examination Types and Fees box to complete only the HHA written examination. (This eligibility routes is for DC CNAs only)

Please log into CNA365 and select the appropriate Examination Types and Fees box to complete only the HHA written examination.

**H-3**

You have completed a Nurse Assistant OR an HHA training program in a state other than DC (also considered not approved by the DC Board of Nursing) and you have not passed the NNAAP Examination. Please log into CNA365 to select the appropriate Examination Types and Fees box to complete both the HHA written and Skills examination. **PLEASE DO NOT SELECT THIS ELIGIBILITY ROUTE IF YOU ARE IN GOOD STANDING ON THE CNA REGISTRY OF ANOTHER STATE AND WOULD LIKE TO APPLY FOR RECIPROCITY.**

**H-4**

You have completed a practical or registered nursing "Fundamental of Nursing" course in the United States with a clinical component within the last thirty-six (36) months from the date of application. Submit course description and official transcript in sealed envelope. Select the appropriate Examination Types and Fees box to complete the HHA written and skills examination

**H-5**

You have obtained a Commission on Graduates of Foreign Nursing School (CGFNS) certificate within the last thirty-six (36) months from the date of application of certification, indicating education as a registered nurse (RN or licensed practical nurse (LPN) outside the United States. Submit CGFNS certificate. Select the appropriate Examination Types and Fees box to complete the HHA written and skills examination

# Online Registration and Scheduling

Online registration is the best way to register for your examination.





## HERE'S HOW IT WORKS:

After finishing a HHA state-approved training course, you can create an online account with Credentia's CNA365 system. The Credentia CNA365 system makes online registration quick and easy, and much faster than mailing a paper application.

- To create a CNA365 account, go to [www.credentia.com/test-takers/dchha](http://www.credentia.com/test-takers/dchha). Click the "CNA365 Login" button on the top of the HHA nurse aide website.
- You can pay by credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once you've paid.
- For exams at test center locations, you'll need to make an online reservation using a laptop. Using your phone or a tablet is not recommended. You need to make your reservation at least ten (10) calendar days before the test date.
- For Written or Oral online exams, you can schedule an exam as early as one day following registration, depending on when exam availability.
- You'll need to complete your online application in CNA365 but you can ask someone from your home health aide program or facility employer for help in completing the application. If you need help or have.

## EXAM FEES

The fees listed below have been established for the Home Health Aide Examination in DC. Fees are non-refundable and non-transferable.

Written Examination	\$55
Skills Evaluation ONLY	\$110

## SCHEDULING YOUR EXAM

Once your online application has been approved, you will be able to schedule for exams in CNA365. A detailed step-by-step reference guide on how to schedule exams can be found at [www.credentia.com/test-takers/dchha](http://www.credentia.com/test-takers/dchha). When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

## ACCOMMODATIONS

Credentia complies with the Americans with Disabilities Act and will provide reasonable accommodations to anyone with a documented disability who might need a little help in accessing the test.

Test accommodations may include things like:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility, hearing or vision difficulties who cannot read or write on their own

Test accommodations will be considered on a case-by-case basis. If you're requesting accommodations because of a disability, you must provide proof of your condition.

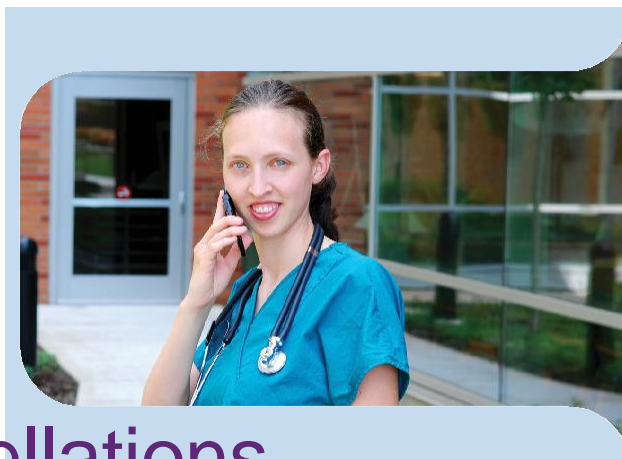
This may include:

- Supporting documents from the professional who diagnosed the condition
- A description of past accommodations that you have received

Please visit [www.credentia.com/accommodations](http://www.credentia.com/accommodations) full details on the accommodations process and required supporting documentation.

## TESTING LOCATIONS

In-Facility Testing (INF) – In-facility testing is when your state-approved Training Program instructor has made arrangements with Credentia to test at your training program on a specific date. Please make certain you know your in-facility (INF) Code and test date when you are completing your registration.



## Cancellations

You may cancel or reschedule an examination online in your CNA365 account. For details on how to cancel or reschedule an examination, visit [www.credentia.com/testtakers/dchha](http://www.credentia.com/testtakers/dchha) and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

**Online Written examinations** must be canceled or rescheduled at least 48 hours before the scheduled examination time.

**Test center examinations** must be canceled or rescheduled at least ten (10) calendar days before the scheduled examination date (Saturday and Sunday and national holidays are not considered calendar days).

If you do not cancel or reschedule your examination within the required timeframes detailed and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

If you do not report to an examination at your scheduled time, you will be considered a “no-show” and fees paid will be forfeited. An unexcused absence will also count as one of your 3 “opportunities” to pass the exam.

## REFUNDS

Once payment of exam fees is received, NO REFUNDS WILL BE ISSUED.

## ABSENCE POLICY

Candidates who are late or absent from an exam may submit an excused absence via CNA365 within 14 calendar days of the exam date for the following reasons:

- Illness of yourself or a member of your household
- Death in the family
- Traffic accident or ticket
- Court appearance or jury duty
- Military duty
- Weather emergency
- Incarceration

Your request must include documentation or verification for the cause of the absence. For example, if you are absent because of jury duty, you must upload a copy of the court notice. In the case of illness, verification from a medical provider must be included in your request. Please note, a request takes approximately 3-5 calendar days to review. The decision of Credentia to approve or deny the excused absence will be final.

## WEATHER EMERGENCIES

A test center/online examination will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the examination will be delayed or cancelled. In the event of an examination change due to a weather emergency, candidates will be contacted with the information on file by phone and email of cancellation.

# Exam Day

## TAKING YOUR EXAM ONLINE

You can take your Written/Oral exam from home or work through Credentia online proctoring. A live proctor (someone who supervises the test) will securely monitor you through the webcam on your workstation. Online exams also offer you more scheduling flexibility than test center exams to fit with your schedule.

Please visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the “Policies & Procedures” link on this webpage to review the exam rules and procedures.

### WHAT YOU’LL NEED

- The right computer – a desktop, laptop or Chromebook with a single monitor (no smartphones or tablets). Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) to view or download system requirements.
- A private room – if you don’t have access to a private room, check with your training program or local library for availability.
- A mobile device – the proctor will need to see all around your exam area with a 360-degree room scan. Please be sure you have a smartphone or tablet (Apple or Android) that can do this using our free app.



### WHAT TO DO IN THE DAYS BEFORE YOUR ONLINE EXAM:

- Run a system test – make sure to do the required system test and exam simulation before exam day. Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) and select the “Run System Test” button.
- Find your testing space – you need a quiet area in your home or office to take your exam
- Get your ID ready – you are required to have two (2) forms of official ID with a signature (one must be a photo identification). Photocopies of identification will NOT be accepted. Examples of identification you can use include:
  - Driver’s license
  - Social Security card
  - Clinic card
  - Credit card
  - Library card
  - State-issued identification card
  - Passport
  - Alien registration card

The name on your identification must be the same as the name you used on the application to register for the examination.

If you do not have proper identification, you will not be allowed to take the test and your examination fee will not be refunded.

**IMPORTANT:** If you can’t take the test because of this, it still counts as one of your 3 chances to take the exam because you were not prepared — please have the correct forms of identification!

GO ONLINE to learn more about what to expect before your testing day and the day of testing [credentia.com/test-center-exams](http://credentia.com/test-center-exams)

## WHAT TO DO ON YOUR ONLINE EXAM DAY

### STEP 1: Prepare your testing space

- Quiet: no background noise and tell members of your household you are taking your test.
- Well lit: proctors must be able to see you and your testing space well.
- Privacy: no one else in the room.
- Remove prohibited items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and prepare beverages before exam.

### STEP 2: Have your ID ready

Have your government-issued photo ID with you. (See list or proper identification in section above.)

### STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby.
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other people in your house do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.

### STEP 4: Download the ExamRoom 360 app

Download the ExamRoom 360 app to your smartphone or tablet and have your CNA365 login credentials available (the user name and password for your Credentia CNA365 account). This app is required to complete a 360 degree room scan.

### STEP 5: Check in for your exam

- You can begin to check in up to 30 minutes before your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor (the test supervisor).
- How to check in: Go to [www.credentia.com/test-takers/dchha](http://www.credentia.com/test-takers/dchha) and click the “CNA365 login” button. Once logged in, find your scheduled exam and select the “Start Exam” button.



# Exam Day

## TAKING YOUR CENTER EXAM IN PERSON

### CHECKING IN

- You must arrive 30 minutes before your scheduled time for BOTH the written examination and for the skills evaluation. If you are late for the written examination you will not be allowed to test and your fees will not be refunded.
- If you missed your written examination and are scheduled for a skills evaluation, please arrive 30 minutes prior to your scheduled time. Skills Evaluation test times are approximate.

PLEASE NOTE: You will be required to check in for both the written examination and for the skills evaluation. You will be required to present proper identification.

### WHAT TO BRING

You MUST have the following items with you when you take the NNAAP Examination:

- Two (2) forms of official (current, not expired), legible, signature-bearing identification, one of which must be photo identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Analog watch with a sweeping seconds hand (not a digital or Smartwatch)

No other materials will be allowed.



GO ONLINE to learn more about what to expect before your testing day and the day of testing [credentia.com/test-center-exams](https://www.credentia.com/test-center-exams)

### PROPER IDENTIFICATION

You are required to bring two (2) forms of official, signature-bearing identification to the test site (one of which must be a photo identification). Photocopies of identification will NOT be accepted.

Examples of proper identification include:

- Driver's license
- Your Social Security card
- Clinic card
- Credit card
- Library card
- State-issued identification card
- Passport
- Alien registration card

The name on your identification must be the same as the name you used on the application to register for the examination.

If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded. This absence will count as one of your 3 opportunities to test because you were not prepared with the correct forms of identification.

### SECURITY AND CHEATING

If you give help to or receive help from anyone during the NNAAP Examination, the examination will be stopped. The incident will be reported to the HHA Department of Health for review and your examination will not be scored (see Testing Policies).

Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of or licensed to Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction or through oral or written communication, is strictly prohibited and punishable by law. Anyone who removes or tries to remove examination material or information from the test site will be prosecuted.

## TESTING POLICIES

The following policies are observed at each test site.

### LATENESS

Plan to arrive thirty (30) minutes before the examination starts. If you are late for your scheduled examination or do not bring all your required materials, you will NOT be allowed to test and your examination fee will NOT be returned.

### ELECTRONIC DEVICES

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing, and there is no place for storage of personal belongings at the test sites.

### STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Credentia is not responsible for lost or misplaced items.

### EATING/DRINKING/SMOKING

You are not permitted to eat, drink or smoke during the examination.

### MISCONDUCT

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and reported to the Department of Health. Decisions regarding disciplinary measures are the responsibility of that agency.

### GUESTS/VISITORS

No guests, visitors, pets or children are allowed at the test sites.

# CONTENT OUTLINE - HOME HEALTH AIDE

The HHA Written Examination is comprised of seventyfive (75) multiple-choice questions.

## I. Role of the Home Health Aide ..... 25%

- A. Professional boundaries and behaviors
  - 1. Tasks and responsibilities
  - 2. Delegated tasks
  - 3. Moral, legal and ethical behavior
  - 4. Professional communication
  - 5. Professional conduct
- B. Data collection, recording and reporting.

## II. Physical Care .....50%

- A. Activities of daily living
  - 1. Personal hygiene, grooming and bathing
  - 2. Ambulating, transferring and positioning
  - 3. Toileting, and bowel and bladder incontinence care
  - 4. Dressing
  - 5. Feeding, eating and drinking
- B. Basic care skills
  - 1. Maintaining safety
  - 2. Performing range-of-motion exercises
  - 3. Infection control
  - 4. Providing basic emergency care
  - 5. Performing simple dressing changes
  - 6. Assisting with self-administration of medication
  - 7. Assisting in activities directly supportive of skilled services
  - 8. Assisting with routine care of prosthetic, orthotic or assistive devices
- C. Care across lifespan
  - 1. Care of infants, children, adolescents and the elderly, including those with chronic and terminal illness
  - 2. Care for those with physical disabilities
  - 3. When caring for a dying client, the nurse aide should:

## III. Psychosocial Care .....13%

- A. Providing care sensitive to the spiritual beliefs, culture, sexual orientation, preferences and gender identity of the client
- B. Addressing social, emotional and mental health needs
- C. Communicating with the client and family

## IV. Personal and Household Maintenance Activities ..... 12%

- A. Shopping in accordance with dietary guidelines
- B. Accompanying the client to appointments as required
- C. Assisting with telephone usage
- D. Planning and preparing meals, and following food safety guidelines
- E. Keeping the client's home environment in a condition that promotes health and comfort

# The Skills Evaluation





## WHAT TO EXPECT SETTINGS

The Skills Evaluation is set up to look like an actual care-giving situation. The Skills Evaluation area will look like your work setting. It will have all the equipment needed to perform the assigned skills. The Skills Evaluation will be given by a Nurse Aide Evaluator. Before your Skills Evaluation begins, the evaluator will show you where equipment is and answer questions about using the equipment. Please arrive 30 minutes early. Please plan to spend the day. See pages 23-30 for the complete skills listing.

## WHO WILL ACT AS A CLIENT

The part of the “client” will be played by a candidate who will act like an elderly person. While you perform the skills, speak to the client as you would speak to an actual client in a nurse aide work setting. It’s good to speak to the client not only because it is part of quality care, but also because it will help you to relax as you perform the skills.

Please note, you cannot get help from anyone during the Skills Evaluation, and you must speak to the client in English so that the evaluator can understand and correctly score the evaluation. If either one of you gives help or receives help during the test or you and the client are talking in a language other than English, the test will be stopped.

## CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a candidate volunteer for another nurse aide’s Skills Evaluation and play the role of a nursing home patient (client). You will get instructions on how you should act in your role as the client. You must wear flat, slip-on, non-skid shoes; a loose-fitting top with short sleeves that can be rolled up to the shoulder or tank top; and loose fitting pants that can be rolled up. You will have to put a gown on over your clothing. In no case should anyone remove clothing down to undergarments.

Before starting the test, you should tell the evaluator about any food or latex allergy or sensitivity to skin soaps or lotion. If you have trouble with any range of motion, you should tell the evaluator before you start.

You should not come to the test site with open sores on the skin. Candidates with any open sores on their skin should reschedule their skills test to a later date.

## THE TASKS

The NNAAP Skills List shows all of the skills that you may be asked to do during the Skills Evaluation. The skills have been broken down into steps.

A step that is highlighted in bold type is called a Critical Element Step. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step correctly, you will not pass the skill. However, if you perform only the Critical Element Step correctly, you do not automatically pass that skill. You must also correctly perform enough steps to meet the passing standard (or cut score) for each skill.

Before your Skills Evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the skills listings on pages 23 to 30 of this handbook. You should perform the skills in the order they are listed on the instruction card.

- If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you want to correct. There are some exceptions to this rule. If you don’t put on gloves or take them off when required, and the evaluator reminds you to do that, then you will not get credit for trying to correct this step.
- If you want to correct a step that must be done in order — a step that has to be performed before or after another step — and you forget to say when the corrected step should be performed, you will not get credit for the correction.
- Once you begin a new skill, you can’t go back to correct the skill that came before it.

- The Nurse Aide Evaluator will not answer questions during the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.
- One (1) of the four (4) randomly selected skills will include a measurement skill (see the section below, Recording A Measurement, for more information on measurement skills).
- You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. You will have 30 minutes to demonstrate all 5 skills. When 25 minutes have elapsed the Nurse Aide Evaluator will tell you that you have 5 minutes left.
- When you have finished your Skills Evaluation, the evaluator will tell you to wash your hands. This will not affect your score, but you must wash your hands as a hygiene measure.

## RECORDING A MEASUREMENT

For your Skills Evaluation, you must perform one measurement skill, such as blood pressure, radial pulse, respirations, urine output or weight. You will be given a special form, called a Recording Sheet for Measurement Skills, to write down the measurement. For example, if performing the Measures and Records Blood Pressure skill, you will write the complete systolic and diastolic pressures of your blood pressure reading in a box labeled Candidate Results.

On the following page is a copy of the recording sheet that will be used during the skills exam. You must record your results in the Candidate Results box on this sheet. This sheet will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Weight of Ambulatory Client
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations

## TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills just like you would in a nursing home setting. When water is required, you must use running water. You will be required to perform the Hand Hygiene skill.
- For your skills evaluation, you don't have to wash your hands for each skill. You can just tell the evaluator "Now I would wash my hands." You don't have to wash them each time, as long as you tell the evaluator when you would wash them if this were a real situation.
- For all steps other than hand-washing, you must actually perform the skill in order to get credit. You can't tell the evaluator what you would do for simulating a step. You have to actually do the step.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the Recording Sheet for Measurement Skills. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 23 of this handbook. It's best for you to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to use both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You may not bring any of your own equipment to the test site (like a transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- Where the word "client" appears, it refers to the person receiving care.



## RECORDING SHEET FOR MEASUREMENT SKILLS

Date \_\_\_\_\_

Test Site ID \_\_\_\_\_

CANDIDATE NAME \_\_\_\_\_

CANDIDATE ID \_\_\_\_\_

EVALUATOR NAME \_\_\_\_\_

EVALUATOR ID \_\_\_\_\_

### SKILL TESTED

*Evaluator must check one box next to the skill being tested.*

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Blood Pressure | <input type="checkbox"/> Respirations |
|   | <input type="checkbox"/> Urine Output |
| <input type="checkbox"/> Radial Pulse   | <input type="checkbox"/> Weight       |

CANDIDATE RESULTS	EVALUATOR RESULTS

## Skills Listing

The 21 skills that follow are arranged in alphabetical order, except for the Hand Hygiene (Hand Washing) skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

### SKILL 1 —HAND HYGIENE (HAND WASHING)

- 1 Address client by name and introduces self to client by name
- 2 Turns on water at sink
- 3 Wets hands and wrists thoroughly
- 4 Applies soap to hands
- 5 Lathers all surfaces of wrists, hands and fingers producing friction, for at least 20 (twenty) seconds, keeping hands lower than the elbows and the fingertips down**
- 6 Cleans fingernails by rubbing fingertips against palms of the opposite hand
- 7 Rinse all surfaces of wrists, hands and fingers, keeping hands lower than the elbows and the fingertips down**
- 8 Uses clean, dry paper towel/towels to dry all surfaces of fingers, hands and wrists starting at fingertips then disposes of paper towel/towels into waste container
- 9 Uses clean, dry paper towel/towels to turn off faucet then disposes of paper towel/towels into waste container or uses knee/foot control to turn off faucet
- 10 Does not touch inside of sink at any time

### SKILL 2 — APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out, at least to the heel
- 5 Places foot of stocking over toes, foot and heel
- 6 Pulls top of stocking over foot, heel and leg

- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints
- 8 **Finishes procedure with no twists or wrinkles and heel of stocking, if present, is over heel and opening in toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free**
- 9 Signaling device is within reach and bed is in low position
- 10 After completing skill, wash hands

### SKILL 3 — ASSISTS TO AMBULATE USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 **Privacy is provided with a curtain, screen or door**
- 3 Before assisting to stand, client is wearing non-skid shoes/footwear
- 4 Before assisting to stand, bed is at a safe level
- 5 **Before assisting to stand, checks and/or locks bed wheels**
- 6 Before assisting to stand, client is assisted to sitting position with feet flat on the floor
- 7 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 8 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 9 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 10 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position), and maintaining stability of client's legs by standing knee to knee or toe to toe with client
- 11 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt

- 12 Assists client to bed and removes transfer belt
- 13 Signaling device is within reach and bed is in low position
- 14 After completing skill, wash hands

### SKILL 4 — ASSISTS WITH USE OF BEDPAN

- 1 Explains procedure speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before placing bedpan, lowers head of bed
- 4 Puts on clean gloves before placing bedpan under client
- 5 Places bedpan correctly under client's buttocks
- 6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 7 After positioning client on bedpan and removing gloves, raises head of bed
- 8 Toilet tissue is within reach
- 9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
- 10 Signaling device within reach and client is asked to signal when finished
- 11 Puts on clean gloves before removing bedpan
- 12 Head of bed is lowered before bedpan is removed
- 13 Ensures client is covered except when placing and removing bedpan
- 14 Empties and rinses bedpan and pours rinse into toilet
- 15 Places bedpan in designated dirty supply area
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

### SKILL 5 — CLEANS UPPER OR LOWER DENTURE

- 1 Puts on clean gloves before handling denture
- 2 Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
- 3 Rinses denture in moderate temperature running water before brushing them
- 4 Applies denture toothpaste to toothbrush

- 5 Brushes all surfaces of denture
- 6 Rinses all surfaces of denture under moderate temperature running water
- 7 Rinses denture cup and lid
- 8 Places denture in denture cup with moderate temperature water/solution and places lid on cup
- 9 Rinses toothbrush and places in designated toothbrush basin/container
- 10 Maintains clean technique with placement of toothbrush and denture
- 11 Sink liner is removed and disposed of appropriately and/or sink is drained
- 12 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

### SKILL 6 — COUNTS AND RECORDS RADIAL PULSE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Places fingertips on thumb side of client's wrist to locate radial pulse
- 3 Count beats for one full minute
- 4 Signaling device is within reach
- 5 Before recording, washes hands
- 6 **Records pulse rate within plus or minus 4 beats of evaluator's reading**

### SKILL 7 — COUNTS AND RECORDS RESPIRATIONS

- 1 Explains procedure (for testing purposes), speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Counts respirations for one full minute
- 3 Signaling device is within reach
- 4 Before recording, washes hands
- 5 **Records respiration rate within plus or minus 2 breaths of evaluator's reading**

### SKILL 8 — DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Asks which shirt he/she would like to wear and dresses him/her in shirt of choice
- 4 Avoids overexposure of client by ensuring client's chest is covered
- 5 Removes gown from the left (unaffected) side first, then removes gown from the right (affected/weak) side
- 6 Before dressing client, disposes of gown into soiled linen container
- 7 **Assists to put the right (affected/weak) arm through the right sleeve of the shirt before placing garment on left (unaffected) arm**
- 8 While putting on shirt, moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 9 Finishes with clothing in place
- 10 Signaling device is within reach and bed is in low position
- 11 After completing skill, washes hands

### SKILL 9 — FEEDS CLIENT WHO CANNOT FEED SELF

- 1 Explains procedure to client, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Before feeding, looks at name card on tray and asks client to state name
- 3 **Before feeding client, client is in an upright sitting position (75-90 degrees)**
- 4 Places tray where the food can be easily seen by client
- 5 Candidate cleans client's hands before beginning feeding
- 6 Candidate sits in a chair facing client during feeding
- 7 Tells client what foods and beverage are on tray
- 8 Asks client what he/she would like to eat first
- 9 Using spoon, offers client one bite of each type of food on tray, telling

- client the content of each spoonful
- 10 Offers beverage at least once during meal
- 11 Candidate asks client if they are ready for next bite of food or sip of beverage
- 12 At end of meal, candidate cleans client's mouth and hands
- 13 Removes food tray
- 14 Leaves client in upright sitting position (75-90 degrees) with signaling device within client's reach
- 15 After completing skill, washes hands

### SKILL 10 — GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND AND UNDERARM)

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered
- 4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 5 Puts on clean gloves before washing client.
- 6 Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face**
- 7 Dries face with dry cloth towel/washcloth
- 8 Exposes one arm and places cloth towel underneath arm
- 9 Applies soap to wet washcloth
- 10 Washes fingers (including fingernails), hand, arm and underarm keeping rest of body covered
- 11 Rinses and dries fingers, hand, arm and underarm
- 12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 13 Puts clean gown on client
- 14 Empties, rinses, and dries basin
- 15 Places basin in designated dirty supply area
- 16 Disposes of linen into soiled linen container

- 17 Avoids contact between candidate clothing and used linens
- 18 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 19 Signaling device is within reach and bed is in low position

### SKILL 11\* — MEASURES AND RECORDS ELECTRONIC BLOOD PRESSURE

\*STATE SPECIFIC (EVALUATOR: DO NOT SUBSTITUTE THIS SKILL FOR SKILL 23 'MANUAL BLOOD PRESSURE')

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Has client assume a comfortable lying or sitting position
- 4 Client's arm is positioned at level of heart with palm up and upper arm is exposed
- 5 Selects appropriate cuff size
- 6 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 7 Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over the brachial artery site
- 8 Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children and adults, selects the appropriate setting.
- 9 Pushes start button. If cuff inflates to more than 200 mm Hg then stops machine and uses cuff on client's other arm.
- 10 Waits until the blood pressure reading appears on the screen and for the cuff to deflate, then removes the cuff
- 11 Signaling device is within reach
- 12 Before recording, washes hands
- 13 After obtaining reading using BP cuff, records both systolic and diastolic pressures exactly as displayed on the digital screen**

## SKILL 12 — MEASURES AND RECORDS URINARY OUTPUT

- 1 Puts on clean gloves before handling bedpan
- 2 Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container
- 3 Rinses bedpan and pours rinse into toilet
- 4 Measures the amount of urine at eye level with container on flat surface (if between measurement lines, round up to nearest 25 ml/cc)
- 5 After measuring urine, empties contents of measuring container into toilet
- 6 Rinses measuring container and pours rinse into toilet
- 7 Before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 8 **Records contents of container within plus or minus 25 ml/cc of evaluator's reading**

## SKILL 13 — MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Client has non-skid shoes/footwear on before walking to scale
- 3 Before client steps on scale, candidate sets scale to zero
- 4 Asks client to step on center of scale and obtains client's weight
- 5 Asks client to step off scale
- 6 Before recording, washes hands
- 7 **Records weight based on indicator on scale. Weight is within plus or minus 2 lbs of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading).**

## SKILL 14 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Ensures that client is supine in bed and instructs client to inform candidate if pain is experienced during exercise
- 4 **While supporting the leg at knee and ankle, bends the knee and then returns leg to client's normal position (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting the foot and ankle close to the bed, pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

## SKILL 15 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Instructs client to inform candidate if pain experienced during exercise
- 4 **While supporting arm at the elbow and at the wrist, raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting arm at the elbow and at the wrist, moves client's straightened arm away from the side of body to shoulder level**

**and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**

- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

## SKILL 16 — POSITIONS ON SIDE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before turning, lowers head of bed
- 4 Raises side rail on side to which body will be turned
- 5 Candidate assists client to slowly roll onto side toward raised side rail
- 6 Places or adjusts pillow under head for support
- 7 Candidate repositions arm and shoulder so that client is not lying on arm
- 8 Supports top arm with supportive device
- 9 Places supportive device behind client's back
- 10 Places supportive device between legs with top knee flexed; knee and ankle supported
- 11 Signaling device is within reach and bed is in low position
- 12 After completing skill, washes hands

## SKILL 17 — PROVIDES CATHETER CARE FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area including buttocks before washing

- 6 Exposes area surrounding catheter (only exposing client between hip and knee)
- 7 Applies soap to wet washcloth
- 8 **While holding catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 9 **While holding catheter at meatus without tugging, using a clean washcloth, rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 10 While holding catheter at meatus without tugging, dries at least four inches of catheter moving away from meatus using a dry cloth towel/washcloth
- 11 Empties, rinses and dries basin
- 12 Places basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 14 Avoids contact between candidate clothing and used linen
- 15 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 16 Signaling device is within reach and bed is in low position

## SKILL 18 — PROVIDES FOOT CARE ON ONE FOOT

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot (including between the toes)
- 9 Foot is rinsed (including between the toes)
- 10 Dries foot (including between the toes) with dry cloth towel/washcloth



- 11 Applies lotion to top and bottom of foot (excluding between the toes) removing excess with a towel/washcloth
- 12 Supports foot and ankle during procedure
- 13 Empties, rinses and dries basin
- 14 Places basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach

### SKILL 19 — PROVIDES MOUTH CARE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before providing mouth care, client is in upright sitting position (75-90 degrees)
- 4 Puts on clean gloves before cleaning mouth
- 5 Places cloth towel across chest before providing mouth care
- 6 Secures cup of water and moistens toothbrush
- 7 Before cleaning mouth, applies toothpaste to moistened toothbrush
- 8 Cleans mouth (including tongue and all surfaces of teeth), using gentle motions**
- 9 Maintains clean technique with placement of toothbrush
- 10 Candidate holds emesis basin to chin while client rinses mouth
- 11 Candidate wipes mouth and removes clothing protector
- 12 Disposes of used linen into soiled linen container
- 13 Rinses toothbrush and empties, rinses and dries basin
- 14 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 15 Signaling device is within reach and bed is in low position

### SKILL 20 — PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Places pad/ linen protector under perineal area including buttocks before washing
- 6 Exposes perineal area (only exposing between hips and knees)
- 7 Applies soap to wet washcloth
- 8 Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with dry cloth towel/ washcloth
- 11 After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
- 12 Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke
- 13 Dries rectal area moving from front to back with dry cloth towel/ washcloth
- 14 Repositions client
- 15 Empties, rinses and dries basin
- 16 Places basin in designated dirty supply area
- 17 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 18 Avoids contact between candidate clothing and used linen
- 19 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 20 Signaling device is within reach and bed is in low position

## SKILL 21 — TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen or door
- 3 Before assisting to stand, wheelchair is positioned alongside of bed, at head of bed facing foot or foot of bed facing head
- 4 Before assisting to stand, footrests are folded up or removed
- 5 Before assisting to stand, locks wheels on wheelchair**
- 6 Before assisting to stand, bed is at a safe level
- 7 Before assisting to stand, checks and/or locks bed wheels
- 8 Before assisting to stand, client is assisted to a sitting position with feet flat on the floor**
- 9 Before assisting to stand, client is wearing shoes
- 10 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 11 Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing
- 12 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing.
- 13 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position) and maintaining stability of client's legs by standing knee to knee or toe to toe with the client
- 14 Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair
- 15 Lowers client into wheelchair
- 16 Positions client with hips touching back of wheelchair and transfer belt is removed
- 17 Positions feet on footrests
- 18 Signaling device is within reach

# Exam Results

You will receive a notification email from CNA365 when a new exam score has been posted to your online account. To access your score report, please login to your CNA365 account by clicking the “CNA365 Login” button on the top of the District of Columbia nurse aide website page at [www.credentia.com/test-takers/dchha](http://www.credentia.com/test-takers/dchha) Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365, please contact customer service at 877-833-4542.

## SCORE REPORTING

Credentia will provide you with your official examination results within a few hours after a testing event is completed for the day. Score reports are provided online and are available for you to print or download. Examinations results will not be given over the telephone nor can they be sent by Credentia to your employer.

## FAILING

If you fail the Written Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts. A new examination fee is required each time you re-take any part of the HHA Examination. To re-take either or both parts, you must reschedule on CNA365 and include a retake fee.

State and federal regulations allow you three (3) attempts to pass both the Skills Evaluation and the Written Examination. If you should fail either part or both parts three (3) times, you will be required to successfully complete a Board-approved training program and re-take both parts. You must pass both the Written Examination and the Skills Evaluation within a twenty-four (24) month period in order to receive certification as a Home Health.

## HOW TO READ A FAILING SCORE REPORT

If you don't pass the Skills Evaluation, you'll get a Failing Score Report. The score report will list the five (5) skills that you performed and a score of Satisfactory or Unsatisfactory for each skill. Any skill with an Unsatisfactory result is considered a failed skill. You need a Satisfactory result on all five (5) skills in order to pass the Skills Evaluation.

**IMPORTANT:** Use your Failing Score Report to help you study for when you retake the Skills Evaluation. A failed skill will show the reason for the failure, and you can use this information to make sure you do this the skill

correctly when you retake it. Find the skill you failed, and study the steps, especially steps listed as Unsatisfactory on the score report.

In the example below, a candidate got an Unsatisfactory on the skill Hand Hygiene. The numbers 1, 5 and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for retaking the Skills Evaluation, you should turn to the Skills Listing in this handbook, look for the Hand Hygiene skill, and review all the steps, especially steps 1, 5 and 10.

### DISTRICT OF COLUMBIA NNAAP® EXAMINATION RESULTS

Exam: Skills	Result: Fail
<b>Skills Performance:</b>	
Hand Hygiene 1, 5, 10	Unsatisfactory
Provides Mouth Care	Satisfactory
Written Examination only	Satisfactory
Measures and Records Blood Pressure	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Assists Client to Ambulate using transfer belt	Satisfactory

A sample of a Failing Score Report

## PASSING - HHA

Once you have passed both the Written Examination and the Skills Evaluation, you may apply to the DC Board of Nursing for certification as a HHA. You may request an application by calling 1-877-672-2174 or download the application from <http://dchealth.dc.gov/bon>. Once your 33 application has been approved, you will receive a paper copy of the certification and the DC Health Professional Licensing Administration's online database will also indicate your certification.

**Note:** Certification is valid for the time period indicated on the certificate and will expire if not renewed.

## Grievance Process

All grievances must be in writing and submitted through the online system. The candidate must provide as much detail as possible in the grievance form. The grievance must be submitted within 30 days of the candidate's exam date. After receipt of the grievance form, the complaint will be investigated.

Once the investigation is complete, Credentia will send email correspondence back to the candidate informing him/her of the outcome of the investigation. If the grievance is substantiated, the candidate will be allowed to retest at no additional cost.

For details on how to submit a grievance, visit [www.credentia.com/test-takers/dc](http://www.credentia.com/test-takers/dc) and click on "Grievances" in the Resources section of the webpage. You will receive a response within 30 days of receipt

# HOME HEALTH AIDE REGISTRY

## REGISTERING AS A HOME HEALTH AIDE.

After passing both the Written and Skills exams, submit a Home Health Aide application to the District of Columbia Board of Nursing. You may access the link to the online application from the website: <https://dchealth.dc.gov/node/149382>. After your DC Board of Nursing Home Health Aide application and criminal background check (fingerprints) have been received and approved by the District of Columbia Board of Nursing, you will be issued a certification placing you in the District of Columbia health professional licensing database.

## CHANGE OF ADDRESS OR NAME

If you change your email address prior to renewing your license, you must contact the Board of Nursing staff to update it in the licensing database. For additional information or follow-up, you may contact the District of Columbia Board of Nursing staff at 202-727-5218

## HHA CERTIFICATION RENEWAL

Approximately sixty (60) days prior to the expiration of your Certification, you will be sent an email with instructions for renewing your certification

# Frequently asked Questions

DC HHA Nurse Aide Registry



QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
1. How do I become a HHA?	You must successfully complete an approved training program and pass both portions of the examination within two (2) years of training at an approved testing site. Check the Exam Overview Section of this handbook for other options.
2. May I perform the duties of a Home Health Aide before I am certified?	No, you may not be employed prior to certification
3. How do I arrange for Special accommodations?	Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Accommodations section of the candidate handbook for details.
4. Is there a time limit in which I must pass both exams?	You must pass both exams within 24 months of the completion of your training program.
5. Can I register for an exam or check my scores online?	<p>Registration must be done online.</p> <p>Results are available online in your candidate account.</p> <p>If you passed both parts of the examination, your name will be placed on the list sent to DC Board of Nursing. You may then submit an online application to DC Board of Nursing for certification.</p>
6. What form of payment do you accept and may I take it to the test site?	All payments must be made online with a credit card, debit card or electronic voucher. NO form of payment will be accepted at the test site.
7. How long will it take me to find out if I passed or failed?	To access your score report, please log into your account at CNA365. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in the portal, please contact customer service at 877-833-4542.
8. How do I verify my certification status?	You can verify your certification status for Home Health Aide online after the application is completed and submitted. You may view your certification status at: <a href="https://doh.force.com/ver/s/">https://doh.force.com/ver/s/</a>
9. How do I change my name and/or address?	Board of Nursing staff requesting that your email address or name is changed. You may change your name or mailing address when renewing your license. Provide change of name legal documents.
10. How long is my certification active?	HHA certifications expire October 31st every odd numbered year. A renewal Notice will be sent at least 60 days prior to your expiration date.

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
<p>11. My certification expired. How do I renew it or become certified again?</p>	<p>Home Health Aides must retrain and retest when the certification has expired more than 24 months.</p> <p>Home Health Aides who have expired certifications less than 24 months may reinstate their certification by providing proof of having worked as an HHA a minimum of eight hours and completion of twenty four (24) hours of continuing education or inservice.</p>
<p>12. I'm moving to or from another state. May I perform nurse aide duties in that state?</p>	<p>If you are moving TO DC, and you have worked as a Home Health Aide in another state, you may apply for endorsement, by visiting the Board of Nursing website for link to online application: <a href="https://dchealth.dc.gov/node/149382">https://dchealth.dc.gov/node/149382</a></p> <p>If you are moving FROM DC, you should contact the Board of Nursing or Department of Health for that state, to obtain state requirements.</p>





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**Credentia**