

**NNAAP**

National Nurse Aide Assessment Program

An NCSBN® Examination



**Credentia**  
**Southern California**  
**NURSE**  
**ASSISTANT**

**Written (or Oral) Examination  
& Skills Evaluation**

**Candidate Handbook**

**September 2022**

verCANA2.0

# QUICK REFERENCE

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## CREDENTIALIA SERVICES

1025 Greenwood Blvd.

Suite 401

Lake Mary, FL 32746

### *Hours of Operation*

*Mon – Fri 8:00 a.m. – 5:00 p.m.*

*(Eastern Time Zone)*

### **Contact Credentia to:**

- Obtain information regarding your score report.
  - Request a duplicate score report
  - Email: [scorenow@getcredentia.com](mailto:scorenow@getcredentia.com)
  - Call (888) 204-6186
- 

## CALIFORNIA

### Department of Public Health (CDPH)

(916) 327-2445

Web: <http://www.cdph.ca.gov>

*Hours of Operation 8:00 a.m. – 5:00 p.m.*

*(Pacific Time Zone)*

### **Call CDPH to:**

- Obtain information regarding requirements for initial licensing
- Change your current address or name *after* testing
- Obtain information regarding reciprocity
- Obtain additional information

### **For applications and licensing requirements, go to:**

[http://www.cdph.ca.gov/pubsforms/Pages/  
CNAHHAProgram.aspx](http://www.cdph.ca.gov/pubsforms/Pages/CNAHHAProgram.aspx)

## **REGIONAL CENTERS**

### **SOUTHERN REGION**

**Regional Testing Center**

**Golden West College**

15744 Golden West Street

Forum I, Room 112A

Huntington Beach, CA 92647

(714) 895-8708

Fax: (714) 895-8994

[www.regionaltestingcenter.org](http://www.regionaltestingcenter.org)

***Southern Region covers the area from  
Oxnard, CA to the Mexican border***

*Hours of Operation Monday through Friday  
8:00 a.m. - 4:00 p.m. (Pacific Time Zone)*

***Call the appropriate Regional Center to:***

- Obtain registration information
- Cancel and/or reschedule an examination
- Arrange special examination requests and services

***Go to Regional Testing Center's website to:***

- Obtain Nursing Assistant Training and Assessment Program (NATAP) applications
- Locate examination dates and locations

**Southern Region's website:**

[www.regionaltestingcenter.org](http://www.regionaltestingcenter.org)

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## **NORTHERN REGION**

- Northern Region covers the area from the Oregon border to Kern County, CA
- See [www.credentia.com/test-takers/canorth](http://www.credentia.com/test-takers/canorth) for a complete listing of Northern Regional Testing Sites

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NNAAP® Written Exam Content Outline and Practical Skills Listing  
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- Appendix B:** Change of Address or Name Form

# INTRODUCTION

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This handbook is designed for candidates seeking nurse assistant certification in California. It describes the process of applying for and taking the National Nurse Aide Assessment Program (NNAAP®) Examination.

The Chancellor's Office of the California Community Colleges System (COCCC) has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Credentia will develop, score, and report the results of the NNAAP® Examination for the California Nursing Assistant Registry. The COCCC has also designated selected colleges within the Community College System to serve as Regional Test Coordination Centers (Regional Centers) to manage the administration of the examination. The Regional Centers are responsible for managing the candidate application process as well as for contracting with evaluators to administer the examination. Moreover, the Regional Centers are responsible for scheduling testing dates, managing test sites, and coordinating the activities of nurse assistant candidates, Credentia, and the state of California.

## **NATIONAL NURSE ASSISTANT ASSESSMENT PROGRAM (NNAAP®)**

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87), was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for nurse assistants who work in such facilities. Each state is responsible for following the terms of this federal law.

The National Nurse Assistant Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a certified nurse assistant in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse assistant evaluation requirement of federal and state laws and regulations. Credentia is the authorized administrator of the NNAAP in your state.

The NNAAP Examination is an evaluation of nurse assistant-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral)

*Continued next page*

Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of an entry-level nurse assistant.

## **EXAM OVERVIEW**

The two parts of the NNAAP Examination process, the Written (or Oral) Examination and the Skills Evaluation, will be administered on the same day. You must pass both parts in order to be certified and listed on the California Nursing Assistant Registry. You must pass both the Written (or Oral) Examination and the Skills Evaluation within two (2) years after course completion and CDPH approval in order to obtain your nurse assistant certification in California.

You will have two (2) hours to complete the Written Examination, which consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. The Oral Examination consists of sixty (60) multiple-choice questions and ten (10) multiple-choice reading comprehension questions provided on an MP3 player. You will be asked to listen to a recording of the Oral Examination and follow along in the test booklet as the questions are read aloud on the MP3 player. If you want to take the Oral Examination, you must request it when you submit your application.

At the Skills Evaluation you will be asked to perform five (5) randomly selected nurse assistant skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Nursing Assistant Evaluator. You must successfully demonstrate five (5) skills in order to pass the Skills Evaluation. A complete listing of the skills is shown on pages 23 to 37.

See *The Written (or Oral) Exam* and *The Skills Evaluation* for more details about the NNAAP Examination.



# ELIGIBILITY

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All student nurse assistant candidates applying to take the NNAAP Examination in California must have successfully completed a Department of Public Health-approved nurse assistant training program. You are allowed two (2) years from your training program completion date to pass the nursing assistant examination. If you do not pass the NNAAP Examination within a two-year period, you will be required to re-train before you will be allowed to take the examination again.

If you have not completed a CNA training program but you have had other training, please contact the California Department of Public Health at (916) 327-2445 to determine your eligibility.

## APPLICATION AND SCHEDULING

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### FILLING OUT AN APPLICATION

You may get the NNAAP registration application from the Credentia or Regional Testing Center's web site. NOTE: If you are approved by California Department of Public Health (CDPH), please send copy of approval letter (932 form) and registration application to the regional testing center in your area.

- You are responsible for completing the registration application.
- If you need help or have any questions about the application, please contact the appropriate Regional Center. You may also contact your nursing assistant training program for assistance with the application.
- All required documentation (applications, fee in the form of cashier check or money order) must be received ten (10) calendar days before the examination date.
- Mail both completed applications and appropriate fees together in one envelope to the appropriate Regional Center (see *Quick Reference* for address).

## EXAM FEES

The fees listed below have been established for the NNAAP Examination in California.

EXAM FEES ARE FOR TEST DATES STARTING ON MARCH 1 <sup>ST</sup> , 2022		
EXAM		FEES
Written Examination & Skills Evaluation	<i>both</i>	\$120
Oral Examination & Skills Evaluation	<i>both</i>	\$135
Written Examination <b>ONLY</b>	<i>re-test</i>	\$40
Oral Examination <b>ONLY</b>	<i>re-test</i>	\$55
Skills Evaluation <b>ONLY</b>	<i>re-test</i>	\$80

*The first time you test, you must schedule both the Written (or Oral) Examination and the Skills Evaluation.*

*The Rescheduling Fee is \$25 (applies to all rescheduled/cancelled/missed exams).*

**Payment must be made in the form of a money order, cashier's check, or company check made payable to the appropriate Regional Center.** Even if it is from your employer, the money order, certified check, or company check must display your name so it can be applied to your examination. If you are not currently employed in a nursing home, you may pay the fee yourself. Company checks may pay for more than one candidate. **Personal checks and cash will not be accepted.** Fees are non-refundable and non-transferable once submitted to Regional Center because they cover the administrative costs of registration and testing.

## EXAM SCHEDULING

Once the Regional Center receives your applications, required documents, and fees, they will schedule you for testing. You will not be scheduled to test until all required materials are received.

## TESTING LOCATIONS

The NNAAP Examination is given by COCCC at Regional Test Sites. Check the Credentia website at [www.credentia.com/test-takers/ca](http://www.credentia.com/test-takers/ca) for the testing locations.

**The Southern Region at: [www.regionaltestingcenter.org](http://www.regionaltestingcenter.org)**

## ACCOMMODATIONS

Credentia and COCCC complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

If you have a disability, you must ask for special arrangements for testing when you apply. All requests must be approved in advance by COCCC. Be sure to explain the specific type of help you need and enclose proof of the need (diagnosed disability) from your health care provider. Nursing Assistant Evaluators administering the Written (or Oral) Examination and the Skills Evaluation will be prepared to meet the needs of nurse assistant candidates who have disabling conditions.

# CANCELLATION AND RE-SCHEDULING

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If you are unable to attend your scheduled examination, you **MUST** call the regional test coordination center to re-schedule. A \$25 rescheduling fee will be assessed for **ALL** rescheduled, cancelled or missed exams.

Send a new registration application with the \$25 rescheduling fee to the Regional Test Coordination Center to reapply for the exam.

## REFUNDS

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

## ABSENCE POLICY

If you applied to take the test and paid the required fee but did not show up to take the test or bring the required documents for testing, your money will **NOT** be refunded. Send a new registration application with the \$25 rescheduling fee to the Regional Testing Center as instructed above.

## WEATHER EMERGENCIES

Examinations will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination will be delayed or cancelled. If the examination has been cancelled, you will be re-scheduled for the next available examination at that site.

# EXAM DAY

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## CHECKING IN

You must arrive 15 minutes prior to your scheduled time for BOTH the written examination and for the skills evaluation. Please plan to spend the entire day. If you are late for the examination you will not be allowed to test and your fees will not be refunded.

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 examination:

- Original Social Security card or ITIN card (cannot be laminated)
- Valid current government-issued legal photo identification card that includes your signature
- Application for Nurse Assistant Certification (CDPH 283B) with original signature from the RN responsible for your training that is dated after you have completed training or original California Department of Public Health (CDPH) Approval Letter (CDPH 923) with embossed stamp from CDPH
- Analog watch with a sweeping seconds hand (not a digital or Smartwatch)
- Non-skid footwear. Dress professionally, uniform preferred.
- Two (2) No. 2 pencils (sharpened)
- Eraser

***No other materials will be allowed.***

You **MUST** have the above items with you on the day of testing. If you do not bring the above items with you on the day of testing, you will **NOT** be allowed to test and your examination fee will **NOT** be returned.

No electronic devices of any kind are permitted.

## PROPER IDENTIFICATION

You are required to bring two forms of official, signature-bearing identification. 1) Your original Social Security or ITIN card. And 2) A legal photo identification that includes signature. Photocopies of identification will NOT be accepted. Examples of legal photo identification include:

- Driver's license
- DMV Identification card
- Passport or Passport card
- Permanent Resident Visa/Alien Registration card
- U.S. Military ID card

The first and last names or suffix (i.e., Jr., II, III), on the current government photo identification, social security card, Nurse Assistant Certification (HS 283b), or CDPH Approval letter (CDPH 923) must be the same name used on the registration application to register for the examination.

**If you do not bring proper identification, or if your names do not match on all presented documents, you will not be allowed to test and your examination fee will not be refunded. All documents presented at test site must be current, original, legible and unaltered.**

## SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the California Department of Public Health for review, and your examination will be scored as an automatic failure.

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 materials or information from the test site will be prosecuted.***

## TESTING POLICIES

The following policies are observed at each test center.

## LATENESS

Plan to arrive about fifteen (15) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test and your examination fee will **NOT** be returned. You will be required to re-apply by submitting another registration application to the Regional Testing Center with the rescheduling fee (see *Cancellation/Rescheduling* for details)

## ELECTRONIC DEVICES

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

## 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 the incident will be reported to the appropriate Regional Testing Center. Decisions regarding disciplinary measures are the responsibility of this agency.

## GUESTS/VISITORS

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

# THE WRITTEN (OR ORAL) EXAM

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## WRITTEN EXAM

The Nursing Assistant Evaluator will hand out materials and give instructions for taking the Written Examination. The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. You will be told when fifteen (15) minutes remain in order to finish. Fill in only one (1) box on the answer sheet for each question. Markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet. Sample questions for the Written Examination are located on page 13.

## ORAL EXAM

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. You must request an Oral Examination when filling out your application. The Oral Examination is provided on an MP3 player, which is provided with earphones at the test center. You will be asked to listen to a recording of the Oral Examination and follow along in the test booklet as the questions are read aloud on the MP3 player.

The Oral Examination consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of these questions is read twice. As each question is read, you will be asked to choose the correct answer and mark it on your answer sheet.

The second part of the Oral Examination has ten (10) multiple-choice questions. These questions test your ability to speak a minimum amount of English by recognizing common words used as a nurse assistant in long-term care facilities. Each word is read three (3) times. You are asked to match the word you hear on the recording to the written word in the test booklet. As you find the match, you mark your answer on the answer sheet.

The Oral Examination takes two (2) hours to complete. You will be told when fifteen (15) minutes remain in order to finish. Fill in only one (1) box on the answer sheet for each question. You may write in the test booklet, but



markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet.

# 2016 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

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The revised content outline is based on the findings from the *2014 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides* published by the National Council of State Boards of Nursing (NCSBN) in 2015. The examination content outline will be effective January 2016.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (non-scored) items on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

	<i>% of the exam</i>	<i># of questions in the exam</i>
<b>I. Physical Care Skills</b>		
A. Activities of Daily Living.....	14%	9
1. Hygiene		
2. Dressing and Grooming		
3. Nutrition and Hydration		
4. Elimination		
5. Rest/Sleep/Comfort		
B. Basic Nursing Skills.....	39%	23
1. Infection Control		
2. Safety/Emergency		
3. Therapeutic/Technical Procedures		
4. Data Collection and Reporting		
C. Restorative Skills.....	8%	5
1. Prevention		
2. Self Care/Independence		
<b>II. Psychosocial Care Skills</b>		
A. Emotional and Mental Health Needs .....	11%	6
B. Spiritual and Cultural Needs ....	2%	2
<b>III. Role of the Nurse Aide</b>		
A. Communication.....	8%	4
B. Client Rights .....	7%	4
C. Legal and Ethical Behavior.....	3%	2
D. Member of the Health Care Team .....	8%	5

# SAMPLE QUESTIONS

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The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

- 1. The client's call light should always be placed:**
  - (A) on the bed
  - (B) within the client's reach
  - (C) on the client's right side
  - (D) over the side rail
- 2. Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**
  - (A) rubber sheet
  - (B) air mattress
  - (C) emesis basin
  - (D) restraint
- 3. When caring for a dying client, the nursing assistant should:**
  - (A) keep the client's room dark and quiet
  - (B) allow client to express his feelings
  - (C) change the subject if client talks about death
  - (D) contact the client's minister, priest or rabbi
- 4. What does the abbreviation ADL mean?**
  - (A) Ad Lib
  - (B) As Doctor Likes
  - (C) Activities of Daily Living
  - (D) After Daylight
- 5. After giving a client a back rub, the nursing assistant should always note:**
  - (A) the last time the client had a back rub
  - (B) any change in the client's skin
  - (C) client's weight
  - (D) amount of lotion used
- 6. How should the nursing assistant communicate with a client who has a hearing loss?**
  - (A) face the client when speaking
  - (B) repeat the statement
  - (C) shout so that the client can hear
  - (D) use a high-pitched voice

## Correct Answers

1. B    2. B    3. B    4. C    5. B    6. A

# SELF-ASSESSMENT READING TEST

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The two-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Written Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

## PART 1: VOCABULARY

1. Circle the best answer to each question.
  2. When you have finished, check your answers using the answer key on page 17.
  3. Count up the number of correct answers.
  4. If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.
1. **You go to a doctor when you \_\_\_\_\_.**  
(A) feel sleepy                      (D) need money  
(B) need socks                      (E) need clothes  
(C) feel sick
  2. **A person who flies an airplane is its \_\_\_\_\_.**  
(A) pilot                              (D) surgeon  
(B) steward                          (E) director  
(C) mother
  3. **You use a \_\_\_\_\_ to write.**  
(A) bow                              (D) carpenter  
(B) calculator                      (E) needle  
(C) pencil
  4. **To EXIT a room means to \_\_\_\_\_ it.**  
(A) enter                              (D) read  
(B) leave                              (E) interrupt  
(C) forget
  5. **A wedding is a joyous \_\_\_\_\_.**  
(A) focus                              (D) occasion  
(B) vehicle                          (E) civilization  
(C) balloon
  6. **To REQUIRE something means to \_\_\_\_\_ it.**  
(A) need                              (D) understand  
(B) have                              (E) hear  
(C) forget

*go to next page*

7. You \_\_\_\_\_ something to find its length.  
(A) slice  
(B) lock  
(C) measure  
(D) force  
(E) tape
8. Soup is served in a \_\_\_\_\_.  
(A) plate  
(B) bowl  
(C) fork  
(D) chair  
(E) closet
9. To accompany someone means to \_\_\_\_\_.  
(A) disagree with him  
(B) work for him  
(C) go with him  
(D) speak to him  
(E) choose him
10. A nursing home resident receives \_\_\_\_\_ from the staff.  
(A) quality  
(B) fame  
(C) interruption  
(D) care  
(E) work
11. Medicine is used to \_\_\_\_\_ pain.  
(A) widen  
(B) conjure  
(C) enliven  
(D) increase  
(E) relieve
12. To DRENCH the flowers means to \_\_\_\_\_ them.  
(A) steam  
(B) drink  
(C) touch  
(D) soak  
(E) anger
13. A bicycle is a means of \_\_\_\_\_.  
(A) nourishment  
(B) transportation  
(C) prediction  
(D) collision  
(E) walking
14. When someone speaks in a whisper, it may be difficult to \_\_\_\_\_.  
(A) deceive  
(B) understand  
(C) frighten  
(D) estimate  
(E) regulate

*go to next page*

# SELF-ASSESSMENT READING TEST

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## PART 2: COMPREHENSION

In this part of the reading test you will be provided with a series of brief paragraphs. You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

**15. Fish live in \_\_\_\_\_.**

- (A) cups
- (B) houses
- (C) air
- (D) water
- (E) fountains

**16. Fish use their \_\_\_\_\_ to swim.**

- (A) tails
- (B) heads
- (C) gills
- (D) lungs
- (E) floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

**17. Maria has had experience as a \_\_\_\_\_.**

- (A) guide
- (B) farmer
- (C) driver
- (D) nurse
- (E) teacher

**18. She would like to work in \_\_\_\_\_.**

- (A) an office
- (B) a library
- (C) a garden
- (D) a hospital
- (E) a supermarket

**19. As a child Maria lived \_\_\_\_\_.**

- (A) in the city
- (B) in an apartment
- (C) on a farm
- (D) in a large house
- (E) on the beach

*go to next page*

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

- 20. Carolyn works in a \_\_\_\_\_.  
(A) hospital  
(B) doctor's office  
(C) garage  
(D) school  
(E) library**
- 21. One of the things Carolyn enjoys is \_\_\_\_\_.  
(A) working in an office  
(B) helping people  
(C) reading books  
(D) working late hours  
(E) driving a car**
- 22. With her salary she can pay her bills and \_\_\_\_\_.  
(A) buy furniture  
(B) give to charity  
(C) save money  
(D) buy new clothes  
(E) pay for college**

***This completes the  
Self-Assessment Reading Test.***

**Answers**

- |      |       |       |       |
|------|-------|-------|-------|
| 1. C | 7. C  | 13. B | 19. C |
| 2. A | 8. B  | 14. B | 20. A |
| 3. C | 9. C  | 15. D | 21. B |
| 4. B | 10. D | 16. A | 22. C |
| 5. D | 11. E | 17. B |       |
| 6. A | 12. D | 18. C |       |

***If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.***

# THE SKILLS EVALUATION

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## WHAT TO EXPECT

### SETTING

The Skills Evaluation is set up to resemble an actual care-giving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Assistant Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment.

### WHO WILL ACT AS A PATIENT/RESIDENT?

The part of the “patient/resident” will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the patient/resident candidate volunteer as you would speak to an actual patient/resident in a nurse assistant work setting. You are encouraged to speak to the patient/resident candidate volunteer 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 may not receive help from anyone during the Skills Evaluation, and the candidate and the client must speak to one another in English so that the evaluator can understand and correctly score the evaluation. If either candidate gives help or receives help during the test, or the client and candidate are communicating in a language other than English, the test will be stopped.

## CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a patient/resident candidate volunteer for another nurse assistant’s Skills Evaluation and play the role of a nursing home patient/resident. The evaluator will give you verbal instructions that will describe how you should act in performing the role of the patient/resident.

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 be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

Prior to beginning the exam, you should inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.



For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

## THE TASKS

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

*See pages 23-37 for the complete skills listing.*

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 properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (or *cut score*) for each skill.

Before your Skills Evaluation begins, the Nurse Assistant 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 complete set of skills listings on pages 23 to 37 of this handbook. You are strongly encouraged to 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 wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Assistant 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 regarding 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 thirty (30) minutes to demonstrate all five (5) skills.

**When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not effect your examination results, for the purposes of infection control, you must wash your hands.**

## RECORDING A MEASUREMENT

The NNAAP Skills Evaluation requires every candidate to perform at least 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, or *record*, 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. The candidate must record his/her 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



## 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.*

☐ Blood Pressure

☐ Respirations

☐ Urine Output

☐ Radial Pulse

☐ Weight

<b>CANDIDATE RESULTS</b>	<b>EVALUATOR RESULTS</b>

**Credentia**

## TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand-washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- 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 21 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate 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 (i.e. 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.*

# SKILLS LISTING

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The 23 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

*Skill continues*

- 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

*Skill continues*

- 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 — DONNING AND REMOVING PPE (GOWN AND GLOVES)**

- 1 Picks up gown and unfolds
- 2 Facing the back opening of the gown places arms through each sleeve
- 3 Fastens the neck opening
- 4 Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
- 5 Puts on gloves

*Skill continues*



- 6 Cuffs of gloves overlap cuffs of gown
- 7 **Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove**
- 8 **Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed**
- 9 Disposes of gloves into designated waste container without contaminating self
- 10 After removing gloves, unfastens gown at waist and neck
- 11 After removing gloves, removes gown without touching outside of gown
- 12 While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out
- 13 Disposes of gown in designated container without contaminating self
- 14 After completing skill, washes hands

## **SKILL 9 — 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 10 — 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 11 — 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**

*Skill continues*

- 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 12\* — 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

***Skill continues***

- 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 13 — 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 14 — 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 15 — 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 16 — 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.**

*Skill continues*

- 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 17 — 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 18 — 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

*Skill continues*

- 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 19 — 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)

*Skill continues*

- 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 20 — 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 21 — 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 22 — 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
- 19 After completing skill, washes hands

## **SKILL 23\* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE**

***\*STATE SPECIFIC (EVALUATOR: DO NOT  
SUBSTITUTE THIS SKILL FOR SKILL 12  
'ELECTRONIC BLOOD PRESSURE')***

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol
- 3 Client's arm is positioned with palm up and upper arm is exposed
- 4 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 5 Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site
- 6 Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site
- 7 Candidate inflates cuff between 160mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg
- 8 Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury)
- 9 Removes cuff
- 10 Signaling device is within reach
- 11 Before recording, washes hands
- 12 **After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading**

# SCORE REPORTING

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## EXAM RESULTS

The Nursing Assistant Evaluator cannot answer questions about your Score Report. If you have questions about your Score Report, or the content of the examination, call (800) 475-8290. **Results will not be given over the phone.**

## WRITTEN (OR ORAL) EXAM

After you finish the Written (or Oral) Examination, the Nursing Assistant Evaluator will fax your answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed the Written (or Oral) Examination.

## SKILLS EVALUATION

After the Nursing Assistant Evaluator evaluates your performance, he or she will fax the Skills Evaluation answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed the Skills Evaluation.

Occasionally, due to technical difficulties, Score Reports may not be received at the test center on the day of testing. If this happens your answer sheet will be mailed overnight to Credentia for handscoring. Your Score Report will then be mailed out to you within 5-7 calendar days after testing. For questions regarding delayed Score Reports, please call (800) 475-8290.

## FAILING

If you fail the Written (or Oral) 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 NNAAP Examination. To re-take either or both parts, you must submit your official Score Report and a re-take fee to the appropriate Regional Center (see *Exam Fees*).

State and federal regulations allow you three (3) attempts to pass both the Skills Evaluation and the Written (or Oral) Examination. If you should fail either part or both parts three (3) times, you will be required to successfully complete a state-approved training program and re-take both parts. You must take and pass both the Written (or Oral) Examination and the Skills Evaluation within twenty-four (24) months of your nursing assistant training in order to be placed on the California Nursing Assistant Registry.

## HOW TO READ A FAILING SCORE REPORT

If you do not pass the Skills Evaluation, you will receive 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 must receive a *Satisfactory* result on all five (5) skills in order to pass the Skills Evaluation.

Use your failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, for example a Critical Element Step.

The failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked *Unsatisfactory*. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed, and study the steps, especially steps listed as *Unsatisfactory* on the score report.

In the example on the next page, a candidate received a result of *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 re-taking the Skills Evaluation, this candidate 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.

California NNAAP® Examination Results	
Exam: Skills	Result: Fail
<b>Skills Performance:</b>	
<b>Hand Hygiene</b> 1, 5, 10	<b>Unsatisfactory</b>
<b>Assists Client With Use of Bedpan</b>	<b>Satisfactory</b>
<b>Measures and Records Blood Pressure</b>	<b>Satisfactory</b>
<b>Puts One Knee-High Elastic Stocking on Client</b>	<b>Satisfactory</b>
<b>Measures and Records Weight of Ambulatory Client</b>	<b>Satisfactory</b>

*Sample of a Failing Score Report*

## PASSING

Once you have passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be placed on the California Nursing Assistant Registry. Approximately 3–4 (three to four) weeks from the day on which you successfully complete both parts of the NNAAP Examination, the CA Department of Public Health will mail your Nurse assistant Certificate to you. If you have not received your Nurse Assistant Certificate within 6 (six) weeks after testing, contact the CDPH at (916) 327-2445. **Your Nurse assistant Certificate is valid for twenty-four (24) months from the date it was issued.**

## DUPLICATE SCORE REPORT

Duplicate score reports can be issued for examinations within 90 days of testing. Complete the Request for Duplicate Score Report Form and mail it to Credentia (*see Appendix A*).

# COMPLAINT PROCESS

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## OVERVIEW

Each candidate has the right to file a complaint or provide feedback regarding the testing process. The Regional Testing Center will follow up on each complaint within thirty (30) days of receipt of the candidate feedback form.

No complaint will be investigated if it is not received in writing by the Regional Testing Center.

## PROCESS

All complaints **must** be in writing. A feedback form may be obtained from the Regional Testing Center's websites. The candidate must provide as much detail as possible on the feedback form and forward it to the Regional Testing Center within 30 days of their exam date.

The Regional Testing Center will respond to the candidate in writing within 30 days.

# THE REGISTRY

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## CHANGE OF ADDRESS OR NAME

The California Department of Public Health must be kept informed of your current address and name so that you can receive notification of certification renewal on the Registry. Failure to inform the CDPH of an address change may jeopardize your certification status.

If your address or name changes at any time after you are placed on the Registry, you must send written notification of this change to the CDPH. Use the *Change of Address or Name Form* found in the back of this handbook.

Name changes **MUST** be accompanied by official documentation such as a notarized copy of a marriage certificate, divorce decree, or other official document. Your notification must include your previous name, current name, mailing address, phone number, and Social Security number.

## RE-CERTIFICATION

Nursing assistants on the California Nursing Assistant Registry must renew their certification through the California Department of Public Health in order to stay active. You must have worked for pay as a nurse assistant performing nursing-related services for at least eight (8) consecutive hours during the twenty-four (24) months prior to your certification expiration date, and you must submit evidence of forty-eight (48) hours of in-service training or continuing education. Contact the CA Department of Public Health at (916) 327-2445 for more information.

## LAPSED CERTIFICATION

Under federal requirements, certification as a nurse assistant becomes invalid after a lapse of twenty-four (24) consecutive months or more in the performance of paid nursing-related services. It is critical to maintain a personal file of your past work history that can be validated by your prospective employer.

## **CERTIFICATION BY RECIPROCITY**

Reciprocity is a process by which a certified nurse assistant from another state may qualify for certification in California. You are eligible for reciprocity if you are a nurse assistant in a state other than California in accordance with the competency evaluation requirements of OBRA '87, and if you are currently listed on the other state's registry as active and in good standing.

Contact the CDPH for additional information about applying for placement onto the California Nursing Assistant Registry via reciprocity.



## CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How do I become a CNA?	<ul style="list-style-type: none"> <li>• You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination.</li> <li>• If you have not completed a CNA training program but you have had other training, contact the California Department of Public Health at 916-327-2445 to determine your eligibility.</li> <li>• You must pass both the written and skills portions of the NNAAP examination.</li> </ul>
May I Perform the Duties of a Nurse Assistant Before I Am Certified?	<ul style="list-style-type: none"> <li>• If you are currently attending an approved training program in a nursing home, you have 120 days in which to complete the training and become certified. During that period, a student may not perform any duty for which they have not been trained and checked by the instructor.</li> <li>• If you are not enrolled in an approved facility training course, you may not perform any nurse aide duties until you become certified.</li> </ul>
How Do I Arrange for Special Accommodations?	<ul style="list-style-type: none"> <li>• 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 Special Exam Requests and Services section of the candidate handbook for details.</li> </ul>

## CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How do I decide which exam to take?	<ul style="list-style-type: none"> <li>Initially, both the Written and Skills exams must be scheduled together.</li> <li>An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains sixty (60) questions, plus ten (10) reading comprehension questions in which you must identify job-related words.</li> </ul>
Is there a time limit in which I must pass both exams?	<ul style="list-style-type: none"> <li>You are allowed three (3) attempts within two (2) years after successfully completing a training program to pass both parts of the NNAAP Examination, to be eligible for placement on the Nurse Aide Registry. If you do not pass the NNAAP Examination within a two-year period, you will be required to re-train before you will be allowed to take the examination again.</li> </ul>
Can I register for an exam or check my scores online?	<ul style="list-style-type: none"> <li>Registration must be done by mail.</li> <li>STATE ISSUES CNA LICENSE</li> <li>If you passed both parts of the examination, your name will be placed on the California Nursing Assistant Registry.</li> <li>Results cannot be viewed online.</li> </ul>
What form of payment do you accept and may I take it to the test site?	<ul style="list-style-type: none"> <li>All payments (money order, cashier's check, or company check made payable to the Regional Testing Center and mailed to appropriate Regional Center. NO form of payment will be accepted at the test site.</li> </ul>
What is the next test date?	<ul style="list-style-type: none"> <li>Test dates at Regional Test Sites are listed on the Credentia website (<a href="http://www.credentia.com">www.credentia.com</a>), or Southern Region (<a href="http://www.regionaltestingcenter.org">www.regionaltestingcenter.org</a>).</li> </ul>

## CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none"> <li>• After the Nursing Assistant Evaluator evaluates your performance, he or she will fax the answer sheet for scoring. An official Score Report will be faxed to the evaluator. The Score Report will indicate whether you have passed or failed.</li> </ul> <p>If the site experiences technical difficulties with faxing answer sheets, they will be sent to Credentia for hand scoring and results will be mailed within 5-7 calendar days after testing.</p>

### THE REGISTRY

How do I verify if I'm on the Nurse Aide Registry?	<ul style="list-style-type: none"> <li>• Contact the California Certification Unit at (916) 327-2445</li> </ul>
How do I change my name and/or address?	<ul style="list-style-type: none"> <li>• Complete the form in the back of the handbook and mail it with appropriate documentation to Credentia.</li> </ul>
How long will my name remain on the registry?	<ul style="list-style-type: none"> <li>• Once on the Nurse Aide Registry, your certification will remain current for twenty-four (24) months from the date you passed both parts of the NNAAP exam. You must have worked for pay as a nurse assistant performing nursing related services for at least eight (8) consecutive hours during the twenty-four (24) months) prior to your certification expiration date, and you must submit evidence of 48 hours of in-service training or continuing education. Contact the CA Department of Public Health at (916) 327-2445 for additional information. A Renewal Notice will be sent to you four (4) months prior to your expiration date.</li> </ul>

## CALIFORNIA NURSE ASSISTANT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My certification expired. How do I renew it or become certified again?	<ul style="list-style-type: none"> <li>• If your certification expired, you will be required to re-test at an California Department of Public Health-approved training program.</li> </ul>
I'm moving to or from another state. May I perform nurse aide duties in that state?	<ul style="list-style-type: none"> <li>• If you are moving TO California, please contact the California Department of Public Health for state requirements.</li> <li>• If you are moving FROM California, you should contact the Board of Nursing or Department of Health for that state, to obtain state requirements.</li> </ul>

**California  
Nursing Assistant**

**REQUEST FOR DUPLICATE SCORE REPORT**

**DIRECTIONS:**

You may use this form to request Credentia to send a duplicate copy of your Score Report. Please print or type all information on the reverse side of this form and include correct fees, or your request will be returned. Check the service requested:

☐ **Duplicate Score Report**

☐ **Handscore**

**SEND TO:**

California Duplicate Score Report/Handscore Request  
**Credentia Processing Center**  
PO Box 13785  
Philadelphia, PA 19101-3785

**PLEASE COMPLETE BOTH SIDES OF THIS FORM**

\$ \_\_\_\_\_

**PLEASE COMPLETE THE FOLLOWING FORM WITH YOUR CURRENT NAME AND ADDRESS. ALL INFORMATION MUST BE COMPLETE AND ACCURATE TO ENSURE PROPER PROCESSING.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. (\_\_\_\_\_) \_\_\_\_\_ Credentia Identification Number or Social Security Number \_\_\_\_\_

**IF THE ABOVE INFORMATION WAS DIFFERENT AT THE TIME YOU WERE TESTED, PLEASE INDICATE ORIGINAL INFORMATION.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. (\_\_\_\_\_) \_\_\_\_\_

I hereby authorize Credentia to send to me at the address above a duplicate copy of my Score Report or the handscored results of my Written (or Oral) Examination or Skills Evaluation.

Your Signature \_\_\_\_\_ Date \_\_\_\_\_

**PLEASE COMPLETE BOTH SIDES OF THIS FORM**

## California Nursing Assistant

### CHANGE OF ADDRESS OR NAME

#### **DIRECTIONS:**

Use this form to inform the Registry of your change of address or name. Please print or type all information on the reverse side of this form. Be sure to provide all information, or your request cannot be filled.

For name changes you must also provide written documentation of your name change. See back of this form for details.

#### **SEND TO:**

California Nursing Assistant Registry  
**California Department of Public Health**  
*Aide and Technician Certification Section*  
P.O. Box 997416, MS-3301  
Sacramento, CA 95899-7416

**PLEASE COMPLETE OTHER SIDE OF THIS FORM**

**PRINT YOUR NEW NAME AND ADDRESS BELOW.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. ( \_\_\_\_\_ ) \_\_\_\_\_

**PLEASE PRINT YOUR OLD NAME AND ADDRESS BELOW.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Social Security Number \_\_\_\_\_ Nursing Assistant Certification Number \_\_\_\_\_

**YOUR SIGNATURE** \_\_\_\_\_ Date \_\_\_\_\_

**NOTE:** *A copy of an official document (marriage certificate or other court order) verifying your name change must accompany this request if you are notifying the California Nursing Assistant Registry of a change in name.*