NNAAP®
National Nurse Aide Assessment Program
An NCSBN® Examination

Credentia

Pennsylvania
NURSE AIDE

written (or oral) examination
& skills evaluation

Candidate Handbook

January 2022

verPANA2.0

QUICK REFERENCE

CREDENTIA REGISTRATION AND SCHEDULING SERVICES
Pennsylvania NNAAP
(800) 457-6752

Hours of Operation
Mon – Fri 8:00 a.m. – 11:00 p.m.
Sat 8:00 a.m. – 5:00 p.m.
Sun 10:00 a.m. – 4:00 p.m.
(Eastern Time Zone)

Call Customer Service to:
- Check exam scheduling date and/or status
- Find test sites and availability
- Schedule, reschedule or cancel an examination
- Ask questions about online registration
- Obtain information regarding your Score report
- Obtain information regarding your examination

Go to Credentia's website at
www.credentia.com/test-takers/pa *to:*
- To view most current exam updates
- Download a Candidate Handbook
- Download a Registration Application
- Download a Reciprocity Application
- View the Nurse Aide Practice Written Examination
- Submit a change of name or address
- Verify your status on the Registry

AFTER THE EXAM DATE
1 (800) 852-0518

Call for questions about:
- Name and address changes AFTER being placed on the Pennsylvania registry
- The exam content

Hours of Operation
Mon – Fri 8:00 a.m. – 5:00 p.m.
(Eastern Time Zone)

CREDENTIA SERVICES REGISTRY MANAGEMENT

Managed by Credentia
PO Box 13785
Philadelphia, PA 19101-3785
(800) 852-0518

Hours of Operation 8:00 a.m. – 5:00 p.m.
(Eastern Time Zone)

Call to:

- Order Candidate Handbooks
- Clarify information about the Registry
- Change your current address or name once you are on the Registry
- Obtain instructions to change your name or social security number once you are on the registry
- Obtain information regarding reciprocity
- Obtain information on continued enrollment on the Registry
- Obtain a Test Registration Form

PENNSYLVANIA DEPARTMENT OF HEALTH (DIVISION OF NURSING CARE FACILITIES)

(717) 787-1816

Hours of Operation 8:00 a.m. – 4:30 p.m.
(Eastern Time Zone)

The Pennsylvania Department of Health administers the Commonwealth contract to provide nurse aide registry services.

Call the Pennsylvania Department of Health to:

- Inquire about the annotation of nurse aide registrations

PENNSYLVANIA DEPARTMENT OF EDUCATION
Bureau of Career and Technical Education
333 Market Street
11th Floor
Harrisburg, PA 17126-0333
ra-natcep@pa.gov

Hours of Operation 7:30 a.m. – 4:00 p.m.
(Eastern Time Zone)

The Pennsylvania Department of Education approves Pennsylvania nurse aide training programs.

Visit the Pennsylvania Department of Education at **www.education.state.pa.us/nurseaide** *for:*

- General information regarding nurse aide training requirements
- A list of state-approved nurse aide training programs

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES
Office of Long-Term Living
Bureau of Fee For Service Programs
6th Floor, Forum Place Building
555 Walnut Street
Harrisburg, PA 17101
(800) 932-0939, option 1

Hours of Operation 9:00 a.m. – 12:00 p.m.
and 1:00 p.m. – 4:00 p.m.
(Eastern Time Zone)

Call the Department of Human Services to:

- Obtain information/assistance regarding federal regulations for reimbursement from Nursing Facilities to employed nurse aides
- Acquire help with any discrepancies in eligibility for reimbursement
- For issues with testing or test reports, email: ra-pwnurseaide@pa.gov

TABLE OF CONTENTS

INTRODUCTION

This handbook is designed for candidates seeking enrollment on the Pennsylvania Nurse Aide Registry. It describes the process of applying for the National Nurse Aide Assessment Program (NNAAP®) and taking the NNAAP® Examination. **It should be kept for future reference.**

The Pennsylvania Department of Health has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to develop, score, and report the results of the competency examination for the Pennsylvania Nurse Aide Registry. Credentia also processes applications, schedules examinations, and administers the examinations.

NATIONAL NURSE AIDE 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 aides who work in such facilities. Each state is responsible for following the terms of this federal law.

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a licensed nurse aide in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse aide 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 aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral) 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 aide.

EXAM OVERVIEW

The two parts of the NNAAP Examination include, the Written (or Oral) Examination and the Skills Evaluation, You must pass both parts in order to be listed on the Pennsylvania Nurse Aide Registry.

You may take Written (or Oral) examinations either online or at a test center. Skills Evaluations are only offered at a test center.

The Written Examination 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 plus ten (10) reading comprehension/word recognition questions. If you want to take the Oral Examination, you must request it when you submit your registration form.

For the Skills Evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be rated on these skills by a Nurse Evaluator. A complete listing of the skills is shown on pages 24 to 39.

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

ELIGIBILITY

ELIGIBILITY BY EXAMINATION

*Please note that in order to be eligible for employment as a nurse aide in Pennsylvania, you **MUST** be sixteen (16) years of age or older. You MUST also submit to a criminal background check and you MUST NOT have any exclusionary convictions on record or have substantiated findings on any other state registry or licensing board.*

You are eligible for testing if:

E-0

You have completed a nurse aide training program, approved by the Pennsylvania Department of Education, within the last twenty-four (24) months.

E-3

Your Pennsylvania nurse aide registration has lapsed because you have not worked providing nursing-related services for at least 24 consecutive months. An E-3 candidate has one (1) opportunity to successfully pass the NNAAP Examination. If the examination is failed, the candidate must complete nurse aide training again and reapply under eligibility route E-0.

E-4

You are a licensed nurse aide on another state's nurse aide registry, but your licensure has lapsed because you have not worked providing nursing-related services for at least 24 consecutive months. An E-4 candidate has one (1) opportunity to successfully pass the NNAAP Examination. If the examination is failed, the candidate must complete nurse aide training again and reapply under eligibility route E-0.

Note: Consistent with 42 CFR 483.75(e)(2), nursing home administrations may employ a non-registered individual as a nurse aide for up to 120 days while the individual works to achieve registration in PA either through the nurse aide training and testing program, or by way of reciprocity from another state.

E-6A
You are a temporary nurse aide and have completed a Nurse Aide Attestation Form and intend to sit for the PA nurse aide examination. The TNA candidate has 3 attempts to pass the competency exam.

REGISTRATION AND SCHEDULING

ONLINE REGISTRATION AND SCHEDULING

With the Credentia CNA365 system, online registration is quick, convenient and an environmentally responsible way to register for your examination. This process will eliminate the transit time associated with mailing a paper application. A detailed step-by-step reference guide on how to create a CNA365 account and register for exams can be found at www.credentia.com/test-takers/pa.

After completing a Pennsylvania state-approved training course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, click the "CNA365 Login" button on the top of the Pennsylvania nurse aide website page at www.credentia.com/test-takers/pa.

- Payment is in the form of a 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 submitted.
- For exams at test center locatons, you must make an online reservation via a PC (smart phones and tablets are not recommended) at least ten (10) calendar days prior to the test date.
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in CNA365. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application. If you need help or have any questions about the application process, contact a support representative at 800-457-6752.

EXAM FEES

The fees listed below have been established for the National Nurse Aide Assessment Program in Pennsylvania:

Written Examination & Skills Evaluation	*both exams*	$135
Oral Examination & Skills Evaluation	*both exams*	$135
Written Examination **ONLY**	*re-test exam*	$50
Skills Evaluation **ONLY**	*re-test exam*	$85
Oral Examination **ONLY**	*re-test exam*	$50

You must pay for both the Skills Evaluation and the Written (or Oral) Examination the first time you test.

Under federal and Pennsylvania laws, nursing homes are required to pay the NNAAP fees for their nurse aide employees, including individuals required to re-test.

Payment must be made in the form of a credit card, debit card, ACH (electronic check), or electronic voucher. Vouchers can be purchased by the training programs or sponsors.

Fees are not refundable.

REIMBURSEMENT FOR TRAINING AND TESTING

Federal law prohibits these charges from being imposed on the nurse aide. Nursing Care Facilities (Medicare and Medicaid) are responsible for the full payment of training and testing costs for individuals employed or offered employment at the time the individual enters a Nurse Aide Training and Competency Evaluation Program (CEP). An individual who does not have an employment relationship with a facility at the time the individual enters a NATCEP or CEP, but becomes employed, or obtains an offer of employment within 12 months of completing the program, will be reimbursed for the costs of training and testing by the facility that employs or offers employment to this individual. This reimbursement will be made on a pro rata basis for the period during which the individual is employed as a nurse aide. The nurse aide will be reimbursed for half the costs of training and testing after the nurse aide has worked at the facility as a nurse aide for 130 hours and the remaining half of the training and testing costs after the nurse aide has worked an additional 130 hours. The hours start accruing when the individual has successfully tested and is listed on the registry. This verifies that the individual has completed the program and qualifies for the training and testing reimbursement.

EXAM SCHEDULING

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/pa. When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

ACCOMMODATIONS

Credentia 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.

Test accommodations may include things such as:

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

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

Please visit www.credentia.com/accommodations full details on the accommodations process and required supporting documentation.

LIGHT DUTY

Federal law prohibits any individual from taking the Skills Evaluation if he/she is on *restricted activity or light duty* due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. **THERE ARE NO EXCEPTIONS TO THIS RULE.**

Candidates who are on light duty are not permitted to take the Skills Evaluation; however, light duty does not prevent a candidate from taking the Written Examination.

Appropriate medical documentation stating a return to full, unrestricted duty is required to reschedule the skills exam.

CANCELLATION AND RESCHEDULING

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/test-takers/pa and click on "How to Cancel or Reschedule an Exam" in the Resources section of the webpage.

Online Written (or Oral) 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 nine (9) business days before the scheduled examination date (Saturday and Sunday and national holidays are not considered business 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 un-excused 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 call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

WEATHER EMERGENCIES

A test center 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 examanation change due to a weather emergency, candidates will be contacted by phone and email with change details.

EXAM DAY (ONLINE EXAM)

Take your written/oral exam conveniently from home or work through Credentia online proctoring. A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience. Online exams also offer significantly more scheduling flexibility than test center exams to best meet your availability.

Please visit 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 detailed exam rules and procedures.

WHAT YOU'LL NEED

- A properly equipped computer - a desktop, laptop, or Chromebook with a single monitor (no smartphones or tablets). Visit 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 - to complete a 360 degree room scan, you'll need a smartphone or tablet (Apple or Android) that can   download our free app.

BEFORE EXAM DAY

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit www.credentia.com/online-exams and select the "Run System Test" button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take your exam.
- Get your ID ready - You are required to bring two (2) forms of official, signature-bearing identification (one

of which must be a photo identification). Photocopies of identification will NOT be accepted. Examples of proper identification 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 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.

ON EXAM DAY

STEP 1: Prepare your testing space

- •Quiet: no background noise and inform mem bers of your household you are taking an exam
- •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 household members 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

- When to check-in - you can begin the check in process up to 30 minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit www.credentia.com/online-exams to view or download detailed check-in procedures.

- How to check-in - go to www.credentia.com/test-takers/pa and click the "CNA365 login" button. Once logged in, find your sched uled exam and select the "Start Exam" button.

EXAM DAY (TEST CENTER EXAM)

Please visit www.credentia.com/test-center-exams for information on what to expect and how to best prepare for your test center exam.

CHECKING IN

You must arrive 30 minutes prior to 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.

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
- Watch with a second hand

No other materials will be allowed.

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
- 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 Pennsylvania 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

THE WRITTEN (OR ORAL) EXAM

WRITTEN EXAM

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 are left to finish. Fill in only one (1) oval on the answer sheet or computer screen (online exam) for each question. For test center exams, 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 14.

ORAL EXAM

The Oral Examination consists of sixty (60) multiple-choice questions and ten (10) reading comprehension questions and is given on an MP3 player for test center exams. For online exams, questions will be read by recorded voice. Each of the sixty (60) multiple-choice questions will be repeated two (2) times, after which you mark your answer on an answer sheet. The reading comprehension questions test your knowledge of and familiarity with common, job-related words. Each of these words is repeated three (3) times. You have two (2) hours to complete the entire Oral Examination. You must pass both the multiple-choice and reading comprehension sections in order to pass the Oral Examination.

SELF-ASSESSMENT READING TEST

A self-assessment reading test, found on page 15 of this handbook, will help you decide if you should take the Oral Examination.

2016 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

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.

	% of the exam	*# of questions in the exam*
I. Physical Care Skills		
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		
II. Psychosocial Care Skills		
A. Emotional and Mental Health Needs	11%	6
B. Spiritual and Cultural Needs	2%	2
III. Role of the Nurse Aide		
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

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 nurse aide 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 nurse aide 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 nurse aide 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

The two (2)-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 18.
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
   - (B) need socks
   - (C) feel sick
   - (D) need money
   - (E) need clothes

2. A person who flies an airplane is its _____.
   - (A) pilot
   - (B) steward
   - (C) mother
   - (D) surgeon
   - (E) director

3. You use a _____ to write.
   - (A) bow
   - (B) calculator
   - (C) pencil
   - (D) carpenter
   - (E) needle

4. To EXIT a room means to _____ it.
   - (A) enter
   - (B) leave
   - (C) forget
   - (D) read
   - (E) interrupt

5. A wedding is a joyous _____.
   - (A) focus
   - (B) vehicle
   - (C) balloon
   - (D) occasion
   - (E) civilization

6. To REQUIRE something means to _____ it.
   - (A) need
   - (B) have
   - (C) forget
   - (D) understand
   - (E) hear

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 somone speaks in a whisper it may be difficult to _____.
- (A) deceive
- (B) understand
- (C) frighten
- (D) estimate
- (E) regulate *go to next page*

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SELF-ASSESSMENT READING TEST

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

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

WHAT TO EXPECT

The Skills Evaluation is set up to resemble an actual caregiving 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 Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment. **Please arrive 30 minutes early. Test times are approximate. Please plan to spend the day.** *See pages 24-39 for the complete skills listing.*

WHO WILL ACT AS A CLIENT?

The part of the "client" will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the 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 candidate volunteer for another nurse aide's Skills Evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of 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 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.

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 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 complete set of skills listings on pages 24 to 39 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 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 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 30 minutes to demonstrate all 5 skills. When 25 minutes have elapsed the nurse aide evaluator will advise you that you have 5 minutes left.***

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 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

NNAAP
National Nurse Aide
Assessment Program

RECORDING SHEET FOR MEASUREMENT SKILLS

Date

Test Site ID

CANDIDATE NAME

CANDIDATE ID

EVALUATOR NAME

EVALUATOR ID

SAMPLE

SKILL TESTED	
Evaluator must check one box next to the skill being tested.	
☐ Blood Pressure	☐ Respirations
	☐ Urine Output
☐ Radial Pulse	☐ Weight

CANDIDATE RESULTS	EVALUATOR RESULTS

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 22 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

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 (Tested on the candidate volunteer with a clean, unused 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 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 sit

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 continues

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 (candidates 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 continues

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 readings

While a formal nurse aide "scope of practice" does not exist, these skills addressed as part of the NATCEP program constitute the range of <u>acceptable</u> duties that may be assigned to a nurse aide and that a nurse aide will be deemed competent to perform. Duties inherent to another professional scope of practice, such as those associated with a Licensed Practical Nurse or Registered Nurse, are deemed inappropriate for a nurse aide to perform.

SCORE REPORTING

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 Pennsylvania nurse aide website page at www.credentia.com/test-takers/pa 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 800-457-6752.

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 (or Oral) Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts.

If you fail either part of the NNAAP Examination three (3) times, you will need to complete another training program and re-take **BOTH** parts of the NNAAP Examination, not just the part that was failed. In addition, if you were scheduled to take the exam 3 times and did not become eligible for enrollment on the nurse aide registry, either as a result of failing the exam or absence(s), you will need to re-train. If you are either an E3 or an E4 candidate *(see page 2)*, you have **ONLY ONE** attempt to pass the examination. If you fail, you **MUST** re-train and re-apply under eligibility route E0.

See *Registration and Scheduling* for more details.

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, especially 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 below, 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.

Pennsylvania NNAAP® Examination Results	
Exam: Skills	Result: Fail
Skills Performance:	
Hand Hygiene 1, 5, 10	**Unsatisfactory**
Provides Mouth Care	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

Once you have passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be placed on the Pennsylvania Nurse Aide Registry. You will receive an email from CNA365 confirming your placement on the Pennsylvania Nurse Aide Registry. Your electronic Registry Card (also known as a Notice of Enrollment) will be attached to the email. At any time, you may login to your CNA365 account to download an electronic Registry Card. You must show this card to your employer. **Do not make any changes to your Registry Card. Any changes to the Registry Card could affect your status as a nurse aide.**

In addition, a registry card will be mailed to you by Credentia and will arrive approximately three (3) weeks after you successfully complete both the Written (or Oral) Examination and the Skills Evaluation.

You must successfully pass both parts of the NNAAP Examination within two (2) years of your training program completion date in order to be eligible for placement on the Pennsylvania Nurse Aide Registry.

Note: Although you were required to submit to a background check in order to participate in the nurse aide training and testing program, employers must conduct routine background checks at the time of employment to ensure your eligibility to work in their facility (**http://www.aging.state.pa.us/psonlinetraining/cwp/view.asp?a=3&Q=242763**). Consistent with 35 PS §10225.506, facilities may employ you on a provisional basis for a single period not to exceed thirty (30) days for candidates who have resided in Pennsylvania for two years immediately preceding the date of the application for employment; and, for applicants who have not been a resident of Pennsylvania for two years immediately preceding the date of the application for employment, a period of ninety (90) days, if all the following conditions are met:

1) The applicant has applied for the information required under the Act and the applicant provides a copy of the appropriate completed request forms to the administrator.

2) The facility has no knowledge of information pertaining to the applicant which would disqualify applicant from employment pursuant to the Act, subject to 18 Pa. C.S. § 4911 (relating to tampering

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with public records or information).

3) The applicant swears or affirms in writing that applicant is not disqualified from employment under the Act.

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/pa and click on "Grievances" in the Resources section of the webpage. You will receive a response within 30 days of receipt.

THE REGISTRY

REGISTRY RENEWAL

Once you are listed on the Registry, Credentia will send electronic renewal reminders to your email address and will mail a notification of continued enrollment to your home address (as listed on the Registry) approximately ninety (90) days prior to expiration of your enrollment. To be eligible for continued enrollment, you are required to work as a nurse aide **at least one documented day (i.e. 8 consecutive hours) for pay in an approved facility** (such as a nursing home, personal care home, hospital, home health setting or intermediate care facility) during the previous twenty- four (24) months. *Self-employment, private-duty, or employment in doctors' offices are not acceptable forms of work experience for continued enrollment.*

Note: 42 CFR 483.75(e)(8) requires that facilities provide at least 12 hours of training to their nurse aides based on needs identified in yearly performance reviews. PA State Code 201.20 outlines a

list of required yearly in-service topics that must be provided to facility personnel includ- ing: Infection Prevention and Control; Fire Prevention and Safety; Accident Prevention; Disaster Preparedness; Resident Confidential Information; Resident Psychosocial Needs; Restorative Nursing Techniques; Resident Rights, including Property Rights; Privacy; Preservation of Dignity; Abuse Prevention; and Reporting of Abuse. While these are requirements associated with State and Federal Long-Term Care regulations, they are not require- ments inherent to the Nurse Aide Registry and have no impact on registry renewal.

Upon successfully renewing your status on the Registry, you will receive an electronic Registry Card by email and Credentia will also mail a new Registry Card (also known as a Notice of Enrollment), which will be valid for the next twenty-four (24) months. It is important that your current address is always listed on the Nurse Aide Registry to ensure that you get important documentation regarding your enrollment.

CNA365 ONLINE RENEWAL

Credentia's CNA365 system allows for an online registration renewal process. CNA365 allows individuals to:

> • Renew their nurse aide registration
>
> • Update their address (during and outside the renewal registration process)
>
> • Initiate name and social security number changes

For detailed instructions how to renew online, visit www.credentia.com/test-takers/pa and select "How to Renew Your Registration" in the Nurse Aide Registry Resource section of the webpage.

CHANGE OF ADDRESS, NAME, OR SSN

The Registry must be kept informed of your current address and name.

If you change your address or your name at any time after you are placed on the Registry, you MUST inform the Registry in order to keep your enrollment information up to date.

To change your address or name, login to your CNA365 account and select "Manage Profile". Then select the "Edit Profile" button to change your address. If you need to change your name or Social Security Number (SSN), you will need to select the "Correction Form" button to submit a change request for Credentia review. You must upload written documentation (copy of a marriage certificate, a divorce decree, or another official document) to support your name change or SSN request.

LOST REGISTRY CARDS

If you lose your Registry Card (also known as a Notice ofEnrollment), you can login to your CNA365 account to download an electronic Registry Card. If you would like a paper copy of your Registry Card, you may submit a Duplicate Registry Card request online in your CNA365 account. Alternatively, you may sending the Duplicate Registry Card Request Form in the back of this handbook to Credentia. There is no charge for this service.

RE-ACTIVATING INACTIVE STATUS

Under federal requirements, enrollment on the Registry is no longer valid for any individual who has had a lapse of twenty-four (24) consecutive months or more in the performance of paid nursing-related services. It is important to update your employment history on the Pennsylvania Nurse Aide Registry. You will receive notification regarding continued enrollment at your home address listed on the Registry. Failure to inform the Registry of a change in employment may jeopardize your enrollment status.

If you were previously on the Registry but you have not worked (providing nursing-related services) for a period of twenty-four (24) consecutive months or more, you become "inactive" and are assigned a "denial of renewal" status. As a formerly active member of the Registry, you have one opportunity to take and successfully complete (pass) the NNAAP Examination. If you successfully complete (pass) the NNAAP Examination, your status will change to "renewed" on the Nurse Aide Registry. If you are unsuccessful in passing the examination, you are required to re-train before re-testing. You may not be employed as a nurse aide until you have official notification of enrollment or a renewed active status. Employers are NOT required to pay the "renewal" examination fee; however, employers MUST pay when a reimbursement letter is presented.

RECIPROCITY

If you are a nurse aide currently listed on another state's nurse aide (or equivalent) registry as active and in good standing (according to federal nursing home nurse aide statutes), and you are seeking enrollment on the Pennsylvania Nurse Aide Registry, you will need to submit a reciprocity application. Visit www.credentia.com/test-takers/pa for further information including specific steps on how to create a CNA365 online account and submit a reciprocity application.

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
1. What types of background checks are required for nurse aide training?	A PA State Police Criminal History Record Information (CHRI) report is required for all nurse aides who have been PA residents for at least two consecutive years and a PA-CHRI and FBI report for students who have not resided in PA for the last 2 consecutive years. All reports must be submitted PRIOR to enrollment in a training class. *Act 169* *35 P.S. §10225.502(a)(1)&(2)*
2. Can a nurse aide work for any period of time while awaiting a criminal background check clearance?	**In-state residents** may work for 30 days while awaiting PA background clearance but may not enter a training class until the background check is completed. *Act 169 of 1996* *35 P.S. §10225.506* **Out-of-state residents** may work for 90 days while awaiting a FBI background clearance but may not enter a training class until all background checks are completed. (provided 5 specified conditions are met)
3. What are the requirements for renewal of a nurse aide registry?	A nurse aide must work as a nurse aide for a minimum of one documented day (i.e. 8 consecutive hours) for pay in an approved facility type during each twenty-four (24)-month period covered by the registry. *42 CFR §483.75(e)(7)* *F496*

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS	
QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
4. How many hours of training are required for eligibility to take the competency exam?	PA is an 80-hour state of which 37.5 hours must be supervised clinical experience. *42CFR§4842CFR§483.152(a)(1)*
5. How much can a nurse aide be charged for nurse aide training and competency evaluation program?	Nothing if employed or has an offer of employment on start date of program. *42CFR§483.152(c)(1)* If a nurse aide gains employment or offer of employment within 12 months of completing a program, the nursing facility must reimburse on a pro-rated basis for the period the individual is employed as a nurse aide. *42CFR§483.152(c)(2)*
6. How long can a nurse aide work in a facility prior to enrollment on the nurse aide registry?	A nurse aide may work for four (4) months or 120 days while participating in a nurse aide training and/or competency evaluation program. *42CFR§483.75(e)(5)(i) and (ii)*
7. What is considered an acceptable work setting for renewal of my nurse aide registry?	Employment of at least one documented day (i.e. 8 consecutive hours) for pay in nursing homes, personal care homes, hospitals, nursing agencies or intermediate care facilities are appropriate for renewal. Private duty, self-employment, and employment in doctor's offices is not sufficient for renewal credit.

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
8. If I was annotated on the Registry, how can I be reinstated?	Only those annotated for "neglect" may request reinstatement considerations after one (1) full year from the date of annotation on the Registry. The only other consideration will be given to those that a court of law overturned the Department's decision. *42 U.S.C. 1396r §1919(g)(1)(D)*
9. How do I bring my registry up to date if I lapsed?	Nurse aides have one opportunity to re-test to update a lapsed registry or they may provide proof of employment for pay of at least one documented day (i.e. 8 consecutive hours) during each 24-month registry period. If you are lapsed on another state registry, you have to be updated on your original state registry to be eligible for reciprocity.
10. What duties fall under a nurse aide's scope of practice?	Nurse aides do not have a formal "scope of practice"; however, they should only be performing those duties learned during their NA training & testing program. Duties covered under a "professional scope of practice" should only be performed by a licensed professional in that respective field. *42CFR§483.75(e)*
11. How many training hours must I have annually to renew my registry?	There are no "training requirements" to renew your registry. Rather, the nursing homes administration is required to provide nurse aides a minimum of twelve (12) hours of in-service education each year based on the results of yearly performance evaluations. *42CFR§483.75(e)(8)* *F497*

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
12. What yearly training topics must be provided to nurse aides?	Nursing home administrations must conduct yearly in-service training on the following topics: Infection Prevention and Control, Fire Prevention & Safety, Accident Prevention, Disaster Preparedness, Resident Confidential Information, Resident Psychosocial Needs, Restorative Nursing Techniques, Resident Rights, including Property Rights, Privacy, Preservation of Dignity, Abuse Prevention, Reporting of Resident Abuse. This list of required topics may be accessed via the following link: **http://www.pacode.com/secure/ data/028/chapter201/s201.20.html** *28 PA Code §201.20* Additional yearly training must address areas of weakness as determined in the nurse aides performance review. *42CFR483.75(e)(7)(ii)*
13. If a nurse aide was annotated in another state, can she or he work in PA?	Facilities are required to verify that nurse aides are in good standing on all other state registries prior to allowing them to work in that capacity. *42CFR§483.75(e)(6)* *F496*

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
14. How do I obtain a copy of the Nurse Aide Registry list?	Send a request for the information to: **Credentia** **Nurse Aide Operations** **Attn: PA Program Manager** **3 Bala Plaza West – Suite 300** **Bala Cynwyd, PA 19004** or call 800-852-0518. The list will be sent electronically.
15. I was sent home because an allegation of abuse, neglect or misappropriation of property was made against me. What does this mean?	Any time an allegation of abuse, neglect, or misappropriation of resident property is made, the facility is legally responsible to investigate and take whatever personnel action they deem necessary consistent with their local policy. However, only the Department of Health can take action against the nurse aide's Registry; therefore, the facility investigation must be forwarded to the DOH for review and action as appropriate. If the DOH initiates action, an Order to Show Cause will be issued. An Annotation Letter will be sent after due process is provided and a final decision made. If no action is taken, the nurse aide remains in good standing on the Registry and prospective employers will see nothing more than that when reviewing your Registry status.

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
16. I have a prior conviction on record. Will it prevent me from being able to work in nursing homes?	No. At this time, the prohibitive list does not prevent a nurse aide from being employed at a nursing home. Employment in a nursing home with a criminal conviction would be up to the facility and their policy. Nursing homes are mandated by Federal Regulations to complete pre-employment background checks.
17. Does it make a difference re: reimbursement if a facility is Medicare/ Medicaid/ or dually certified?	The Registry regulations clearly specify that a nurse aide is not to bear the expense of NATCEP participation if employment requirements are met.
18. If I completed NATCEP training but failed the test three (3) times, can I retrain and test again?	If an individual fails the state competency examination three times, they may re-train and have another three opportunities. Some facilities will re-train if the individual is a good employee. However, the individual may re-train at any approved program.

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
19. If I worked in a facility 60 days while in a NATCEP program and got fired, how many days can I work in another facility while working toward Registry status?	Nurse aide trainees have two (2) years after completion of nurse aide training to take the state competency examination. The 120 days start over every time the nurse aide trainee changes employers.
20. I have been on active duty in the military and have not been able to work the required eight (8) consecutive hours for pay during the two year registration period. Will my military service count for renewal?	Service in the military may count if you performed the duties inherent in the intent of the regulation. For military service time to count toward renewal, you must have performed duties associated with helping a care dependent population with activities of daily living in a supervised setting. This must be able to be officially verified in writing through your Commanding Officer.
21. My address changed and I did not receive my renewal application through the mail. Can I still renew my registration on-line?	If your registration has not yet lapsed, you may contact (800) 852-0518 and request a renewal application be re-mailed to your new address. You may then use the log-in information to update your registry on-line. However, if your registration has already lapsed, you will not be able to renew on-line.

Table continues

PA NURSE AIDE REGISTRY — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
22. I lost my renewal ID or password, what should I do?	You must contact (800) 852-0518 to request a new renewal application be mailed to you. Renewal ID's and password information will not be able to be provided via telephone.

Pennsylvania Nurse Aide

DUPLICATE REGISTRY CARD REQUEST

DIRECTIONS: You may use this form to request Credentia to send a duplicate copy of your Registry Card (also known as a Notice of Enrollment) to you if you have lost your copy or if you want your Registry Card to reflect a name or address change. If your name has changed, you **MUST** provide supporting documentation, such as a copy of a marriage certificate, a divorce decree, or another official document. Please print or type all information on the reverse side of this form, or your request will be returned.

SEND TO: PA Nurse Aide Registry
Credentia
PO Box 13785
Philadelphia, PA 19101-3785

PLEASE COMPLETE OTHER SIDE 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. (_____) _____ 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 Registry Card.

Your Signature _____ Date _____

PLEASE COMPLETE BOTH SIDES OF THIS FORM