



NNAAP®

National Nurse Aide Assessment Program

An NCSBN® Examination



Credentia

District of Columbia

HOME HEALTH AIDE

**Written Examination
& Skills Evaluation**

Candidate Handbook

January 2022

verDCHHA2.0

QUICK REFERENCE

DC DEPARTMENT OF HEALTH

Board of Nursing

899 North Capitol Street, NE

Suite 200

Washington, DC 20002

(877) 672-2174

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

Email: bon.dc@dc.gov

Hours of Operation:

Monday through Friday

8:15 a.m. – 4:30 p.m.

(Eastern Standard Time)

Go to the Board of Nursing Website

(<http://doh.dc.gov/bon>) to:

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

CREDENTIALIA REGISTRATION AND SCHEDULING SERVICES

District of Columbia

Website: www.credentia.com/test-takers/dchha

To contact a customer service agent, call 877-833-4542

Hours of Operation:

Monday through Friday

8:00 a.m. – 11:00 p.m.

Saturday 8:00 a.m. – 5:00 p.m.

Sunday 10:00 a.m. – 4:00 p.m.

(Eastern Standard Time)

Call Credentia to:

- Obtain information regarding your Score Report
- Obtain information regarding the examination

Go to Credentia website

(www.credentia.com) to:

- Download a Candidate Handbook

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INTRODUCTION

This handbook is designed for candidates seeking home health aide certification in the District of Columbia.

The District of Columbia Department of Health, Health Regulation Licensing Administration, has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to develop, schedule, administer, score and report the results of the HHA Examination for the DC Home Health Aide.

CRIMINAL BACKGROUND CHECK

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

HHA EXAM OVERVIEW

The Home Health Aide exam consists of two (2) parts the Written and the Skills. The Written Examination consists of seventy (70) multiple-choice questions written in English. At the Skills Evaluation you will be asked to perform five (5) randomly selected skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Registered Nurse Evaluator.

HOME HEALTH AIDE PROGRAM (HHA)

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

HOME HEALTH AIDE EXAM OVERVIEW

The HHA exam contains two parts: Written Examination and the Skills Evaluation. The written examination consists of seventy (70) multiple-choice questions written in English. Sample questions are provided in this handbook.

ELIGIBILITY

ELIGIBILITY ROUTES FOR HOME HEALTH AIDE

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

Note: You are permitted three (3) attempts to pass the exam. After the third failure, you must complete another HHA training program and submit another application for examination.

LIGHT DUTY

Individuals are prohibited from taking the Skills Evaluation if on restricted activity or light duty due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. Candidates who are on light duty are not permitted to take the Skills Evaluation; however, they can take the written/oral exam. Appropriate medical documentation stating return to full, unrestricted duty is required to take the skills evaluation.

H1

You have completed a DC Board of Nursing approved home health aide training program within the last twenty-four (24) months.

H2

You have completed a CNA to HHA bridge course within the last twenty-four (24) months that was approved by the DC Board of Nursing and you have previously taken and passed the NNAAP Examination.

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

H3

You have completed a Nurse Assistant OR an HHA training program in a state other than DC (also considered not approved by the DC Board of Nursing) and you have not passed the NNAAP Examination. Please log into CNA365 to select the appropriate Examination Types and Fees box to complete both the HHA written and Skills examination.

H4

You have completed a practical or registered nursing “Fundamental of Nursing” course in the United States with a clinical component within the last thirty-six (36) months from the date of application. Submit course description and official transcript in sealed envelope.

Select the appropriate Examination Types and Fees box to complete the HHA written and skills examination

H5

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

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/dchha.

After completing a District of Columbia 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 District of Columbia website page at www.credentia.com/test-takers/dchha.

- 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 locations 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 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 877-833-4542

EXAM FEES

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

HHA EXAM	FEE
Written Examination	\$55
Skills Evaluation	\$110

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/dchha. 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.

TESTING LOCATIONS

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

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/dchha and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

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

Test center examinations must be canceled or rescheduled at least 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

A case number will be assigned and the instructions provided for emailing supporting documentation. Candidates absent from or late to an exam who have not changed or canceled the reservation according to the change/cancel policy will not be admitted to the exam and will forfeit the exam fee.

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 examination change due to a weather emergency; candidates will be contacted by phone and email with change details.

EXAM DAY (ONLINE EXAM)

Take your written exam conveniently from home with 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. 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 members 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/dchha and click the "CNA365 login" button. Once logged in, find your scheduled 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 if you are late you will not be allowed to test and your fees will not be refunded. 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
- Watch with a second hand

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
- Signature-bearing Social Security card (or affidavit stating that you have applied for your Social Security number. Please Note: Your Social Security number will be required when you renew your certification.)
- 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 Credential Management System to register for the examination. If your name is different, you **MUST** bring proof of your name change (a copy of an official document such as a marriage license or divorce decree) to the test center.

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

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 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. Decisions regarding disciplinary measures are the responsibility of that agency.

GUESTS/VISITORS

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

CONTENT OUTLINE - HOME HEALTH AIDE

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

*% of
the exam*

I. Role of the Home Health Aide 25%

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

II. Physical Care.....50%

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

III. Psychosocial Care.....13%

- A. Providing care sensitive to the spiritual beliefs, culture, sexual orientation, preferences and

gender identity of the client

B. Addressing social, emotional and mental health needs

C. Communicating with the client and family

IV. Personal and Household Maintenance Activities

..... **12%**

A. Shopping in accordance with dietary guidelines

B. Accompanying the client to appointments as required

C. Assisting with telephone usage

D. Planning and preparing meals, and following food safety guidelines

E. Keeping the client's home environment in a condition that promotes health and comfort

THE SKILLS EVALUATION

WHAT TO EXPECT

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 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.**

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 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 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.

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 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 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 Skills Evaluation requires every candidate to perform one measurement skill, such as 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* skill, you will write the actual weight 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 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

CANDIDATE RESULTS	EVALUATOR RESULTS

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TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a 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 22 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.

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

APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out, at least to the heel
- 5 Places foot of stocking over toes, foot, and heel
- 6 Pulls top of stocking over foot, heel, and leg
- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints
- 8 **Finishes procedure with no twists or wrinkles and**

heel of stocking, if present, is over heel and opening in toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free

9 After completing skill, wash hands

ASSISTS TO AMBULATE USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 **Before assisting to stand, client is wearing non-skid shoes/footwear**
- 3 Before assisting to stand, bed is at a safe level
- 4 Before assisting to stand, checks and/or locks bed wheels
- 5 **Before assisting to stand, client is assisted to sitting position with feet flat on the floor**
- 6 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 7 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 8 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
- 9 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
- 10 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
- 11 Assists client to bed and removes transfer belt
- 12 Client is placed in a supine position (lying down in bed).
- 13 After completing skill, wash hands

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 Client is asked to notify 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 Client is placed in a supine position (lying down in bed)

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

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 Before recording, washes hands
- 5 **Records pulse rate within plus or minus 4 beats of evaluator's reading**

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 Before recording, washes hands
- 4 **Records respiration rate within plus or minus 2 breaths of evaluator's reading**

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 Client is placed in a supine position (lying down in bed)
- 11 After completing skill, washes hands

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 client, client is in an upright sitting position (75-90 degrees)

- 3 Places tray where the food can be easily seen by client
- 4 Candidate cleans client's hands before beginning feeding
- 5 Candidate sits in a chair facing client during feeding
- 6 Tells client what foods and beverage are on tray
- 7 Asks client what he/she would like to eat first
- 8 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
- 9 Offers beverage at least once during meal
- 10 Candidate asks client if they are ready for next bite of food or sip of beverage
- 11 At end of meal, candidate cleans client's mouth and hands
- 12 Removes food tray
- 13 Leaves client in upright sitting position (75-90 degrees)
- 14 After completing skill, washes hands

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 Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered
- 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 client
- 5 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**
- 6 Dries face with dry cloth towel/washcloth
- 7 Exposes one arm and places cloth towel underneath arm
- 8 Applies soap to wet washcloth
- 9 Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered
- 10 Rinses and dries fingers, hand, arm, and underarm
- 11 Moves body gently and naturally, avoiding force and

- over-extension of limbs and joints
- 12 Puts clean gown on client
- 13 Empties, rinses, and dries basin
- 14 Places basin in designated dirty supply area
- 15 Disposes of linen into soiled linen container
- 16 Avoids contact between candidate clothing and used linens
- 17 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 18 Client is placed in a supine position (lying down in bed)

MEASURES AND RECORDS

ELECTRONIC BLOOD PRESSURE

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

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**

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)**

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 Client is placed in a supine position (lying down in bed)
- 7 After completing skill, washes hands

PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

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

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 Returns side rail to original position
- 12 After completing skill, washes hands

PROVIDES CATHETER CARE FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area including buttocks before washing
- 6 Exposes area surrounding catheter (only exposing client between hip and knee)
- 7 Applies soap to wet washcloth
- 8 **While holding the catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from the 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 Client is placed in a supine position (lying down in bed)

PROVIDES FOOT CARE ON ONE FOOT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot (including between the toes)
- 9 Foot is rinsed (including between the toes)
- 10 Dries foot (including between the toes) with dry cloth towel/washcloth
- 11 Applies lotion to top and bottom of foot (excluding between the toes) removing excess with a towel/washcloth
- 12 Supports foot and ankle during procedure
- 13 Empties, rinses, and dries basin
- 14 Places basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

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 Client is placed in a supine position (lying down in bed)

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
(EVALUATOR: If candidate places/stores equipment

in area other than designated dirty supply area, direct candidate to place in dirty supply area and mark "NO" for this step)

- 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 Client is placed in a supine position (lying down in bed)

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 along side 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 After completing skill, washes hands

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 District of Columbia nurse aide website page at www.credentia.com/test-takers/dchha. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365, please contact customer service at 877-833-4542.

SCORE REPORTING

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

FAILING

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

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

HOW TO READ A FAILING SCORE REPORT

If you 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.

District of Columbia NNAAP® Examination Results	
Exam: Skills	Result: Fail
Skills Performance:	
Hand Hygiene 1, 5, 10	Unsatisfactory
Positions on Side	Satisfactory
Assists with Use of Bedpan	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Measures and Records Weight of Ambulatory Client	Satisfactory

A sample of a Failing Score Report

PASSING - HHA

Once you have passed both the Written Examination and the Skills Evaluation, you may apply to the DC Board of Nursing for certification as a HHA. You may request an application by calling 1-877-672-2174 or download the application from <http://dchealth.dc.gov/bon>. Once your

application has been approved, you will receive a paper copy of the certification and the DC Health Professional Licensing Administration's online database will also indicate your certification.

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

GRIEVANCE PROCESS

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

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

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

HOME HEALTH AIDE REGISTRY

REGISTERING AS A HOME HEALTH AIDE

After passing both the Written and Skills exams, submit a Home Health Aide application to the District of Columbia Board of Nursing. You may access the link to the online application from the website: <https://dchealth.dc.gov/node/149382>

After your DC Board of Nursing Home Health Aide application and criminal background check (fingerprints) have been received and approved by the District of Columbia Board of Nursing, you will be issued a certification placing you in the District of Columbia health professional licensing database.

CHANGE IN EMAIL ADDRESS

If you change your email address prior to renewing your license, you must contact the Board of Nursing staff to update it in the licensing database.

For additional information or follow-up, you may contact the District of Columbia Board of Nursing staff at 202-727-5218.

HHA CERTIFICATION RENEWAL

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

HOME HEALTH AIDE CERTIFICATION FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
1. How do I become a HHA?	<ul style="list-style-type: none"> • You must successfully complete an approved training program and pass both portions of the examination within two (2) years of training at an approved testing site. Check the Exam Overview Section of this handbook for other options.
2. May I perform the duties of a Home Health Aide before I am certified?	<ul style="list-style-type: none"> • No, you may not be employed prior to certification
3. How do I arrange for Special accommodations?	<ul style="list-style-type: none"> • Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Accommodations section of the candidate handbook for details.
4. Is there a time limit in which I must pass both exams?	<ul style="list-style-type: none"> • You must pass both exams within 24 months of the completion of your training program.
5. Can I register for an exam or check my scores online?	<ul style="list-style-type: none"> • Registration must be done online. • Results are provided within your candidate account. • If you passed both parts of the examination, your name will be placed on the list sent to DC Board of Nursing. You may then submit an online application to DC Board of Nursing for certification.

HOME HEALTH AIDE CERTIFICATION FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
6. What form of payment do you accept and may I take it to the test site?	<ul style="list-style-type: none"> • All payments must be made by credit card, debit card or single use card. Your training program may also purchase electronic vouchers.
7. How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none"> • To access your score report, please log into your account at CNA365. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in the portal, please contact customer service at 877-833-4542.
8. How do I verify my certification status?	<ul style="list-style-type: none"> • You can verify your certification status for Home Health Aide online after the application is completed and submitted. You may view your certification status at: https://doh.force.com/ver/s/
9. How do I change my name, email or mailing address?	<ul style="list-style-type: none"> • Board of Nursing staff requesting that your email address or name is changed. You may change your name or mailing address when renewing your license. Provide change of name legal documents.
10. How long is my certification active?	<ul style="list-style-type: none"> • HHA certifications expire October 31st every odd numbered year. A renewal Notice will be sent at least 60 days prior to your expiration date.

HOME HEALTH AIDE CERTIFICATION FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
11. My certification expired. How do I renew it or become certified again?	<ul style="list-style-type: none"> • Home Health Aides must retrain and retest when the certification has expired more than 24 months. • Home Health Aides who have expired certifications less than 24 months may reinstate their certification by providing proof of having worked as an HHA a minimum of eight hours and completion of twenty four (24) hours of continuing education or inservice.
12. I'm moving to or from another state. May I perform nurse aide duties in that state?	<ul style="list-style-type: none"> • If you are moving TO DC, and you have worked as a Home Health Aide in another state, you may apply for endorsement, by visiting the Board of Nursing website for link to online application: https://dchealth.dc.gov/node/149382 • If you are moving FROM DC, you should contact the Board of Nursing or Department of Health for that state, to obtain state requirements.