NNAAP
National Nurse Aide Assessment Program
An NCSBN® Examination

Credentia

South Carolina
NURSE AIDE

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

Candidate Handbook

QUICK REFERENCE

CREDENTIA REGISTRATION AND SCHEDULING SERVICES

South Carolina National Nurse Aide Assessment Program

To contact a customer service agent, Call 800-475-8290

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 p.m
(Eastern Time Zone)

Call to:

- Schedule, reschedule or cancel an examination
- Ask questions about On-Line Registration
- Obtain information regarding your Score Report
- Obtain information regarding your examination

Go to Credentia's website at

www.credentia.com/test-takers/sc to:

- Access your CNA365 Account for registering to take exams or to complete registry functions
- To view most current exam updates
- Download a Candidate Handbook
- View the Nurse Aide Practice Written Examination
- Submit a change of name or address
- Verify your status on the Registry
- View Frequently Asked Questions
- Link to a Nurse Aide Registry Renewal Form
- View a list of the Nurse Aide Registries (by State)
- View the SC Department of Health & Human Services Newsletter

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Division of Community and Facility Services

PO Box 8206

1801 Main Street

Columbia, SC 29202

(803) 898-2500

E-mail: SCNAR@SCDHHS.GOV

Hours of Operation 8:30 a.m. – 5:00 p.m.
(Eastern Time Zone)

To apply for the South Carolina Nurse Aide exam go to www.credentia.com and select South Carolina Test Takers and follow instructions.

South Carolina NNAAP® Registry

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

Call to:

- Obtain information about re-certification on the Registry
- Obtain or complete a Reciprocity Application
- Clarify information about the Registry

gistry Renewal Form

- View a list of the Nurse Aide Registries (by State)
- View the SC Department of Health & Human Services Newsletter

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INTRODUCTION

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

The South Carolina Department of Health and Human Services (SCDHHS) has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Credentia will develop, score, and report the results of the NNAAP® Examination for the South Carolina 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 certified 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 (2) parts of the NNAAP Examination process, the Written (or English or Spanish Oral) Examination and the Skills Evaluation, will be administered on the same day. You must pass both parts in order to be certified and listed on the South Carolina Nurse Aide Registry. You must pass both portions of the exam within two (2) years from your training completion date or within three (3) attempts, whichever comes first, in order to be placed on the South Carolina Nurse Aide Registry. Failure to do so will require completing a **100-hour state-approved Nurse Aide Training Program** and retesting both portions of the examination.

The Written Examination consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

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

At the Skills Evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Nurse Aide Evaluator. You must successfully demonstrate five (5) skills in order to pass the Skills Evaluation.

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

ELIGIBILITY

All new nurse aide candidates applying to take the NNAAP Examination in South Carolina must have successfully completed a **100-hour state-approved nurse aide training program that includes 40 hours of clinical training** in order to be eligible to test. All candidates who are employed as nurse aides or have a written offer of employment from a Medicare/Medicaid-certified nursing home are required to be sponsored by that nursing home.

If you are an LPN or RN student or you are in the Military, you must contact the South Carolina Department of Health and Human Services to determine your eligibility to test at **scnar@scdhhs.gov** before completing and mailing your fees and application.

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/CBT exam. Appropriate medical documentation stating return to full, unrestricted duty is required to take the skills evaluation.

OUT-OF-STATE TRAINING

A nurse aide candidate who was trained out-of-state and is seeking certification in South Carolina must have completed training at a **100-hour state-approved program that includes clinical hours**. You must complete the online registration form and upload required training documents. **The diploma or certificate must include the number of classroom and clinical hours.** South Carolina will accept a letter on state or training program letterhead.

ELIGIBILTY ROUTES

All candidates applying to take the NNAAP Examination in South Carolina **MUST** complete an *Application for Registration by Competency Examination* form online at the Credential Management Services. To access the online form, go to **www.credentia/com**. Select South Carolina Test Takers and follow the instructions.

For eligibility routes E2, E4 and E5, required documents will need to be uploaded.

If an original letter is sent with the application as proof of training, this original letter must be written on the training program's letterhead and must include: (1) the nurse aide candidate's name; (2) the nurse aide candidate's date of training program completion; (3) the training program code number; and (4) the signature of the instructor, director, or administrator of the training program.

E1 – SOUTH CAROLINA STATE-APPROVED NURSE AIDE TRAINED CANDIDATES

All applicants who have successfully completed a South Carolina State-Approved Nurse Aide Training program within the last 24 months.

E2 – OUT-OF-STATE TRAINED CANDIDATES

All applicants who have successfully completed a 100-hour State-Approved Nurse Aide Training program in another state within the last 24 months. *(A completion certificate/ diploma letter on the state or program letterhead stating the number of classroom AND clinical hours must be submitted with the application.)*

E3 – LAPSED OR EXPIRED SOUTH CAROLINA REGISTRY APPLICANTS

For all applicants who have successfully completed a 100-hour South Carolina State-Approved Nurse Aide Training Program AND whose certificate has not been expired for more than twenty-four (24) months. (Certificate must be in good standing.)

E4 – OUT-OF-STATE REGISTRY APPLICANTS

For all applicants who have successfully completed a 100-hour State-Approved Nurse Aide Training program with clinical included AND whose certificate has not been expired for more than twenty-four (24) months. (Certificate must be in good standing.) *A completion certificate/diploma or a letter on state or program letterhead stating the number of classroom AND clinical hours must be submitted with this application.*

E5 – STUDENT NURSE, LPN OR RN GRADUATE, OR MILITARY CANDIDATE

You must contact the South Carolina Department of Health and Human Services at **scnar@scdhhs.gov** to determine your eligibility **before** submitting an application.

REGISTATION 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/sc.

After completing a South Carolina 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 South Carolina nurse aide website page at www.credentia.com/test-takers/sc.

- 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 (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 (866) 751-5809 .

SC DHHS

Candidates who have completed a 100-hour State Approved Nurse Aide Training Program (clinical included) must pass the NNAAP (Nurse Aide Assessment Program) examination no later than 2 years from the date of the completion of the approved program. After two years, the candidate will be required to retrain at a South Carolina Approved Nurse Aide Training program before retesting. If the C.N.A.'s (Certified Nursing Assistant's) certificate has lapsed and it has been 2 or more years since the expiration date, the following must occur:

- The C.N.A. must retrain at a 100-hour State-Approved Training program (clinical included).

The above policy will also affect R.N. and L.P.N. students. (They must have completed the Fundamentals of Nursing within 2 years of testing unless they are still attending nursing school.) These candidates will be referred to the South Carolina Department of Health and Human Services.

SCREENING QUESTIONS

You are required to complete two screening questions on your application which require a "Yes" or "No" response. These questions will also be listed on the failing score report for both the written and skills exam. If you are re-testing you must answer the screening questions as well. If you respond "Yes" to one or both of these questions, your application or failing score report will be forwarded to the South Carolina Department of Health and Human Services (SC DHHS) for review before you can be scheduled to test (or re-test).

- Have you ever been convicted of or pled guilty to a felony?
- Have you ever been listed on the South Carolina Abuse Registry or any other State's Abuse Registry?

Failure to respond to these questions will cause your application to be returned to you.

EXAM FEES

Fees are non-refundable and non-transferable once submitted because they cover the administrative costs of registration and testing.

The fees listed below have been established for the NNAAP Examination in South Carolina, and are effective as of July 1, 2020.

Initial Written Examination	$45
Initial Oral Examination	$45
Initial Clinical Examination	$95
Written Re-examination	$45
Oral Re-examination	$45
Clinical Re-examination	$95
Certificate Renewal Fee	$35

Under federal and South Carolina state laws, candidates employed as nurse aides in nursing homes that participate in Medicaid/Medicare programs are prohibited from paying their examination fees. Employers must pay the examination fee and any *re-test fee for those candidates in their employ as nurse aides* or candidates who have a written commitment or signed acceptance of employment on file in a Medicaid/Medicare-certified nursing home. Candidates must pay online and be reimbursed by the employer. Candidates not employed as nurse aides in these facilities are permitted to pay their own examination fee. All payments must be made using a credit card or prepaid single-use card.

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/sc. 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 accom-modations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides rea-sonable 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 Nurse Aide 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/sc 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) calender days before the scheduled

examination date

If you do not cancel or reschedule your examination within the required time frames 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.

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 1-888-723-6773 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 emergency

A case number will be assigned and instructions provided for emailing supporting documentation.

Your request must include verification from the cause of your absence. For example, if you are absent because of jury duty, you must supply a copy of the court notice. In the case of illness a verification from your medical provider must be included in your request. Please note resolution takes approximately 3-5 business days to process and complete once documentation has been received.

Candidates absent from or late to the exam who have not changed or canceled the reservation according to the Change/Cancel Policy will forfeir the exam fee. The decision of Credentia to approve or deny the excused absence will be final.

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

EXAM DAY (ONLINE EXAM)

Take your written/oral exam conveniently from home or with the 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.

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.
- If taking an Oral Exam you must use a wired headset.

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/sc 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 examination:

- Two (2) forms of proper identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Know your Social Security number
- Watch with a second hand
- Non-skid footwear

No other materials will be allowed.

PROPER IDENTIFICATION

Candidates 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 **current, not expired**:

- Driver's license
- Signature-bearing 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 your name is different, you **MUST** bring proof of 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 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 center.

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 **before, during, or after the examination**, you will be dismissed from the examination and the incident will be reported to the South Carolina Department of Health and Human Services (SCDHHS). Decisions regarding disciplinary measures are the responsibility of this agency.

NEW POLICY from the South Carolina Department of Health & Human Services: Misconduct/Behavioral Issues.

1. If the candidate is allowed to re-test (depending on the severity of the misconduct), they will not receive onsite test results. They will be mailed.

2. If the candidate is allowed to re-test, it will be at a site with security (not the preferred site of the candidate).

3. If a candidate's conduct/behavior is a disturbance at the test site or endangers the safety of an Evaluator for the second testing date (a re-test), they will not be allowed to test again in South Carolina.

GUESTS/VISTORS

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

THE WRITTEN (OR ORAL) EXAM

WRITTEN EXAM

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

ORAL EXAM

An Oral Examination may be taken in place of the Written

Examination. You must request and Oral Examination

when filling out your application. The Oral Examination consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination. If taking the online proctored exam, not a facility test site exam, you will need your own wired headset. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of the sixty (60) multiple choice questions is read twice. As each question is read, you are asked to choose the correct answer.

The second part of the Oral Examination has ten (10) multiple-choice questions that test whether you know common words used in long-term care facilities. Each word is read three (3) times. You are asked to match the word you hear on the recording to the written word. In the Spanish Oral Examination, the 10 multiple-choice questions are read in Spanish and you are asked to match the word you hear on the recording to the English word.

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-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 19.

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

7. **You _____ something to find its length.**
   - (A) slice
   - (B) lock
   - (C) measure
   - (D) force
   - (E) tape

8. **Soup is served in a _____.**
   - (A) plate
   - (B) bowl
   - (C) fork
   - (D) chair
   - (E) closet

9. **To accompany someone means to _____.**
   - (A) disagree with him
   - (B) work for him
   - (C) go with him
   - (D) speak to him
   - (E) choose him

10. **A nursing home resident receives _____ from the staff.**
    - (A) quality
    - (B) fame
    - (C) interruption
    - (D) care
    - (E) work

11. **Medicine is used to _____ pain.**
    - (A) widen
    - (B) conjure
    - (C) enliven
    - (D) increase
    - (E) relieve

12. **To DRENCH the flowers means to ____ them.**
    - (A) steam
    - (B) drink
    - (C) touch
    - (D) soak
    - (E) anger

13. **A bicycle is a means of _____.**
    - (A) nourishment
    - (B) transportation
    - (C) prediction
    - (D) collision
    - (E) walking

14. **When someone speaks in a whisper, it may be difficult to _____.**
    - (A) deceive
    - (B) understand
    - (C) frighten
    - (D) estimate
    - (E) regulate

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.**

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.

CANDIDATE DRESS REQUIREMENTS

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. 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.

At least 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 will be asked to decontaminate your hands (with hand sanitizer) before proceeding from skills performed on a live client to skills that are not. This is for infection control purposes and will not affect the results of your evaluation.

You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. **You will have thirty (30) minutes to demonstrate all five (5) skills.**

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

RECORDING A MEASUREMENT

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

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

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

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. 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

1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible

2 Privacy is provided with a curtain, screen, or door

3 Client is in supine position (lying down in bed) while stocking is applied

4 Turns stocking inside-out, at least to the heel

5 Places foot of stocking over toes, foot, and heel

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

SKILL 3 — ASSISTS TO AMBULATE USING TRANSFER BELT

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

SKILL 4 — ASSISTS WITH USE OF BEDPAN

1. Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible

2. Privacy is provided with a curtain, screen, or door

3. Before placing bedpan, lowers head of bed

4. Puts on clean gloves before placing bedpan under client

5. Places bedpan correctly under client's buttocks

6. Removes and disposes of gloves (without contaminating self) into waste container and washes hands

7. After positioning client on bedpan and removing gloves, raises head of bed

8. Toilet tissue is within reach

9. Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished

10. Signaling device within reach and client is asked to signal when finished

11. Puts on clean gloves before removing bedpan

12. Head of bed is lowered before bedpan is removed

13. Ensures client is covered except when placing and removing bedpan

14. Empties and rinses bedpan and pours rinse into toilet

15. Places bedpan in designated dirty supply area

16. Removes and disposes of gloves (without contaminating self) into waste container and washes hands

17. Signaling device is within reach and bed is in low position

SKILL 5 — CLEANS UPPER OR LOWER DENTURE

1. Puts on clean gloves before handling denture

2. Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink

3. Rinses denture in moderate temperature running water before brushing them

4. Applies denture toothpaste to toothbrush

5. Brushes all surfaces of denture

6. Rinses all surfaces of denture under moderate temperature running water

7. Rinses denture cup and lid

8. Places denture in denture cup with moderate temperature water/solution and places lid on cup

9 Rinses toothbrush and places in designated toothbrush basin/container

10 Maintains clean technique with placement of toothbrush and denture

11 Sink liner is removed and disposed of appropriately and/or sink is drained

12 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

SKILL 6 — COUNTS AND RECORDS RADIAL PULSE

1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible

2 Places fingertips on thumb side of client's wrist to locate radial pulse

3 Count beats for one full minute

4 Signaling device is within reach

5 Before recording, washes hands

6 Records pulse rate within plus or minus 4 beats of evaluator's reading

SKILL 7 — COUNTS AND RECORDS RESPIRATIONS

1 Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible

2 Counts respirations for one full minute

3 Signaling device is within reach

4 Before recording, washes hands

5 Records respiration rate within plus or minus 2 breaths of evaluator's reading

SKILL 8 — 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

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

7   Dries face with dry cloth towel/washcloth

8   Exposes one arm and places cloth towel underneath arm

9   Applies soap to wet washcloth

10 Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered

11 Rinses and dries fingers, hand, arm, and underarm

12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints

13 Puts clean gown on client

14 Empties, rinses, and dries basin

15 Places basin in designated dirty supply area

16 Disposes of linen into soiled linen container

17 Avoids contact between candidate clothing and used linens

18 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

19 Signaling device is within reach and bed is in low position

SKILL 12* — MEASURES AND RECORDS ELECTRONIC BLOOD PRESSURE

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

1   Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible

2   Privacy is provided with a curtain, screen, or door

3   Has client assume a comfortable lying or sitting position

4   Client's arm is positioned at level of heart with palm up and upper arm is exposed

5   Selects appropriate cuff size

6   Feels for brachial artery on inner aspect of arm, at bend of elbow

7   Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over the brachial artery site

8   Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children, and adults, selects the appropriate setting

9   Pushes start button. If cuff inflates to more than 200 mm Hg then stops machine and uses cuff on client's other arm

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

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 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 exposed

4   Feels for brachial artery on inner aspect of arm, at bend of elbow

5   Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site

6   Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site

7   Candidate inflates cuff between 160mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg

8   Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury)

9   Removes cuff

10 Signaling device is within reach

11 Before recording, washes hands

12   After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading

SCORE REPORTING

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 South Carolina nurse aide website page at www.credentia.com/test-takers/sc 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.

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 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 on the following page, a candidate received a result of Unsatisfactory on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the Hand Hygiene skill, and review all the steps, especially steps 1, 5, and 10.

(See following page for a sample of a Failing Score Report.)

South Carolina NNAAP® Examination Results	
Exam: Skills	**Result: Fail**
Skills Performance:	
Hand Hygiene 1, 5, 10	**Unsatisfactory**
Provides Fingernail Care **On One Hand**	**Satisfactory**
Measures and Records **Blood Pressure** 4, 5, 6, 7	**Unsatisfactory**
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

Once you have passed both the Written (or English or Spanish Oral) Examination and the Skills Evaluation, your name will be placed on the South Carolina Nurse Aide Registry. Approximately ten (10) business days from the day on which you successfully complete both parts of the NNAAP Examination, Credentia will mail your Nurse Aide Certificate and Wallet Identification Card to you. If you have not received your Nurse Aide Certificate and Wallet Identification Card from Credentia thirty (30) days after the examination, contact (800) 475-8290. **Your Nurse Aide Certificate is valid for twenty-four (24) months from the date it was issued.**

After you have passed both the Written (or Oral) Examination and the Skills Evaluation, you may view your name on the Registry by going to Credentia's website at **www.credentia.com/test-takers/sc**. Select "Nurse Aide Registry" in the Resources section and then select "Search South Carolina Nurse Aide Registry."

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

THE REGISTRY

CHANGE OF ADDRESS OR NAME
The South Carolina Nurse Aide Registry must be kept informed of your current address.

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.

RE-CERTIFICATION
Nurse aides on the South Carolina Nurse Aide Registry must renew their certification through Credentia in order to stay active. To be eligible for re-certification, federal and State regulations require that in the past 24 months, prior to your certification expiration date, you have performed nursing or nursing-related services for pay for at least 8 hours.

RENEWAL NOTICE

A South Carolina Nurse Aide Certificate is valid for twenty-four (24) months from the date it was issued. Approximately ninety (90) days before the expiration of your certification, Credentia will email you with directions for renewing your certificate. If you have not received a Renewal email, contact 800-475-8290. When accessing Credentia's website, select "Nurse Aide Registry" in the Resources section and then select "Submit Continued Enrollment Application."

RE-CERTIFICATION FEE

Effective July 1, 2020, the fee for re-certification is $35. This fee is non-refundable and non-transferable and must be paid online with a credit card or single-use prepaid card. If you are employed by a Medicaid-certified employer, print the emailed payment receipt and give to your employer for reimbursement.

CERTIFICATE AND WALLET IDENTIFICATION

Upon re-certification, you will receive a new Nurse Aide Certificate and Wallet Identification Card indicating the new certification period, which will be twenty-four (24) months from your previous certification expiration date. **Please remember to notify Credentia by calling (800) 475-8290 whenever there is a change in your mailing address or name. Official documentation is required for name changes.**

LAPSED CERTIFICATION

If your nurse aide certification has lapsed on the Registry and you would like to re-activate it, you may be required to retrain and/or retest based on whether you **HAVE** or **HAVE NOT** completed a 100-hour state-approved nurse aide training program. To find out if you need to retrain and/or retest, please see the three situations below:

1) If your nurse aide certification has lapsed on the Registry and you **HAVE NOT** previously completed a **100-hour state-approved nurse aide training program**, you must train at a 100-hour state-approved training program and retest. You must pass both the Written (or English or Spanish Oral) Examination and the Skills Evaluation before you can be re-activated on the Registry.

2) If your nurse aide certification has lapsed on the Registry and it has not been expired for more than twenty-four (24) months and you HAVE previously completed a **100-hour state-approved nurse aide training program**, you will only be required to retest, which means you must pass both the Written (or English or Spanish Oral) Examination and the Skills Evaluation before you can be re-activated on the Registry.

3) If your nurse aide certification lapsed more than two (2) years ago, you must retrain at a **100-hour state-approved nurse aide training program** and retest. You must pass both the Written (or English or Spanish Oral) Examination and the Skills Evaluation before you can be re-activated on the Registry.

For more information about re-activating your nurse aide certification on the Registry, please call (800) 475-8290.

To view a list of South Carolina state-approved training programs go to Credentia's website at **www.credentia.com/test-takers/sc.** Select "State Approved Training Programs" in the Resources section.

CERTIFICATION BY RECIPROCITY

Reciprocity is a process by which a certified nurse aide from another state may qualify for certification in South Carolina because of his or her certification status. There is **NO** fee for certification by reciprocity.

You are eligible for reciprocity if you are a nurse aide in a state other than South Carolina in accordance with the competency evaluation requirements of OBRA '87, and if you are currently listed on another state's registry as active and in good standing. A nurse aide must have completed, at a minimum, a **100-hour basic state-approved nurse aide course** in order to be placed on the South Carolina Nurse Aide Registry.

Nurse aides from out of state who are eligible for reciprocity should complete an online Reciprocity Application. That can be accessed at **www.credentia.com/test-takers/sc.** Select "Nurse Aide Registry" in the Resources section and then select "Submit Reciprocity Application."

When all documents are verified, you will receive your Nurse Aide Registry Certificate and your name will be placed on the South Carolina Nurse Aide Registry, or a denial letter indicating that additional information is required to complete the process. If you are placed on the South Carolina Nurse Aide Registry, your certification expiration date is retained from the state in which you were originally certified. Once you receive your certification by reciprocity, your name will be on the South Carolina Nurse Aide Registry and the State Registry in which you were originally certified..