



Credentia



Washington NURSING ASSISTANT

Written (or Oral) Examination & Skills Evaluation

Candidate Handbook

July 2024

verWANA1.0

QUICK REFERENCE

WASHINGTON EXAMINATION AND SCHEDULING SERVICES

1025 Greenwood Blvd.
Suite 401
Lake Mary, FL 32746

Monday - Friday 8:00am – 11:00pm
Saturday 8:00am – 5:00pm
Sunday 10:00am – 4:00pm
(Eastern Standard Time)

Create or Log into your CNA365 account to:

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

Contact Customer Service **when**:

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

OBRA NURSING ASSISTANT REGISTRY DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)

PO Box 45600
Olympia, WA 98504-5600
(360) 725-2597
Fax (360) 493-2581

Call the OBRA Nursing Assistant Registry to:

- Find out if you are currently listed on the OBRA Nursing Assistant Registry
- Change your current address or name on the OBRA Nursing Assistant Registry
- Obtain information on federal OBRA laws and rules governing the training and testing of nursing assistants

For more information, go to the Nursing Assistant Training, Testing and NA-OBRA Registry website at:

<https://www.dshs.wa.gov/altsa/residential-care-services/nursing-assistant-program>

WASHINGTON STATE DEPARTMENT OF HEALTH

PO Box 47877
Olympia, WA 98504-7877
(360) 236-4700

Call the Washington State Department of Health (DOH) to:

- Obtain an Application for Certification
- Obtain information on state laws and rules governing the certification of nursing assistants
- Obtain information regarding endorsement from other states
- Change your current address or name on your certification
- Obtain certification renewal information/application

For more information, go to the Washington State Department of Health's website at:

www.doh.wa.gov

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INTRODUCTION

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

The Washington State Department of Social and Health Services (DSHS) 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 NNAAP Examination for the OBRA Nursing Assistant Registry.

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 nursing assistants 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 nursing assistant 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 nursing assistant-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 nursing assistant.

EXAM OVERVIEW

You may take Written (or Oral) examinations either online or at a test center. Skills Evaluations are only offered at a test center. If you elect to take a Written (or Oral) examination at a test center, you must schedule your Written (or Oral) examination and Skills Evaluation on the same day..

An English or Spanish Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. The English Oral Examination consists of sixty (60) multiple-choice questions and ten (10) reading comprehension questions. The Spanish Oral Examination consists of sixty (60) multiple-choice questions and ten (10) questions that you must read and then choose an answer in English.

If you want to take the Oral Examination, you must request it when you submit your Examination Application.

At the Skills Evaluation you will be asked to perform five (5) randomly selected nursing assistant 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.

See *Written (or Oral) Exam* and *Skills Evaluation* for more details on the parts of the NNAAP Examination.

ELIGIBILITY

All candidates applying to take the NNAAP Examination in Washington State are eligible after successful completion of a Washington State-approved training program, or through an Department of Health (DOH) Nursing Assistant Registry screening process. All candidates who are employed in a Medicaid-certified nursing home are required to be sponsored by their employer.

Nursing assistants who plan to work in a nursing facility must comply with an additional federal regulation. This regulation requires that a trained and successfully tested nursing assistant must never have a time period that exceeds 24 months when he or she does not work for compensation as a care-giver. Washington State interprets **compensation** to mean money or in-kind service or goods such as meals, lodging, clothing, etc.

For questions, please contact the DSHS.

Once you have completed training or are approved by DSHS/DOH to test, you must complete an on-line application.

ELIGIBILITY ROUTES

You must complete a Washington State NNAAP Examination Application to apply for testing under any of the following eligibility routes.

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.

NEW NURSING ASSISTANT

A new nursing assistant is an individual who has never been certified as a nursing assistant and has successfully completed a Washington State-approved nursing assistant training program.

STUDENT/GRADUATE NURSE

A student/graduate nurse is an individual who has successfully completed the comprehensive portion of the nursing assistant curriculum in a state-approved RN or LPN nursing program. You must submit to the DOH an official school transcript or an original letter on the school's letterhead supporting successful completion of the state-approved nursing assistant curriculum. You will receive an email to complete registration if you are approved to test.

MILITARY NURSING ASSISTANT

A military nursing assistant is an individual who has completed the U.S. Army 91-C Program, the Navy's Basic Hospital Corps School, or the Air Force's Apprentice (Specialist) Program. You must submit documentation to the DOH to determine your qualifications. You will receive an email to complete registration if you are approved to test.

OUT-OF-STATE STUDENT/ GRADUATE NURSE OR NURSING ASSISTANT

An out-of-state student/graduate nurse or nursing assistant is an individual who has successfully completed the nursing assistant portion of the curriculum or at least fifty (50) hours of clinical training and thirty-five (35) hours of classroom training. You must submit an official school transcript or an original letter on the school's letterhead to the DOH for approval. You will receive an email to complete registration if you are approved to test.

LAPSED NURSING ASSISTANT

If a nursing assistant certified has not provided nursing or nursing-related services for monetary compensation within the past twenty-four (24) months and desires to work in a nursing home, they must retrain and retest.

If a nursing assistant certification is not renewed with DOH within three (3) years, they must retrain and retest.

ALTERNATIVE "BRIDGE" NURSING ASSISTANT

A Home Care Aide or Medical Assistant who is certified by the Washington State Department of Health and who has successfully completed a Washington State approved Alternative "Bridge" Program qualifies to take the NNAAP Examination. Information regarding Alternative Nursing Assistant Training programs can be obtained by calling 360-236-4700.

TRAINING PRIOR TO FEBRUARY 1, 2015

A Nursing Assistant who completed training prior to February 1, 2015 and has never submitted an application or has never tested. You must submit training documentation to the DOH for official approval to test.

REGISTRATION AND SCHEDULING

ONLINE REGISTRATION AND SCHEDULING

With the Credentia CNA365 system, exam 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/wa.

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

- 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, you must make an online reservation via a PC (smart phones and tablets are not recommended) at least ten 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.

EXAM FEES

The fees listed below have been established for the NNAAP Examination in Washington State. See below for fee listing:

See below for fee listing: exam fee beginning October 1, 2023.

EXAM	FEE
Written Examination	\$55
English Oral Examination	\$55
Spanish Oral Examination	\$55
Skills Evaluation	\$100

Note: unexpired vouchers purchased before February 1, 2023 will be honored.

Under federal and Washington State laws, nursing homes are required to pay for the NNAAP Examination for their nursing assistant employees, including individuals required to re-test.

Payment must be made by credit card, pre-paid credit card, or electronic voucher. If you are not currently employed at a nursing home, you may pay the fee yourself.

Personal checks and cash will not be accepted. Fees are non-refundable and non-transferable once submitted.

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

You can register for the Skills exam at <https://nursing.wa.gov/education/nursing-assistant-education-programs>.

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.

In case of denial of accommodations, you will have 60 days from the date of denial of accommodations to appeal to the DSHS. You must send in all your documentation, including the denial letter to the DSHS for review. A decision by the DSHS will be rendered within 30 days after receipt of all documentation requested. Send the appeal to:

DOH/Nursing Care Quality Assurance Commission

111 Israel Road SE, MS 47864

Tumwater, WA 98501

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/wa 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 **ten (10) calendar days** before the scheduled examination date (Saturday and Sunday and national holidays are not considered **calendar days**).

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

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.

REFUNDS

Once payment of exam fees is received, **NOREFUNDS WILL BE ISSUED.**

ABSENCE POLICY

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

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

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

WEATHER EMERGENCIES

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

EXAM DAY (ONLINE EXAM)

A live proctor will monitor you through the webcam on your 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.

- Longman's Dictionary of American English (**Not required**, but if you choose to bring a dictionary with you to the test center on the day of testing, you **MUST** bring a Longman's Dictionary of American English. All other dictionaries will not be permitted.)

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 have 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 below).

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.

- A wired headset is required for the Oral Exams.

STEP 4: Download the ExamRoom AI app

- Download the ExamRoom AI 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/wa and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

SECURITY AND CHEATING

If you give help to or receive help from anyone during the Skills examination, the examination will be stopped. The incident will be reported to the DSHS 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 copy- righted by and the property of Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communi- cation, is strictly prohibited and punishable by law. ***Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.***

EATING/DRINKING/SMOKING

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

MISCONDUCT

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

GUESTS/VISITORS

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

PROPER IDENTIFICATION

You are required to bring two (2) forms of current, not expired, 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
- State-issued identification card
- Signature-bearing Social Security card
- School-issued identification card
- Clinic card
- Passport
- Credit card
- Alien registration card
- Library card
- U.S. Passport Card accepted
- Tribal ID (with photo and signature) without signature

The name on your identification must be the same as the name you used to register for the examination, including suffixes. If your name has changed, you must log on to your account at least nine (9) calendar days prior to either scheduled exam, and follow the instructions you are given there. Be prepared to provide official government documentation of the name change.

THE WRITTEN (OR ORAL) EXAM

WRITTEN EXAM

The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. See *Sample Questions* for examples of the kinds of questions found on the Written Examination.

ORAL EXAM

An Oral Examination may be taken in place of the Written Examination. You must request an 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 taken 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.

SELF-ASSESSMENT

READING TEST

A self-assessment reading test, found on page 16 of this handbook, will help you decide if you should take the Oral Examination.

The 2024 National Nurse Aide Assessment Program (NNAAP®)

Written (Oral) Examination Content Outline

The revised content outline is based on the findings from the 2019–2020 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides published by the National Council of State Boards of Nursing (NCSBN) in 2023. The examination content outline will be effective April 2024.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (nonscored) 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.

I. Physical Care Skills	% of	# of
		<i>questions</i>
	<i>the exam in the exam</i>	
A. Activities of Daily Living	22%	13
1. Hygiene		
2. Dressing and Grooming		
3. Nutrition and Hydration		
4. Elimination		
5. Rest/Sleep/Comfort		
B. Basic Nursing Skills	35%	21
1. Infection Control		
2. Safety/Emergency		
3. Therapeutic/Technical Procedures		
4. Data Collection and Reporting		
C. Self-care and Independence	7%	4
1. Prevention		
2. Self Care/Independence		
II. Psychosocial Care Skills		
A. Emotional and Mental Health Needs	8%	5
B. Spiritual and Cultural Needs	2%	1
III. Role of the Nurse Aide		
A. Communication	7%	4
B. Client Rights	8%	5
C. Legal and Ethical Behavior	5%	3
D. Member of the Health Care Team	6%	4

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.

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

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

Correct Answers

SELF-ASSESSMENT READING TEST

The two (2)-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Written Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

PART 1: VOCABULARY

1. Circle the best answer to each question.
2. When you have finished, check your answers using the answer key on page 18.
3. Count up the number of correct answers.
4. If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.

1. **You go to a doctor when you _____.**

- (A) feel sleepy (D) need money
(B) need socks (E) need clothes
(C) feel sick

2. **A person who flies an airplane is its _____.**

- (A) pilot (D) surgeon
(B) steward (E) director
(C) mother

3. **You use a _____ to write.**

- (A) bow (D) carpenter
(B) calculator (E) needle
(C) pencil

4. **To EXIT a room means to _____ it.**

- (A) enter (D) read
(B) leave (E) interrupt
(C) forget

5. **A wedding is a joyous _____.**

- (A) focus (D) occasion
(B) vehicle (E) civilization
(C) balloon

6. **To REQUIRE something means to _____ it.**

- (A) need (D) understand
(B) have (E) hear
(C) forget

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

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 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. See pages 24-39 for the complete skills listing.**

WHO WILL ACT AS A CLIENT?

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

CANDIDATE VOLUNTEER REQUIREMENTS

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

You **must wear flat, slip-on, non-skid shoes**; a loose-fitting top with short sleeves that can be rolled up to the shoulder, or tank top; and loose fitting pants that can be rolled up. You will be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

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

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

THE TASKS

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

See pages 11-17 for the complete skills listing.

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

Before your Skills Evaluation begins, the Nurse 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, and there will always be and one (1) measurement skill (blood pressure, pulse, respiration, urinary output, or weight). The remaining three (3) skills are randomly chosen from the complete set of skills listings on pages 11 to 17 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Aide Evaluator will not answer questions **during** the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.

One (1) of the four (4) randomly-selected skills will include a measurement skill (see the section below, *Recording A Measurement*, for more information regarding measurement skills).

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

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.

RECORDING A MEASUREMENT

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

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

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

TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the *Recording Sheet for Measurement Skills*. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 25 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You **may not bring** any of your own equipment to the test site (i.e. transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- *Where the word "client" appears, it refers to the person receiving care.*

SKILLS LISTING


The 23 skills that follow are arranged in alphabetical order, except for the *Hand Hygiene (Hand Washing)* skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

SKILL 1 — HAND HYGIENE (HAND WASHING)

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

SKILL 2 — APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 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



RECORDING SHEET FOR MEASUREMENT SKILLS

Date _____

Test Site ID _____

CANDIDATE NAME _____


CANDIDATE ID _____

EVALUATOR NAME _____

EVALUATOR ID _____

SKILL TESTED	
<i>Evaluator must check one box next to the skill being tested.</i>	
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> Respirations
<input type="checkbox"/> Radial Pulse	<input type="checkbox"/> Urine Output
<input type="checkbox"/> Weight	

CANDIDATE RESULTS	EVALUATOR RESULTS



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

SKILL 20 — PROVIDES MOUTH CARE

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

SKILL 21 — PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Places pad/ linen protector under perineal area including buttocks before washing
- 6 Exposes perineal area (only exposing between hips and knees)
- 7 Applies soap to wet washcloth
- 8 Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with dry cloth towel/washcloth
- 11 After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
- 12 Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke

- 13 Dries rectal area moving from front to back with dry cloth towel/washcloth
- 14 Repositions client
- 15 Empties, rinses, and dries basin
- 16 Places basin in designated dirty supply area
- 17 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 18 Avoids contact between candidate clothing and used linen
- 19 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 20 Signaling device is within reach and bed is in low position

SKILL 22 — TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

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

SKILL 23* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE

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

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

SCORE REPORTING

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 Washington nurse aide website page at www.credentia.com/test-takers/wa. 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.

SCORE REPORTING

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

FAILING

If you fail the Written (or Oral) Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts. A new examination fee is required each time you re-take any part of the NNAAP Examination. To re-take either or both parts, you must register online.

State and federal regulations allow you four (4) attempts to pass both the Skills Evaluation and the Written (or Oral) Examination. If you should fail either part or both parts four (4) times, you will be required to successfully complete a state-approved training program and re-take both parts.

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

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.

Washington NNAAP® Examination Results	
Exam: Skills	Result: Fail
Skills Performance:	
Hand Hygiene 1, 5, 10	Unsatisfactory
Provides Mouth Care	Satisfactory
Measures and Records Blood Pressure	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Assists Client to Ambulate using transfer belt	Satisfactory

A sample of a Failing Score Report

PASSING

Once you have passed **both** the Written (or Oral) Examination and the Skills Evaluation, your name will be submitted to the OBRA Nursing Assistant Registry. You must contact the Washington State Department of Health to apply for your Nursing Assistant Certificate. See your official passing Score Report for contact information.

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

THE REGISTRY

The OBRA Nursing Assistant Registry **must** be kept informed of your current name and address. If your address or name changes at any time after you are placed on the Registry, you must send written notification of this change to both the DSHS and the Washington State Department of Health. Use the *Change of Address or Name Form* found in the back of this handbook.

Note: *Name changes MUST be accompanied by official supporting documentation, such as a copy of a marriage certificate, divorce decree, or other official document.*

If you do not have a *Change of Address or Name Form*, you may send a letter to both the DSHS and the Washington State Department of Health stating your old name and address, your new name and address, your Social Security number, and your area code and telephone number.

NOTE: *Under federal requirements, certification is no longer valid for any nursing assistant working in a nursing home who has had a lapse of twenty-four (24) consecutive months or more in the performance of paid nursing-related services. Your new employer must update your employment history by notifying the DSHS when you change jobs.*

NURSING ASSISTANT CERTIFICATION – FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How do I become a Nursing Assistant Certified (NAC)?	<ul style="list-style-type: none"> You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination (see number of attempts and time limits on page 17). Application for an NAC certification with the Department of Health is required.
May I perform the duties of a Nursing Asst. before I am certified?	<ul style="list-style-type: none"> See Information about State and Federal Laws section on page 20.
How do I decide which exam to take?	<ul style="list-style-type: none"> An Oral Examination in English or Spanish may be substituted for the Written examination if you have difficulty reading English. It contains ten (10) reading comprehension questions in which you must identify job-related words.
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 Special Exam Requests and Services section of the candidate handbook for details.
Is there a time limit in which I must pass both exams?	<ul style="list-style-type: none"> You are allowed four (4) attempts to pass both portions of the NNAAP Examination. If you should fail either part or both parts four (4) times, you will be required to successfully complete a state-approved training program and re-take both parts of the NNAAP examination. There is no time limit in which you can take your 4 attempts.
Can I register for an exam or check my scores online?	<ul style="list-style-type: none"> Once you have been approved to test, you are required to complete the online registration process. If you passed both parts of the examination, your name will be forwarded to the OBRA Nursing Assistant Registry. You must contact the Washington State Department of Health (DOH) to apply for your Nursing Assistant Certification.
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 at the time of scheduling your examination by credit card, pre-paid credit card or electronic voucher. NO form of payment will be accepted at the test site.
What is the next test date?	<ul style="list-style-type: none"> Skills test dates at Regional Test Sites are listed on the Credentia website (www.credentia.com/test-takers/wa). Click on "Regional Test Sites" in the Resources section. You can choose your written exam date based on test site availability, which you will see when you sign in to your PCM account.
How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none"> Score reports for the Skills exam are available online at: https://i7lp.integral7.com/wana 24 hours after your examination is completed. If the site experiences technical difficulties with faxing answer sheets, they will be sent to Credentia for hand scoring and results will be available within 5–7 business days after testing. You can also check the result in your testing record. See page 9 under SKILLS EVALUATION. Score reports for the written exam will be provided to you at the test center and will be accessible through your PCM account.

NURSING ASSISTANT CERTIFICATION – FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
THE REGISTRY	
How do I verify if I'm on the Nursing Asst Registry?	<ul style="list-style-type: none"> You can verify your status on the Washington OBRA-Nursing Assistant Registry by sending an email to OBRA Registry @dshs.wa.gov. Please include your name date of birth and social security number.
How do I change my name and/or address?	<ul style="list-style-type: none"> Complete the form in the back of the handbook and mail it with appropriate documentation to OBRA Nursing Assistant Registry and the Department of Health (DOH).
How long will my name remain on the registry?	<ul style="list-style-type: none"> Once on the Nurse Aide Registry, your OBRA status will remain active for 24 months from the date you passed both parts of the NNAAP exam. To remain active on the OBRA Registry in Washington State, nursing assistants must never have a time period that exceeds 24 months when he or she does not work for compensation as a caregiver.
My certification expired. How do I renew it or become certified again?	<ul style="list-style-type: none"> Your Nursing Assistant Certification must be renewed with DOH each year before your birthday. Please contact the DOH if your certification has expired to get instructions on renewing your certification.
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 Washington, you can obtain an Out-of-State Application at www.doh.wa.gov Click on Forms/Applications, Certified Nursing Assistant Endorsement. If you are moving FROM Washington, contact the Board of Nursing or Department of Health for that state, to obtain state requirements.
Information About The Federal and State Laws.	<ul style="list-style-type: none"> If employed in a nursing facility, you must complete training and OBRA testing through DSHS and apply to become certified through DOH all within 4 months from the day you start work. Only individuals enrolled in a nursing assistant training program or waiting to take the NNAAP Examination qualify to work in a nursing facility under the 4-month rule. Applicants must file an application with DOH as a Nursing Assistant Registered (NAR) within three (3) days of their employment. If you're hired at a nursing home while you are in training, you cannot perform nursing skills on residents until you receive training on these skills. Unprofessional conduct of any kind may result in temporary or permanent loss of a nursing assistant certification. Loss of NA certification because of an action of abuse, neglect or misappropriation of funds or property makes a nursing assistant permanently ineligible to work in nursing facilities and/or with vulnerable adults and they are listed as ineligible in the DSHS OBRA - NA Registry.

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