D&S Diversified Technologies LLP

Headmaster LLP

Missouri Nurse Aide Candidate Handbook

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Edits are highlighted gray.

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test ..... **(888) 401-0462**

Questions regarding: nurse aide certification • renewals • Nurse Aide Registry ..... **(888) 401-0465**

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Missouri Department of Health and Senior Services (DHSS) ***Health Education Unit*** 3418 Knipp Drive, Suite F Jefferson City, MO 65102 Email: cnaregistry@health.mo.gov Web Site: https://cna.dhss.mo.gov	*Monday through Friday* *9:00AM – 4:00PM* *Central Standard Time (CST)*	Phone #: (573) 526-5686

Table of Contents

INTRODUCTION **1**

NURSE AIDE REGISTRY REQUIREMENTS **1**

Registry Maintenance 1
Registry Renewal 2
Active-Duty Military Renewal Request 2

REGISTRY RECIPROCITY **3**

How to Transfer your Certified Nurse Aide (CNA) Certification to Missouri from another State 3
Criteria to Challenge the Certified Nurse Aide Training Requirement 3

AMERICANS WITH DISABILITIES ACT (ADA) **3**

ADA Compliance 3

THE MISSOURI NURSE AIDE COMPETENCY EXAM **4**

Payment Information 4
Completing your Initial Login 4
Forgot Your Password and Recover your Account 7
Scheduling a Missouri Nurse Aide Exam 10
Self-Pay of Testing Fees in TMU© *10*
Schedule / Reschedule into a Test Event *12*
Test Confirmation Letter *14*
Checking/Viewing your TMU© Notifications 15
Time Frame for Testing from Training Program Start Date *16*
Exam Check-In 16
Testing Attire 16
Identification 17
Instructions for the Knowledge and Skill Tests 18

TESTING POLICIES 18
SECURITY 20
RESCHEDULES 21
REFUND OF TESTING FEES PAID 21
Scheduled in a Test Event *21*
Not Scheduled in a Test Event *22*
UNFORESEEN CIRCUMSTANCES POLICY 22
Inclement Weather Policy *22*
NO SHOWS 23
No Show Exceptions *23*
CANDIDATE FEEDBACK – EXIT SURVEY 24
TEST RESULTS 24
TEST ATTEMPTS 27
RETAKING THE NURSE AIDE EXAM 27
TEST REVIEW REQUESTS 27

THE KNOWLEDGE/AUDIO EXAM 28

VIRTUAL KNOWLEDGE EXAM OPTION 30
Virtual Knowledge Exam Candidate Requirements *30*
Scheduling a Virtual Knowledge Exam *30*
Virtual Knowledge Exam Sign-In *31*
Virtual Knowledge Exam Policies *31*
KNOWLEDGE EXAM CONTENT 32
KNOWLEDGE PRACTICE TEST 32

THE MANUAL SKILL EXAM 33

SKILL EXAM RECORDING FORM 33
SKILL EXAM TASKS 34
SKILL TASKS LISTING 34
Abbreviated Bed Bath- Whole Face and One Arm, Hand and Underarm 35
Ambulation from Bed to Wheelchair using a Gait Belt 36
Ambulation from Wheelchair to Bed using a Gait Belt 36
Catheter Care for a Female with Hand Washing 37
~~Changing an Adult Brief and~~ Perineal Care for a Male with Hand Washing 38
Denture Care 40
Dressing a Dependent Resident 40
Feeding a Dependent Resident 41
Foot Care One Foot 42
Isolation Gown and Gloves, then Empty a Urinary Drainage Bag, Record output with Hand Washing 43
Mouth Care—Brushing Teeth 44
Mouth Care for a Comatose Resident 44
Nail Care One Hand 45
Perineal Care for a Female with Hand Washing 46
Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Bed to Wheelchair using a Gait Belt 47
Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Wheelchair to Bed using a Gait Belt 48
Position Resident on Side in Bed 48
Range of Motion for the Hip and Knee 49
Range of Motion for the Shoulder 50
Vital Signs – Blood Pressure 51
Vital Signs - Pulse and Respirations 51

KNOWLEDGE EXAM VOCABULARY LIST 52

Missouri Nurse Aide Candidate Handbook

Introduction

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA '87). It 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.

As defined in the OBRA regulations, a nurse aide competency evaluation program provides specific standards for nurse aide related knowledge and skills. The purpose of a nurse aide competency evaluation program is to ensure that candidates who are seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the process of taking the nurse aide competency examination and is designed to help prepare candidates for testing. There are two parts to the nurse aide competency examination—a multiple-choice, knowledge test and a skill test. Candidates must pass both parts of the nurse aide competency exam to be identified and listed on the Missouri Nurse Aide Registry.

The Missouri Department of Health and Senior Services (DHSS) approved D&S Diversified Technologies (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-HEADMASTER at (888)401-0462 or go to the Missouri webpage. The information in this handbook will help you prepare for your examination.

Nurse Aide Registry Requirements

The Missouri Nurse Aide Registry (MOCNAR) lists the name of certified nurse aides who, through training, testing and experience meet federal and/or state requirements to work as a certified nurse aide in Missouri. The Registry also identifies candidates who have been placed on the EDL (Employee Disqualification List) or who have a Federal Indicator (a CNA employed in a certified facility that has been found guilty of abuse, neglect or misappropriation of property) on their license.

A nurse aide candidate, upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements will be listed on the Missouri Certified Nurse Aide Registry (MOCNAR). A newly trained nurse aide candidate must successfully pass both the knowledge and skills exams within one (1) year of training start date. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

Registry Maintenance

Once placed on the Missouri CNA Registry, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. You must renew electronically by signing in to your TMU© account at https://mo.tmutest.com. Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the 'Forget my Password and Recover My Account' section in this handbook to reset your password. If you need assistance signing in to your record, call D&SDT-HEADMASTER at (888)401-0462 or (888)401-0465 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding Saturdays, Sundays and holidays. Renewal reminders are emailed to your email address of record and/or texted to your SMS capable phone, so it is important to keep your contact information up to date.

Note: Renewal notifications/alerts are sent 60 days before your certification expiration date via email and text message. No renewal certifications are sent via USPS mail. It is important to keep your TMU© demographic information updated to receive your renewal notification.

You can check your registry status at any time, update your address and phone number and check your eligibility expiration date from any Internet capable device.

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Copies of documentation must be emailed (missouri@hdmaster.com), faxed (406)442-3357, or mailed to D&SDT-HEADMASTER, P.O. Box 6609, Helena, MT 59604.

Registry Renewal

To maintain eligibility to work you must renew your eligibility every 24 months. To be eligible to renew, you must work for pay as a certified nurse aide performing nursing or nursing-related services at least eight (8) consecutive hours during the previous 24 months. Certified nurse aides with a Federal Indicator on the Registry are not eligible for renewal.

To renew, sign in to your TMU© record at https://mo.tmutest.com and list your work hours and where you were employed. An email verification link will be sent to the employer contact you choose from the list of employers. When the employer verifies your work experience, your eligibility will be extended an additional 24 months.

Under federal regulations, a certified nurse aide becomes ineligible for employment if they do not perform at least 8 hours of nursing related services for pay in a health care setting during a period of 24 consecutive months. To reestablish employment eligibility on the MOCNAR, you must successfully pass both components (knowledge and skills) of the approved Missouri nurse aide competency examination.

Active-Duty Military Renewal Request

The State of Missouri, Department of Health and Senior Services (DHSS) grants military waivers/extensions for renewal of eligibility for active-duty Military.

Any member of the United States Armed Forces, on active duty, who at that time of activation was a CNA, CMT, L1MA or Insulin Administration and in good standing at the time of activation will remain in good standing.

To renew your eligibility as an active-duty military member:

- Fill out the State of Missouri, Department of Health and Senior Services **form MO 580-3391 (8-2022)**
  Link to form: https://health.mo.gov/safety/cnaregistry/pdf/active-duty-military-renewal-request.pdf
- Image (take a picture of) your **military DD-214 form.**
  - **Submit your DD-214 along with your completed form MO 580-3391 via:**

    EMAIL: cnaregistry@health.mo.gov

    FAX: (573) 526-7656

    MAIL: Department of Health and Senior Services
    Attn: Health Education Unit
    PO Box 570
    Jefferson City, MO 65102

Once reviewed and approved by DHSS, an active-duty military member would receive a letter of extension to renew from DHSS. An active-duty military member with a letter of extension from DHSS is given one (1) year from the date of the letter of extension to renew.

Registry Reciprocity

This information is for applicants who want to be entered on the MOCNAR through the Missouri Reciprocity/Out-of-State registry placement process.

How to Transfer your Certified Nurse Aide (CNA) Certification to Missouri from another State

You must be current and in good standing on a certified nurse aide registry in a state other than Missouri to be considered for placement on the MOCNAR.

For the criteria and to apply for reciprocity placement on the MOCNAR, you must complete an Out-of-State reciprocity form. You may fill out an Out-of-State reciprocity form by browsing to D&SDT-HEADMASTER's Missouri webpage.

Once your completed application and all required documentation have been received by DHSS, they will determine if you are eligible to be added to the Missouri Certified Nurse Aide Registry. You must have a valid email address in order to receive your TMU© login user name and temporary password. You may check your listing on the Missouri Nurse Aide Registry (MOCNAR) at https://mo.tmutest.com. Any personal information entered into TMU© will only be used to determine whether you can work as a certified nurse aide in Missouri. Failure to provide complete and accurate information during the reciprocity determination process may delay or even prevent you from being listed on the MOCNAR.

Criteria to Challenge the Certified Nurse Aide Training Requirement

Individuals who meet special criteria may be eligible to take just the final certification examination (both knowledge and skills) without taking the certified nursing assistant course. A challenge will only be approved for one attempt to take the test. If either the skills test or knowledge test is failed then the individual would need to retake the whole course. For detailed information on the criteria to challenge the exam, follow the Missouri Department of Health and Senior Services link below:

health.mo.gov/safety/cnaregistry/

Americans with Disabilities Act (ADA)

ADA Compliance

The Missouri Department of Health and Senior Services and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-HEADMASTER in advance of examination. The request for

accommodations can be found on the D&SDT-HEADMASTER webpage and clicking on the PDF Fillable ADA Accommodation Form 1404. Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: missouri@hdmaster.com, in order to be reviewed for an accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462.

The Missouri Nurse Aide Competency Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	$30
Audio Knowledge Test or Retake	$40
Skill Test or Retake	$95

Note: If a credit card payment is processed for testing fees payment and then later disputed by the candidate or credit/debit card holder, upon passing both portions of the competency exam, the candidate would not be placed on the Registry until the disputed fee and charges are paid for. If listed on the Registry and then the card charge is disputed, the candidate will be removed from the Registry until the disputed fee and charges are paid for.

Completing your Initial Login

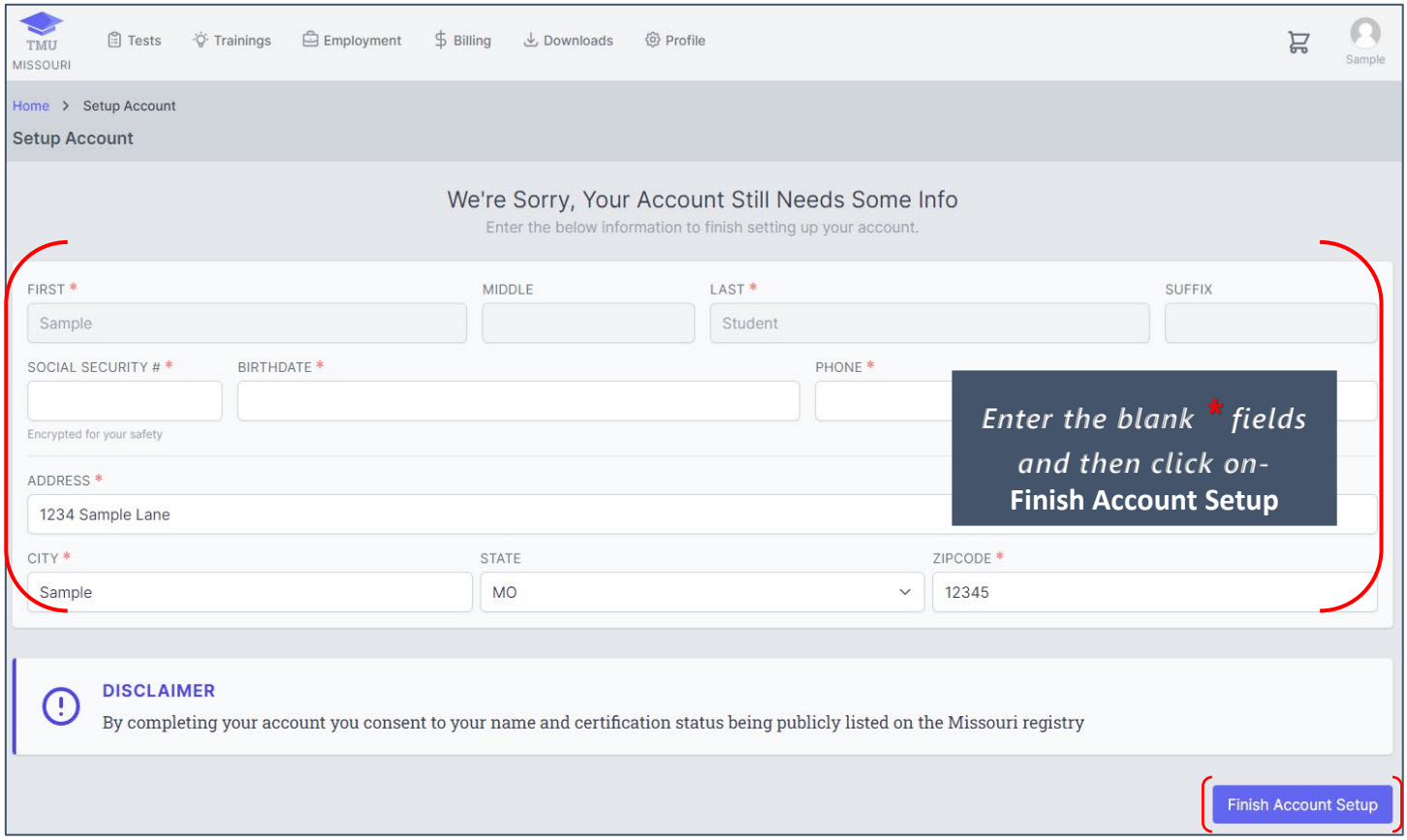
Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

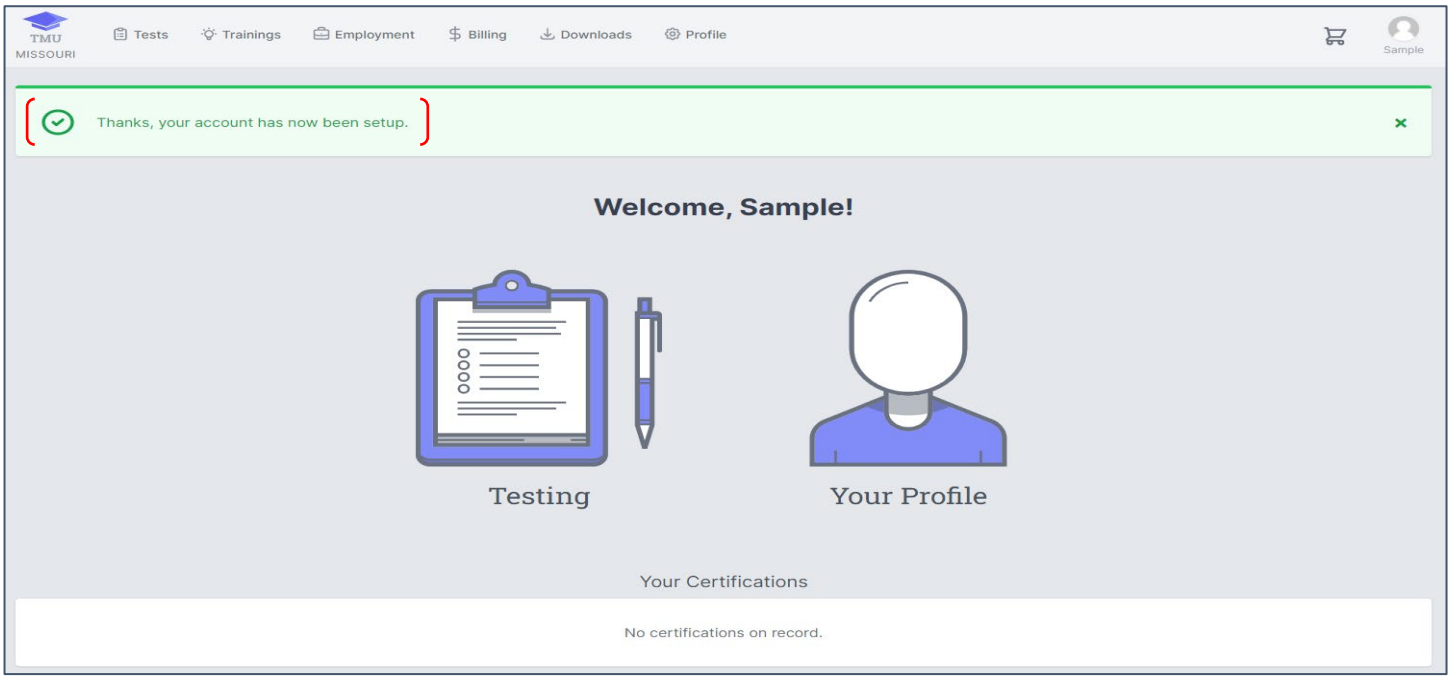
IMPORTANT: Before you can test, you must sign in to TMU© using your secure Email or Username and Password and complete your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, that you sign in to your record, update your password and complete your demographic information.

If you do not know your Email or Username and Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you are unable to sign in for any reason, contact D&SDT-Headmaster at (888)401-0462.

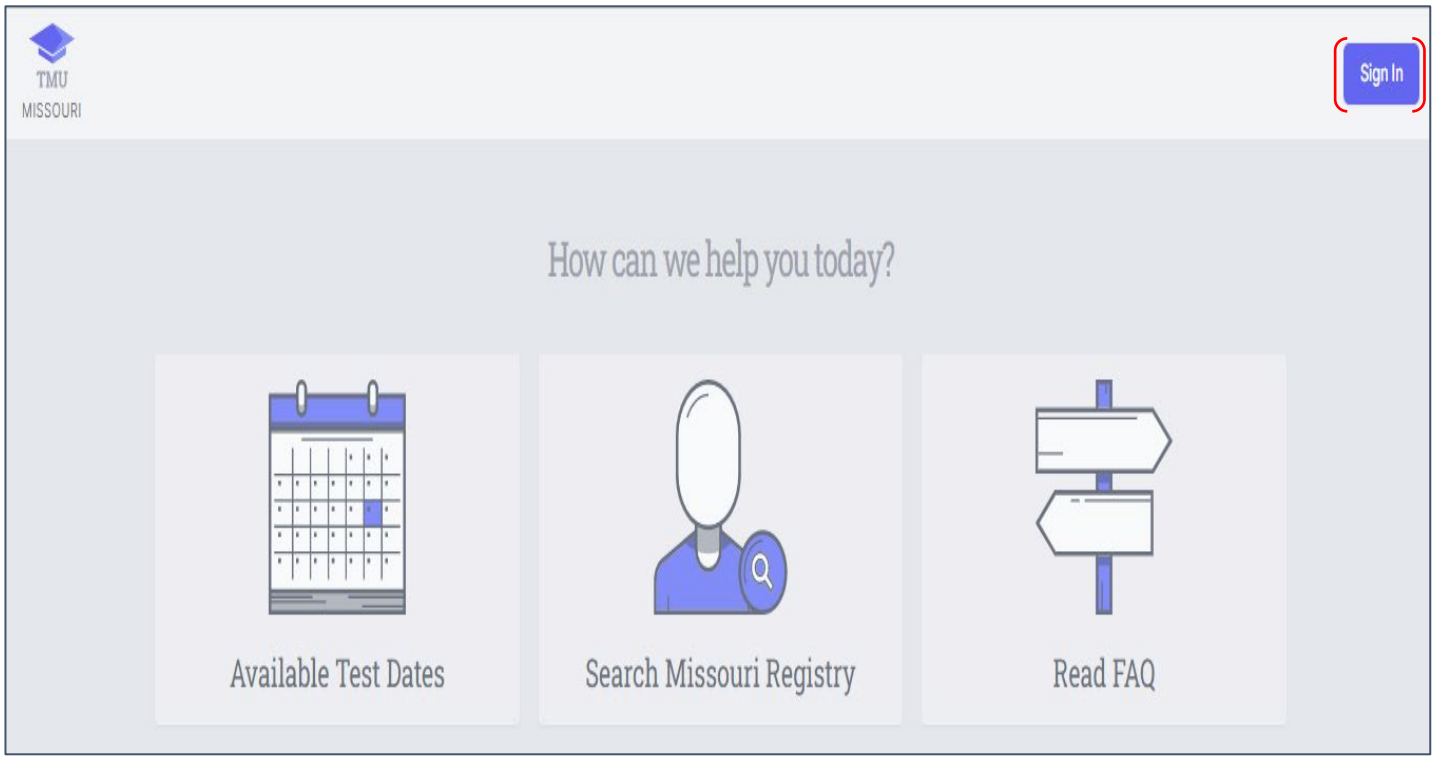
Screen you will see the first time you sign in to your TMU© record with the ***demographic information you need to enter to complete your record****:*

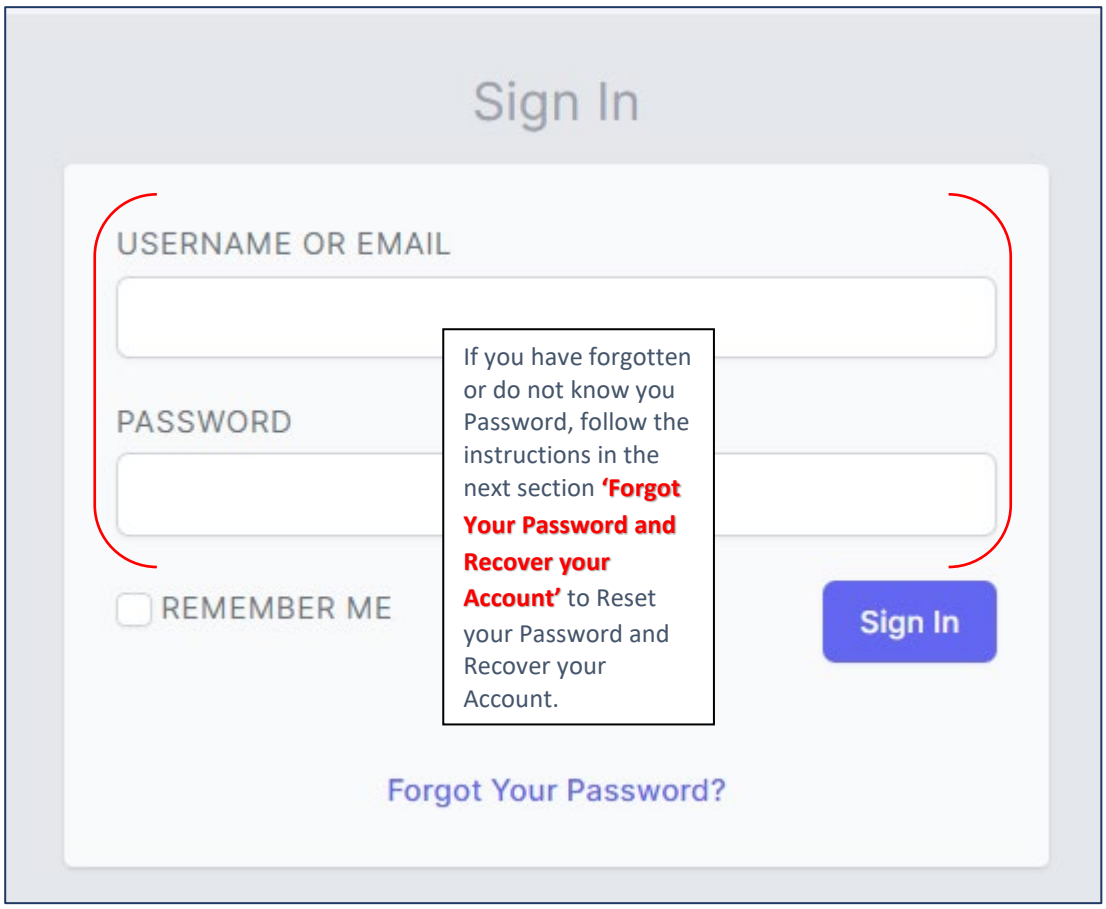




Missouri Nurse Aide Candidate Handbook

This is the Missouri CNA TMU© main page http://mo.tmutest.com:

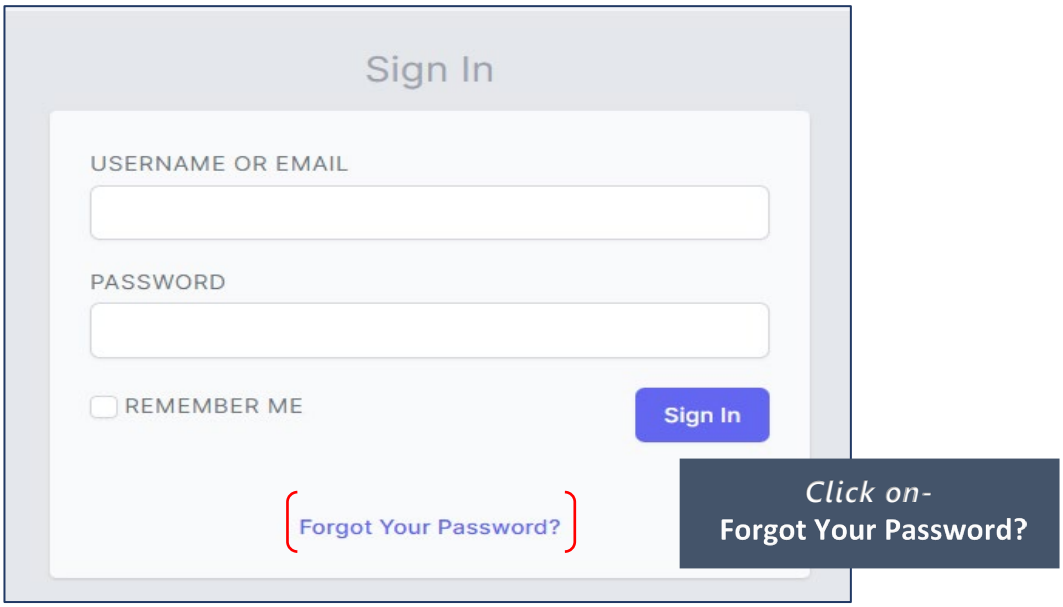


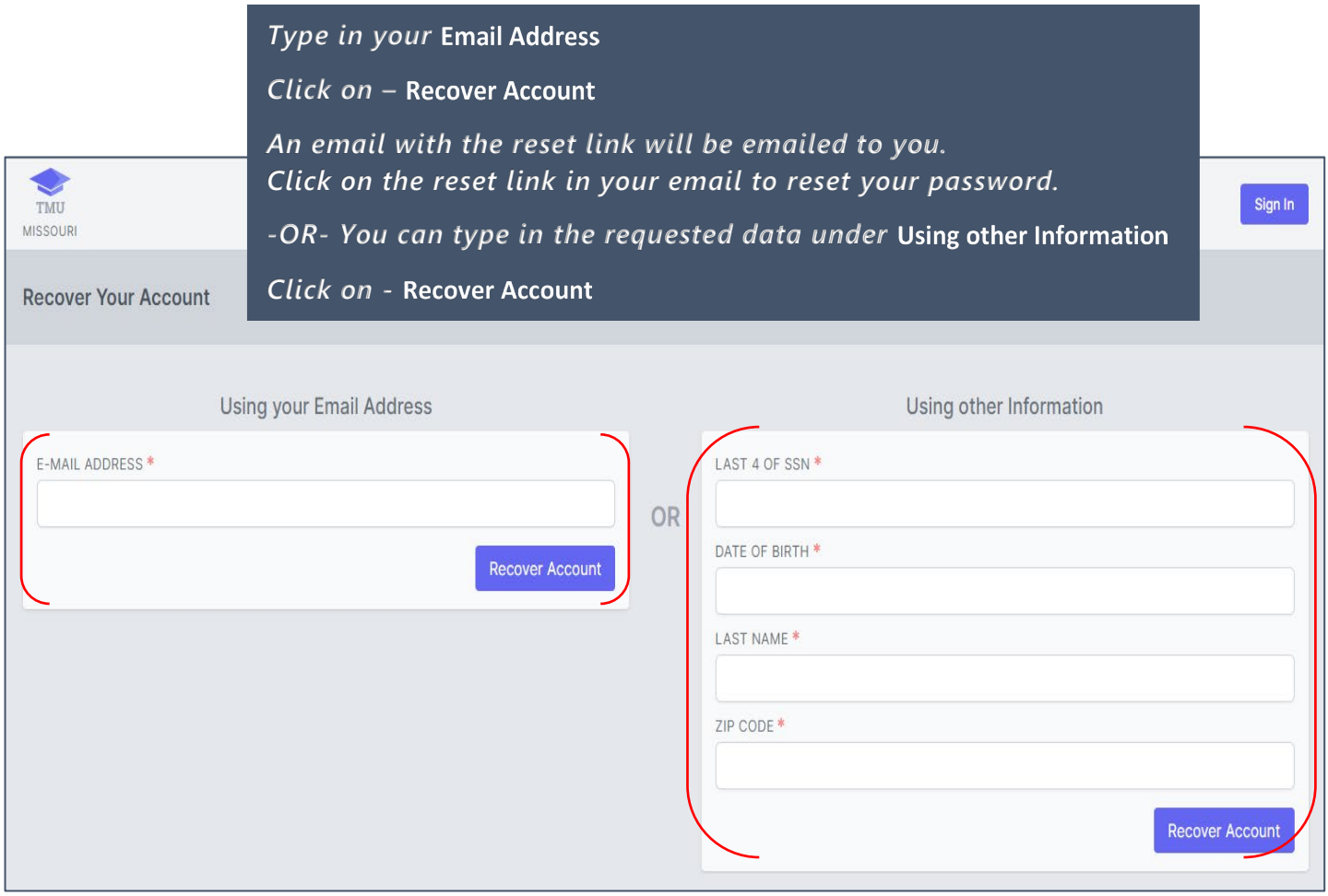


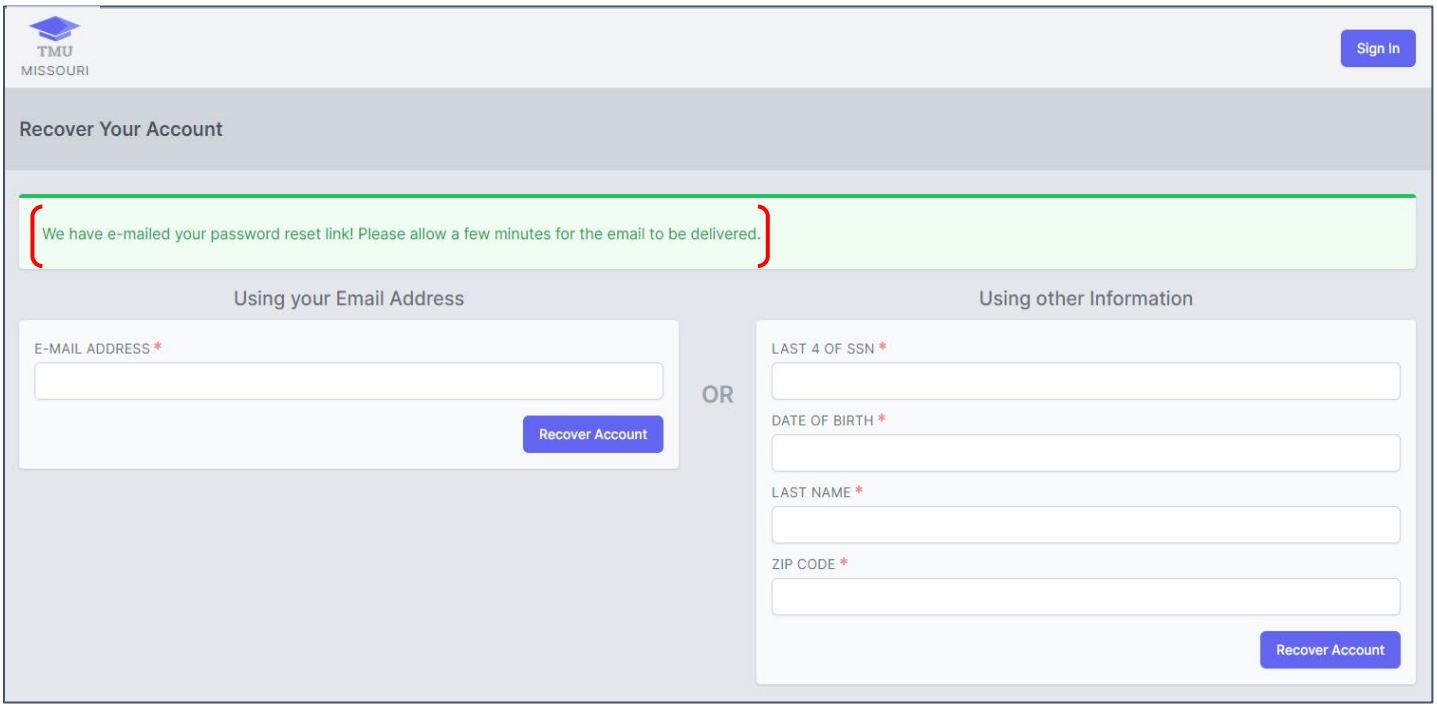
If you have forgotten or do not know you Password, follow the instructions in the next section **'Forgot Your Password and Recover your Account'** to Reset your Password and Recover your Account.

Forgot Your Password and Recover your Account

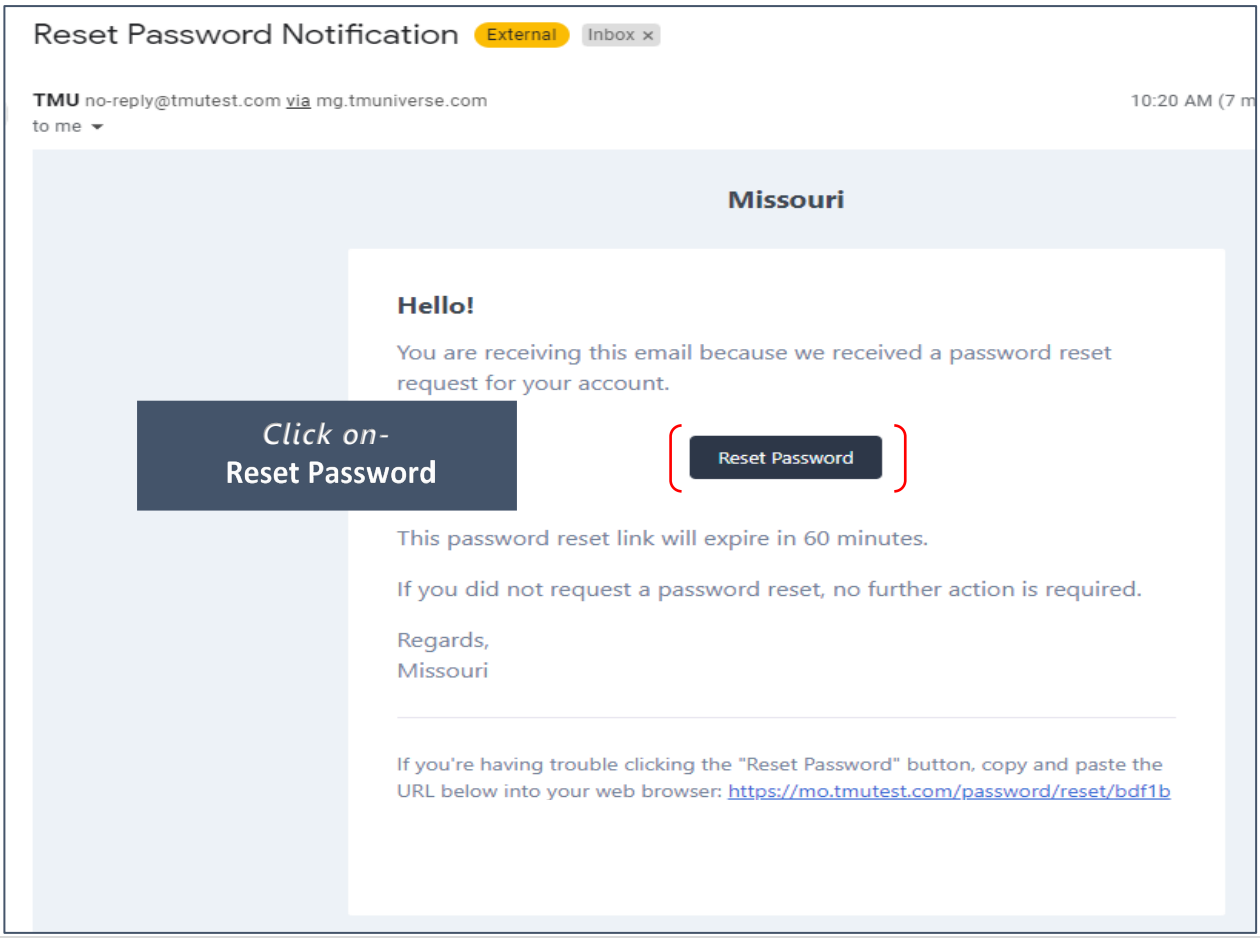
If you do not remember your password, follow the 'Forgot Your Password and Recover Your Account' screenshots below to reset your password and recover your account:



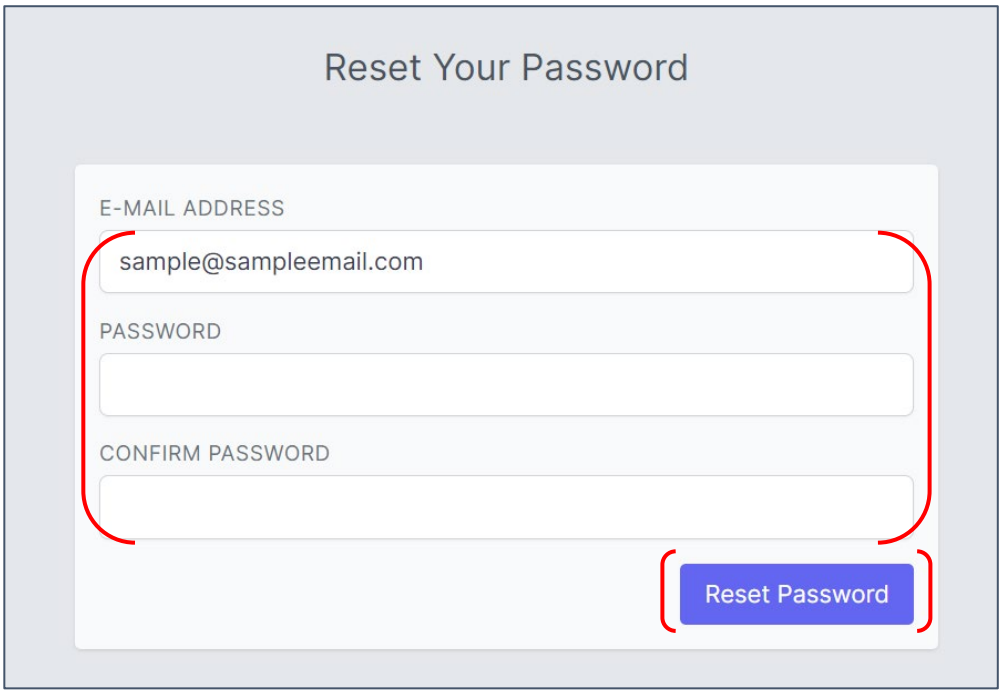




This is what the email will look like (check your junk/spam folder for the email):



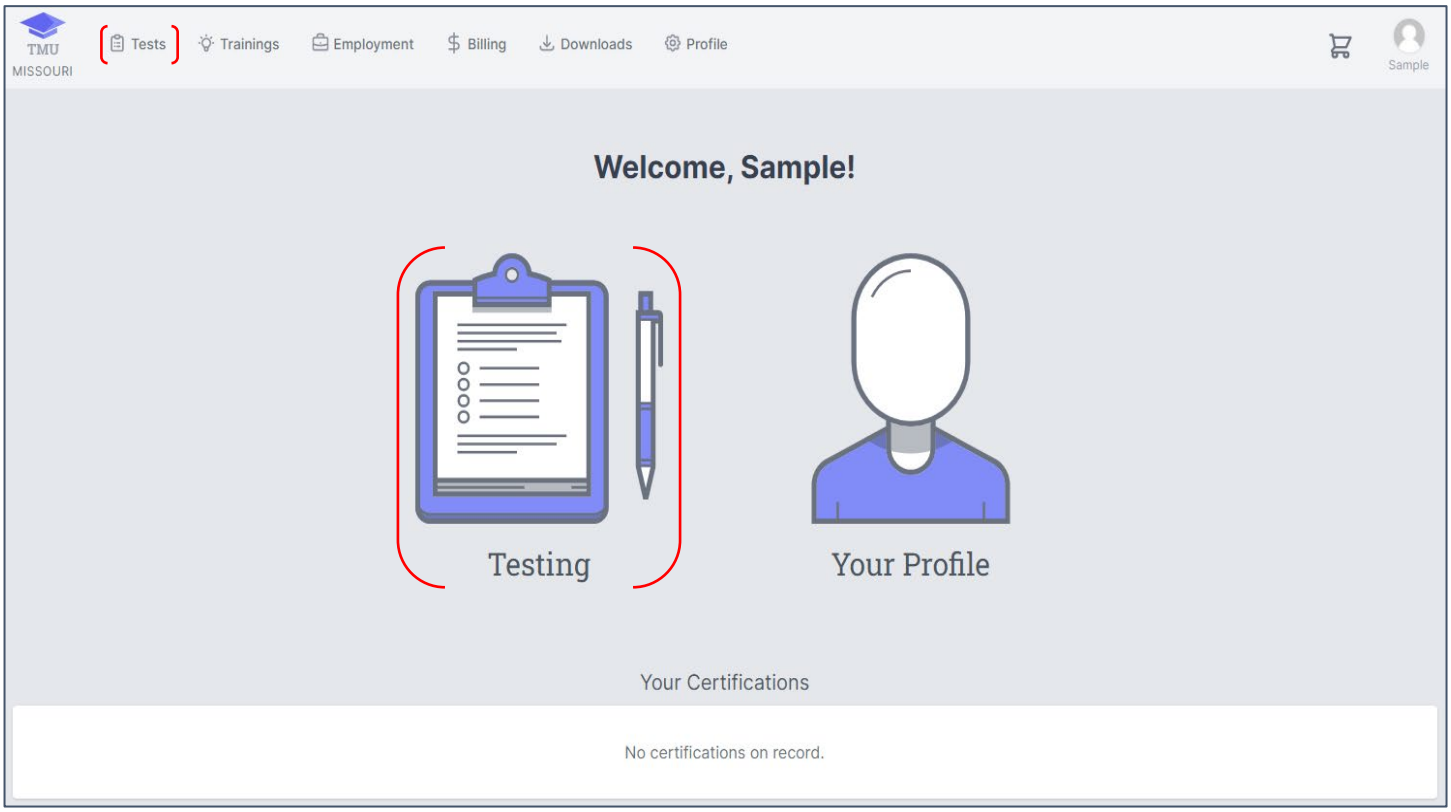
Note: If you do not reset your password right away, the link does expire in 60 minutes and after that time, you will need to request a new link.



Type in your **Password** *and* **Confirm Password**,

then click on – **Reset Password**

This is the home screen you will see once you have reset your password:



Scheduling a Missouri Nurse Aide Exam

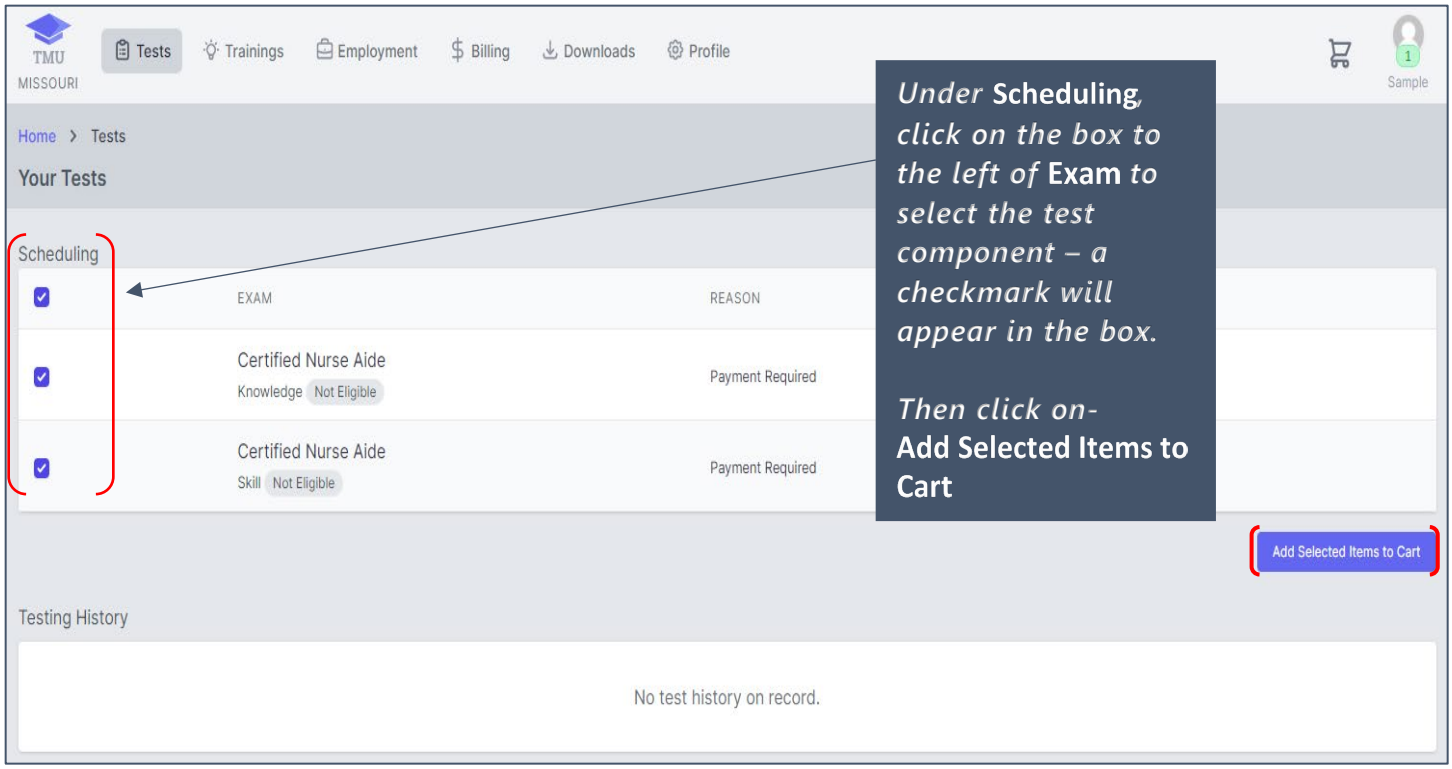
Once you have completed your program and your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under 'Self-Pay of Testing Fees'), you may schedule your exam date online at the Missouri TMU© webpage at https://mo.tmutest.com using your email and password (see instructions under 'Scheduling/Rescheduling into a Test Event'). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Saturdays, Sundays and holidays.

To schedule or reschedule your test date, sign in to the Missouri TMU© webpage at https://mo.tmutest.com with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Saturdays, Sundays and holidays, for assistance.

Self-Pay of Testing Fees in TMU©

Testing fees will need to be paid before you can schedule a test date. Once your training program has completed your training record with completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

Securely processed Visa or MasterCard credit card or debit card information is required when paying testing fees online.



Home > Cart

Cart

Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for Sample Student	Knowledge	30.00	Remove
Certified Nurse Aide for Sample Student	Skill	95.00	Remove
	Total:	$ 125.00	

Pay with Credit Card

You will get a message that the Knowledge and Skill tests have been added to your cart and the **Knowledge and Skill Amounts**

click on-
Pay with Credit Card

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION		COST
Certified Nurse Aide for Sample Student		30.00
Certified Nurse Aide for Sample Student		95.00
	Total:	$ 125.00

Pay with a Card

CARDHOLDER NAME
CARD NUMBER
EXP MONTH — Select Month
EXP YEAR — Select a year
SECURITY CODE
CARDHOLDER ADDRESS
CITY
STATE — Select State
ZIP CODE

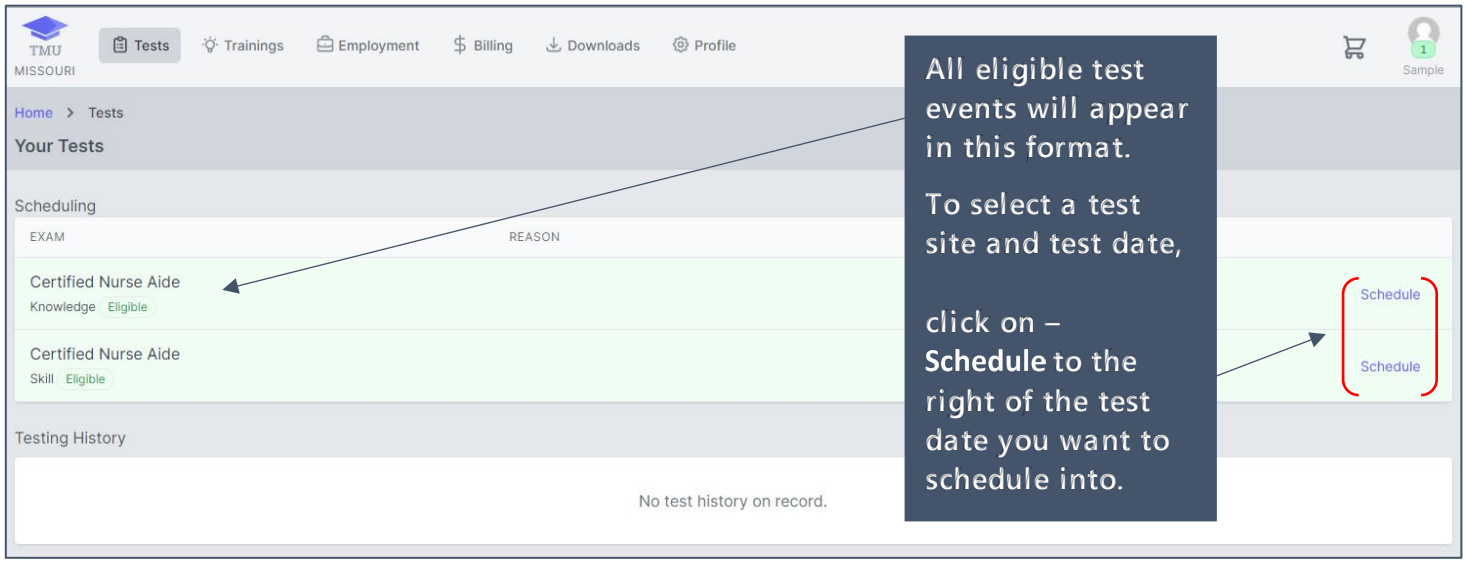
Submit Payment

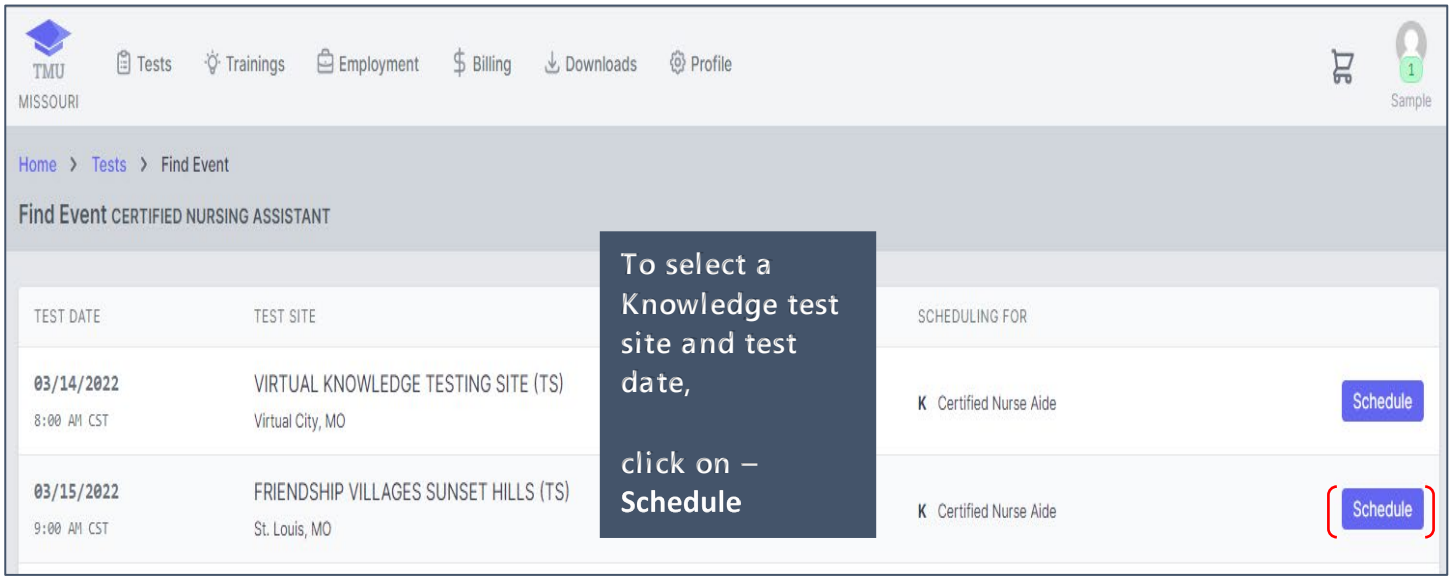
Enter the Credit Card information and then click on-
Submit Payment

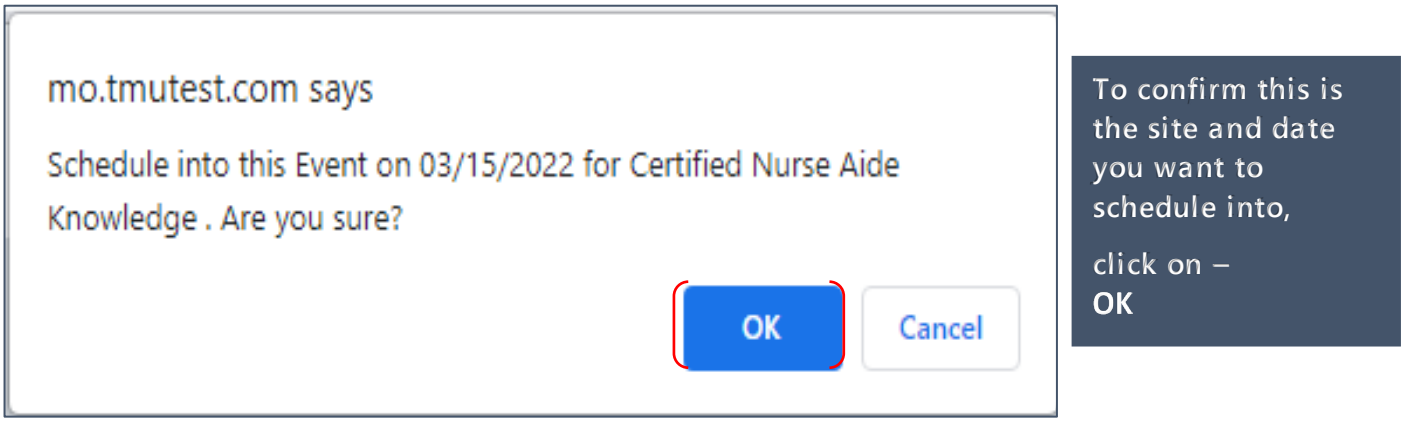
You will receive a receipt of the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule/reschedule into a test event.

SCHEDULE / RESCHEDULE INTO A TEST EVENT







Home > Tests > Find Event

Find Event CERTIFIED NURSING ASSISTANT

TEST DATE	TEST SITE	SCHEDULING FOR	
03/14/2022 11:50 AM CST	ST. FRANCOIS MANOR (TS) Farmington, MO	S Certified Nurse Aide	Schedule
03/15/2022 10:30 AM CST	ST. FRANCOIS MANOR (TS) Farmington, MO	S Certified Nurse Aide	Schedule
03/15/2022 9:00 AM CST	FRIENDSHIP VILLAGES SUNSET HILLS (TS) St. Louis, MO	S Certified Nurse Aide	Schedule

To select a Skills test site and test date,

click on – **Schedule**

mo.tmutest.com says

Schedule into this Event on 03/15/2022 for Certified Nurse Aide Skill .
Are you sure?

OK Cancel

To confirm this is the site and date you want to schedule into,

click on – **OK**

Home > Tests

Your Tests

Student Student, Sample scheduled into Skill for Certified Nurse Aide.

Scheduling

EXAM	REASON	
Certified Nurse Aide Knowledge Eligible		Schedule
Certified Nurse Aide Skill Not Eligible	Already Scheduled	

Testing History

TEST DATE	EXAM	TEST SITE	STATUS	
03/15/2022 9:00 AM CST	Certified Nurse Aide Skill	FRIENDSHIP VILLAGES SUNSET HILLS (TS) St. Louis, MO	Scheduled	Test Confirmation Page · Get Map · Reschedule

This screen confirms you are scheduled into a test date to take your knowledge and/or skills exam.

Your status shows **Scheduled** *and a note at the top of your screen also shows you are scheduled.*

Click on- **Test Confirmation Page** *to see your test confirmation with important reminders for testing.*

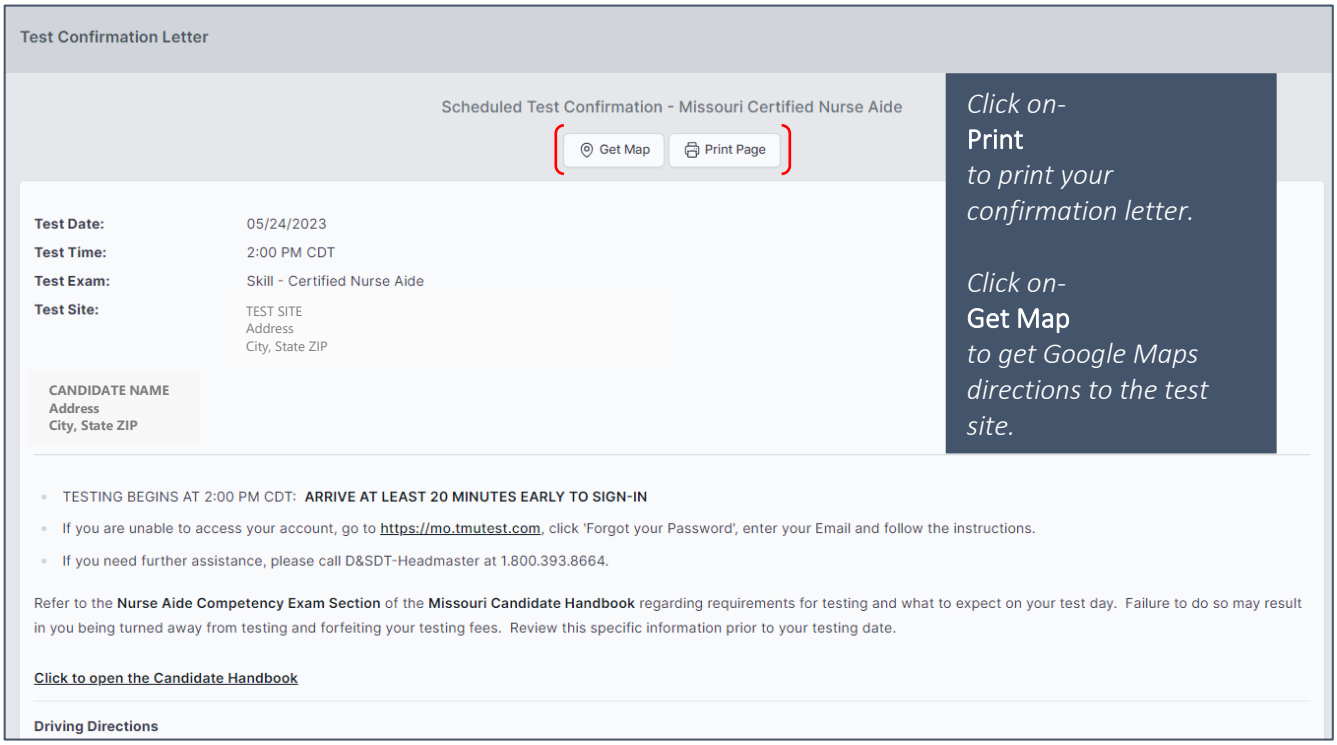
Test Confirmation Letter

Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time and address). It can be accessed at any time.

The body of the test confirmation letter will refer you to read the Missouri candidate handbook as it will give you specific instructions on what time to arrive by, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

It is important you read this letter!

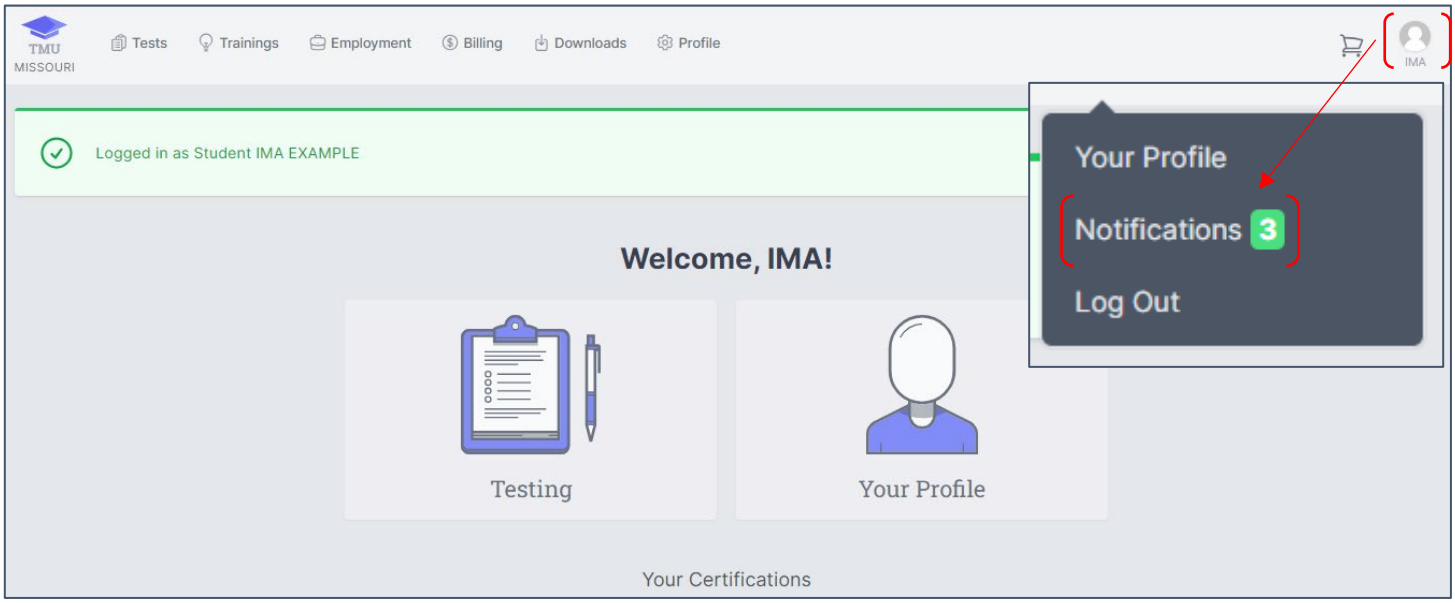


Please see the 'Virtual Knowledge Exam Option' under the Knowledge/Audio Test section if you are interested in taking your knowledge exam virtually from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (888)401-0462, Monday through Friday, excluding Saturdays, Sundays and holidays, 7:00AM to 7:00PM CST.

Note: Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation at the time they are scheduled.

Checking/Viewing your TMU© Notifications

Remember to check your 'notifications' in your TMU© record for important notices regarding your selected test events and other information. See screenshots that follow:

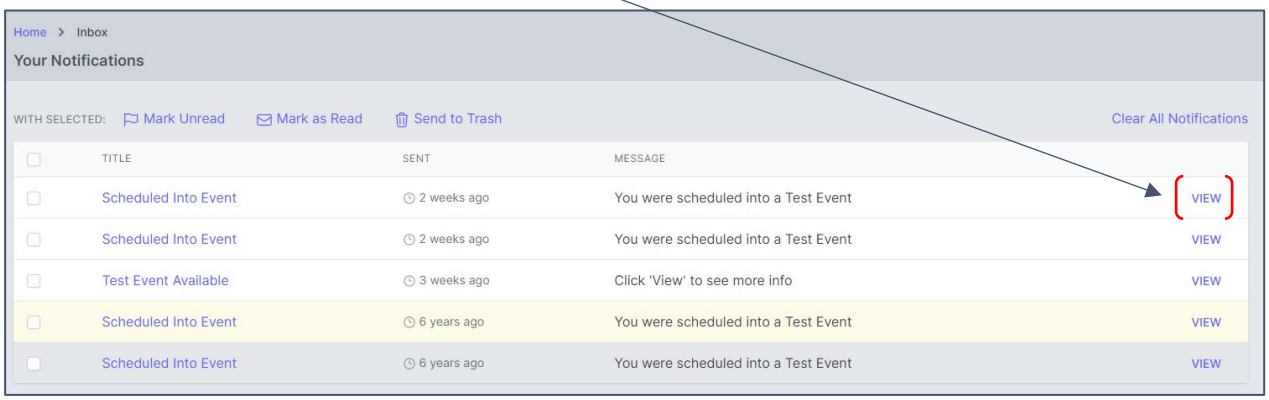


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

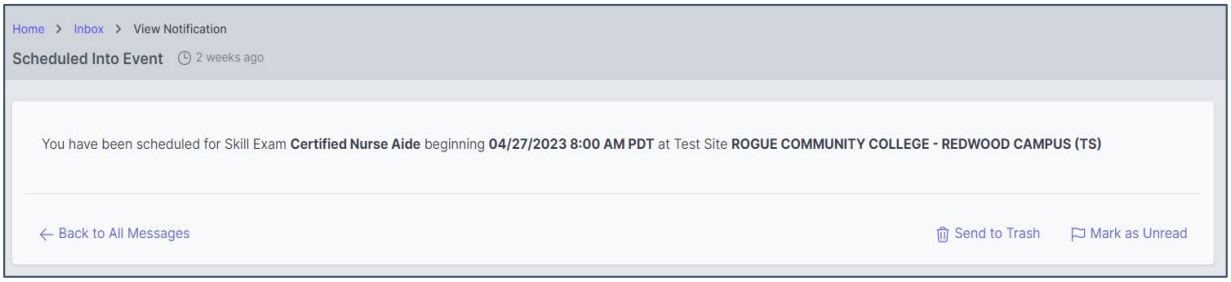
Click on-
Your Profile Pic *to open your profile and notifications.*

Click on-
Notifications *to view all of your notifications.*

Click on-
VIEW *to open each of your notifications.*



Notification example:



Time Frame for Testing from Training Program Start Date

You must schedule a test **within one year of your training program start date.** After one year, you must complete another Missouri DHSS approved nurse aide training program in order to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Missouri TMU© site at https://mo.tmutest.com.

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462, during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding Saturdays, Sundays and holidays.

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event *at least 20 minutes prior* to the start time to allow time to get signed in with the RN Test Observer.
  - *For example*: if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:40AM.

Note: If you arrive late, you will not be allowed to test.

If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge/Audio Test section.

Testing Attire

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
  - *Scrubs and shoes can be any color/design.*
- No opened toed shoes are allowed.
- Long hair must be pulled back.

Note: You will not be admitted for testing if you are not wearing scrubs attire, appropriate shoes with long hair pulled back. You will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Smart watches, fitness monitors or any type of Bluetooth-connected devices are not allowed.

Identification

Mandatory: You must bring a **United States (US) government issued, signed, non-expired photo bearing form of identification**. Some examples of US government issued, signed, non-expired photo bearing forms of identification are:

- State or Other United States Government Issued Driver's License
  - *You may use your letter issued from the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- State issued Identification Card *(that meets all identification criteria)*
- Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A Foreign Passport that contains a US VISA is acceptable*
- Alien Registration Card *(may contain a fingerprint in place of signature)*
- Military Identification Card *(that meets all identification criteria)*

Identification Criteria *= US Government issued, non-expired, signed (or fingerprint – Alien Registration Card) photo bearing form of identification.*

The **FIRST** and **LAST** names printed on your mandatory United States (US) government issued, signed, non-expired photo bearing form of identification presented to the RN Test Observer during sign-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding Saturdays, Sundays and holidays, to confirm that your name of record matches your mandatory identification, or sign in to your record in TMU© (https://mo.tmutest.com), using your Email or Username and Password, to check or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your US government issued identification is not expired and that it is signed.
  - You will not be admitted for testing if you do not bring your mandatory identification.
  - Check to be positive that both your FIRST and LAST printed names on your photo ID match your current name of record in TMU©.
  - A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.

- In cases where names do not match or your ID(s) are not proper/valid, you will be considered a NO SHOW and you will forfeit your testing fees and have to pay for another exam date.

You will be required to show your ID again (if testing on-site and taking both components together) when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam event.

Instructions for the Knowledge and Skill Tests

Test instructions for the knowledge and skill tests will be provided in written format in the waiting area when you sign-in for your test. Oral and PDF versions are also available anytime from your smart phone via the knowledge test and skill test instruction links on the D&SDT-HEADMASTER Missouri webpage, www.hdmaster.com under the Candidate column.

These instructions detail the process and what you can expect during either component of the exam. Please read through the instructions (or listen to them on your smart phone) ***before*** entering the knowledge test room or skill demonstration lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test event. The RN Test Observer and Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room (on-site test events) and/or skill test lab.

If you are taking your knowledge test virtually, the Virtual Knowledge Test Instructions can be found on the Missouri webpage, www.hdmaster.com, or within your TMU© record under your Downloads tab.

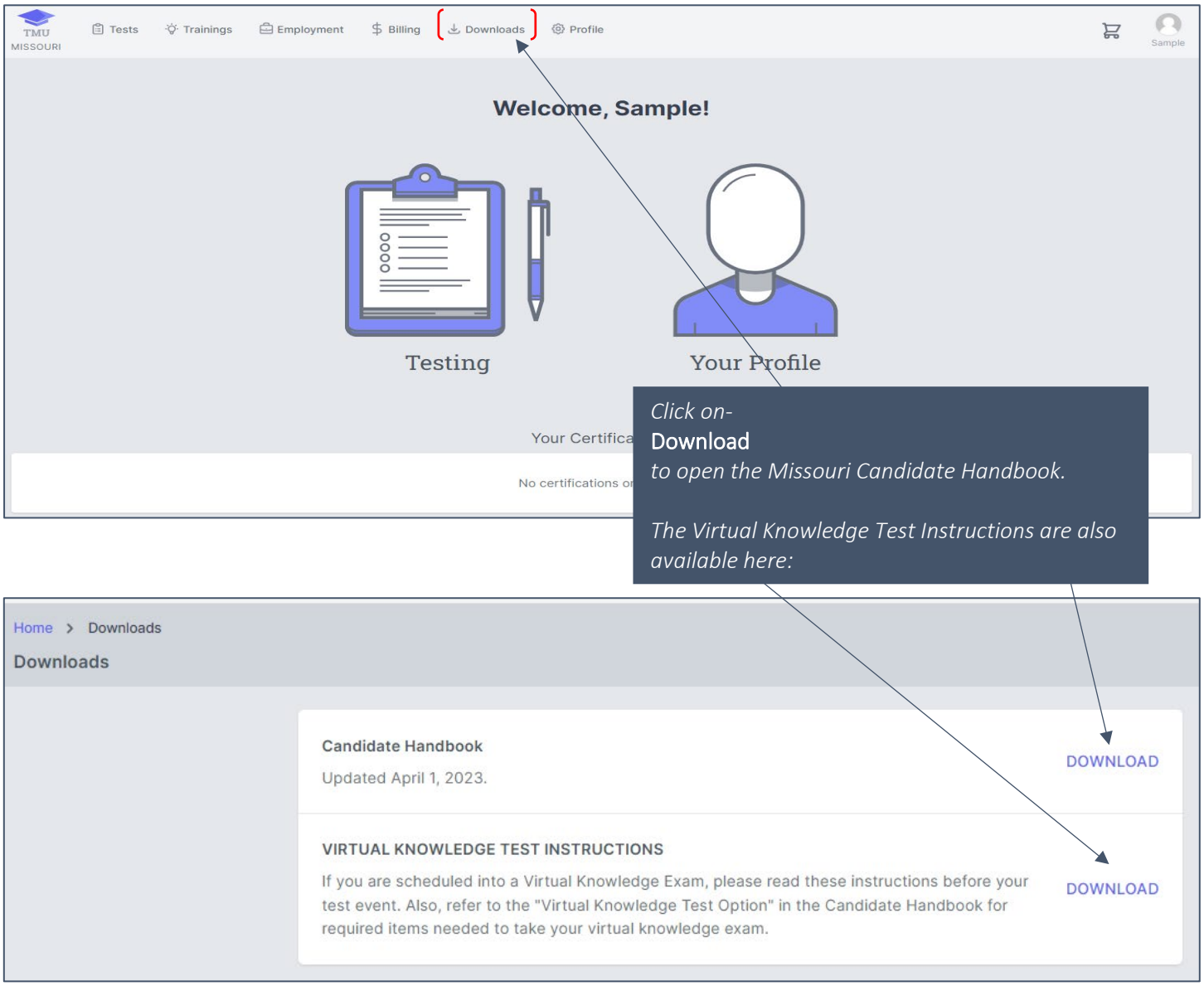
Testing Policies

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© record at https://mo.tmutest.com well before your test date to update your password and complete your demographic information. Refer to the 'Complete Your Initial Sign In' section of this handbook for instructions and information.
  - If you have not signed in and completed/updated your TMU© record when you arrive for your test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site up to 5 hours, (if taking both components on-site) in the worst-case scenario.
  - Scheduling time frames and the time at the test site may be significantly shorter.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in *at least* 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge/Audio Test section.
- If you do not bring a valid and appropriate United States (US) government issued, signed, non-expired photo bearing form of identification, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If the **FIRST** and **LAST** names on your United States (US) government issued, signed, non-expired photo bearing form of identification **do not match** the FIRST and LAST names in your TMU© record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded.*
- If you do not wear scrubs with appropriate shoes and have long hair pulled back and conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*.

- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, watches of any kind, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).
    - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
- Anyone caught using any type of electronic recording device during either component of the exam will be dismissed from the exam, your test will be scored as a failed attempt, you will forfeit all testing fees and you will be reported to your training program and the Missouri Department of Health and Senior Services. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- **TRANSLATION DICTIONARIES:** Published foreign word-for-word translation dictionaries are allowed. Dictionaries that have definitions or hand-writing/notes in them will not be allowed. You must show your published word-for-word translation dictionary to the test observer/proctor during sign-in (on-site or virtual) at your test event. **Using language translators that are not pre-approved and electronic dictionaries are not allowed.**
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room, on-site or virtual, or skills lab) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt, you will forfeit all testing fees and you will be reported to your training program and the Missouri Department of Health and Senior Services.
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
    - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a nurse aide (examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER immediately during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding Saturdays, Sundays and holidays, if you are on doctor's orders. You must fax, (406)442-3357 or email, missouri@hdmaster.com, a signed doctor's order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.
- ***Please review this Missouri Candidate Handbook before your test day for any updates to testing and/or policies.***
- The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab.

The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab:



Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program and the Missouri DHSS. You will not be allowed to retest for a minimum period of six (6) months.

If you remove or try to remove test material or take notes or information from the test site, you will be reported to your training program and the Missouri DHSS and are subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You must obtain permission from the Missouri DHSS in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during either component of the exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and the Missouri Department of Health and Senior Services and you must obtain permission from DHSS in order to be eligible to test again.

Reschedules

All candidates may reschedule to a new test date up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© record at https://mo.tmutest.com. (See instructions under 'Schedule/Reschedule into a Test Event'.)

- *Example:* If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 7:00AM to 7:00PM CST Monday through Friday, excluding Saturdays, Sundays and holidays.

Scheduled test date is on a:	Reschedule the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Missouri nurse aide certification test at all.

Scheduled in a Test Event

1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and holidays). No phone calls will be accepted.

    - **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at www.hdmaster.com by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 7:00PM Central time, Monday through Friday, excluding Saturdays, Sundays and holidays.

2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3) Refund requests must be made within thirty (30) days of payment of original testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of original payment of testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.
2) A refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.
3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for.)*

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of the test event and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/mail box is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid or you are unable to access your email for any reason

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your schedule exam date unless:

- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.
- The test observer cancels the test event.

- There is an accident due to weather or other cause on your route to the test site, in which case:
  - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a NO SHOW status and any exam fees paid *will NOT be refunded.*

NOTE: If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you via email, text message and phone call using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you. See more information under 'No Show Exceptions'.

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sundays and holidays, OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** You will forfeit all fees paid and must sign into your TMU© record to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays and Holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No Show Exceptions

Exceptions to the No Show status exist; if you are a No Show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a No Show. (Immediate family is parent, grand and great-grand parent, sibling, children, spouse or significant other.)

- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

Candidates are provided the opportunity to complete an exit survey via a link when checking their test results in their TMU© record. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

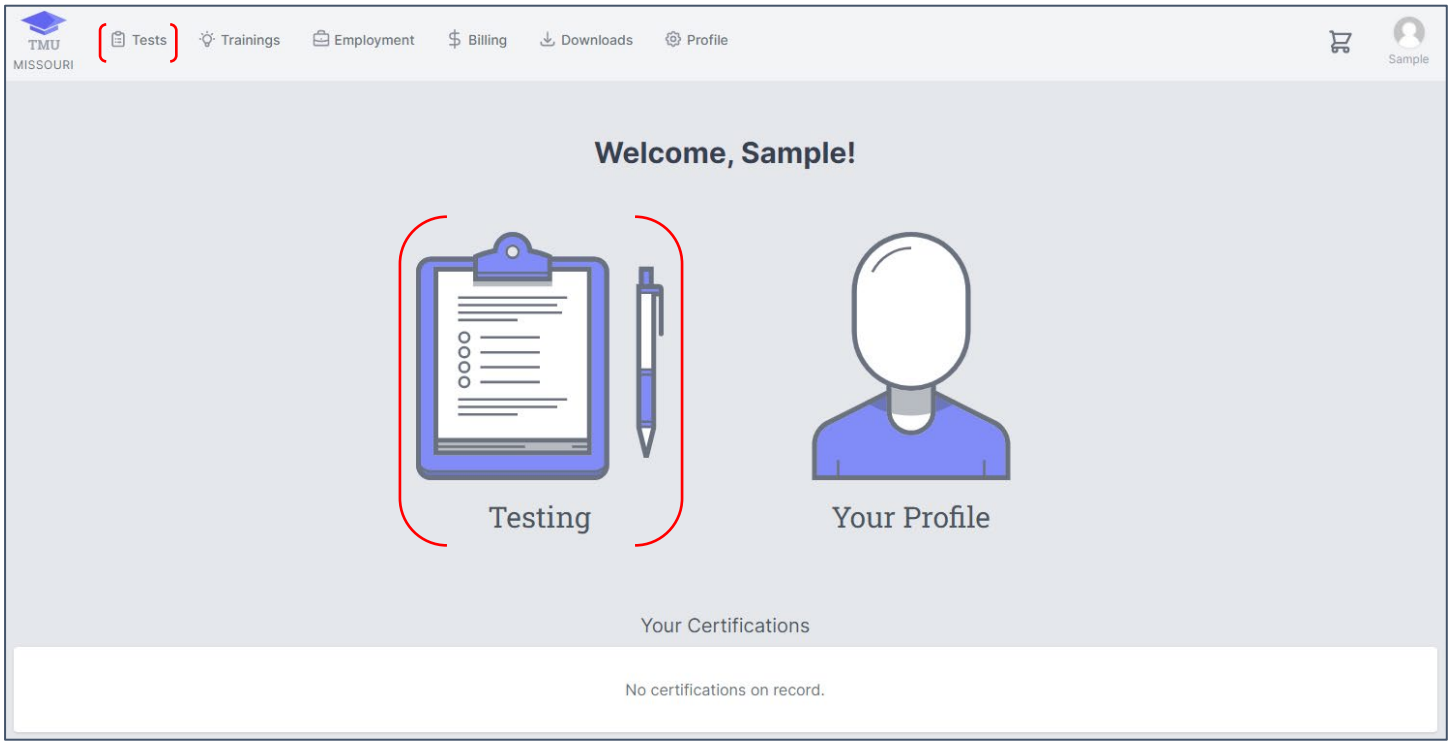
Test Results

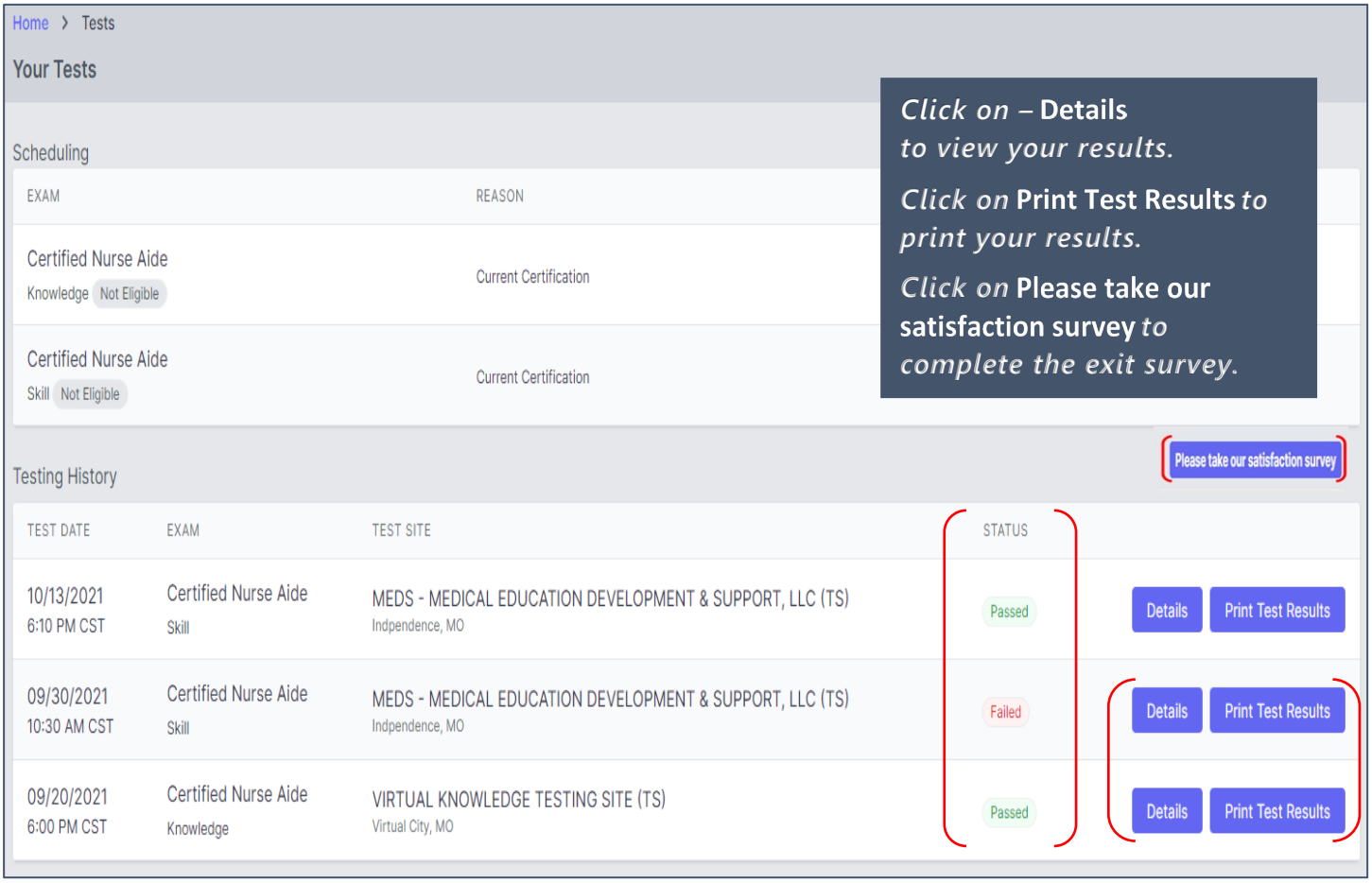
After you have completed both the Knowledge Test and Skill Test components of the competency exam, your test results will be officially scored and double checked by D&SDT-Headmaster scoring teams. Official test results will be available by signing in to your TMU© record after 7:00PM CST the business day after your test event.

Note: D&SDT-HEADMASTER does not send postal mail test results letters.

To view your test results, sign in to your record in TMU© at https://mo.tmutest.com/. (Refer to the screen shots on the next page.)

Accessing your test results in TMU©:





Knowledge Exam Test Results Example:

← Back

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HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

MISSOURI CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Monday, September 20, 2021

Dear Makayla,

You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 78.67%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	88%
Communication	80%
Infection Control	56%
Client Rights	100%
Data Collection	100%
Basic Nursing Skills	73%
Role / Responsibility	86%
Disease Process	80%
Mental Health	100%
Personal Care	63%
Care Impaired	67%
Aging Process and Restorative Care	80%

Vocabulary words to study: pressure ulcer, perineal care, incontinence, tendons, decubitus ulcer, deeper tissue, infection control, infection control, fire safety, medications, elderly, fraud, catheter, shaving, transporting food, dehydration, isolation precautions, disease process, anti-embolitic stocking

Skill Exam Test Results Example:

← Back

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HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

MISSOURI CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS

TEST DATE: Thursday, September 30, 2021

Dear Makayla,

You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.

Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

Pivot-Transfer Resident from Bed to Wheelchair using a Gait Belt
Properly places gait belt around residen...

Manual Skill Task(s) Failed: Pivot-Transfer Resident from Bed to Wheelchair using a Gait Belt

Test Attempts

You have **3 attempts** to pass the knowledge and skill test portions of the exam within one year from your start of nurse aide training date. If you do not complete testing within one year from your start of training date, you must retrain in order to become eligible to further attempt Missouri nursing assistant examinations.

Retaking the Nurse Aide Exam

In the event that you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to repay for the portion that you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© record at https://mo.tmutest.com/. (See screen shots under "Schedule/Reschedule into a Test Event" for rescheduling instructions.)

You will need to pay with a Visa, Master Card or debit card before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a $25 test review deposit fee.** To request a review, you must submit the PDF fillable Test Review Request and Payment Form 1403 available on D&SDT-HEADMASTER's main webpage at www.hdmaster.com. Submit the Test Review Fee of $25 (Visa, MasterCard or debit card) and a detailed explanation of why you feel your dispute is valid **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as a Missouri nurse aide is demonstration by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-HEADMASTER will pay your re-test fee and you will not be charged the test review fee; if not in your favor, the $25 test review fee will be charged. D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations and measurements recorded by the RN Test Observer at the time of your test. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer and professional Actor for any additional recollection of your test(s). D&SDT-HEADMASTER will not review test results or test reviews with instructors/programs. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the

candidate. D&SDT-HEADMASTER will not review test results or test reviews with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT-HEADMASTER will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the Missouri DHSS.

The Knowledge/Audio Exam

You will be required to present your ID again when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of **60 minutes** (one hour) to complete the **75 question** Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?"). The Knowledge Test Proctor will have scratch paper and a basic calculator available for use during your knowledge exam.

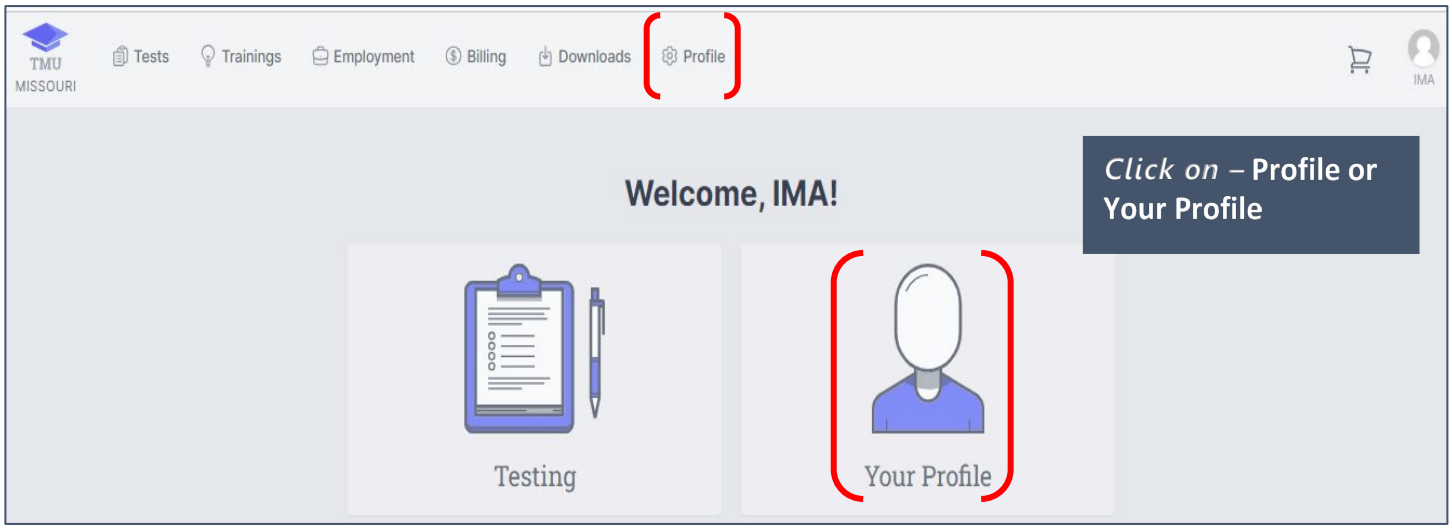
You must have a score of 80% or better to pass the knowledge portion of the exam.

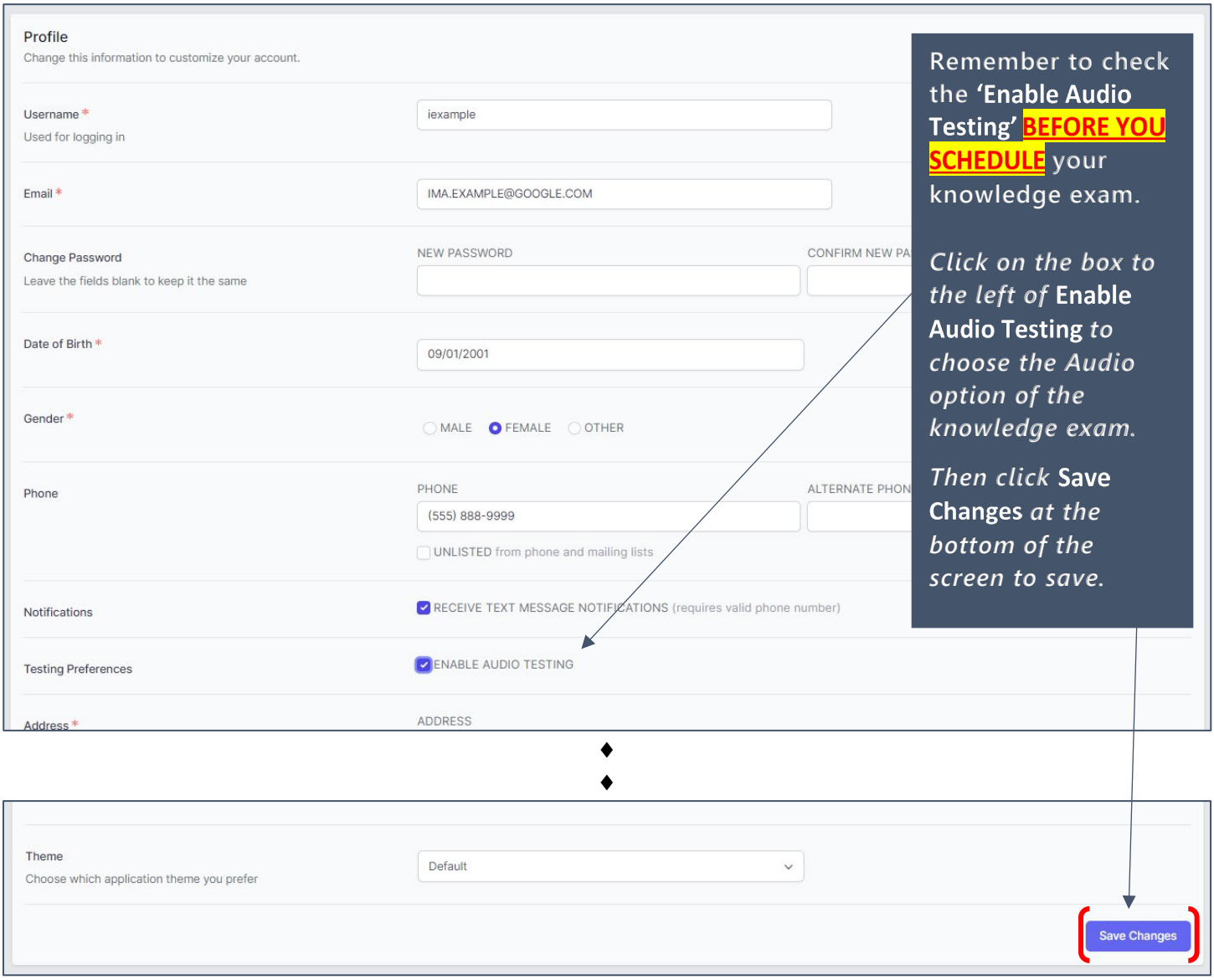
Electronic testing using TMU© internet connected computers is utilized at all sites in Missouri. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

Note: You will need to know your Email or Username and Password to take the electronic TMU© Knowledge test. Please see the information under **'Complete Your Initial Training'** to sign in to your record in TMU©.

An audio (oral) version of the knowledge test is available. However, you must request an Audio test before you submit your testing fee payment. There is an additional $10 charge for an Audio test (total for a Knowledge AUDIO version is $40). To select the Audio version of the knowledge test, follow the instructions with screen shots that follow:

Checking the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:





The questions are read to you, in a neutral manner, and can be heard through headphones/ear buds plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

Note: On the Audio Knowledge Test, **only the first 67 questions will be read orally**, the remaining 8 questions will have to be answered without audio assistance to assess English reading comprehension.

Published foreign word-for-word translation dictionaries are allowed. Dictionaries that have definitions or hand-writing/notes in them will not be allowed. You must show your published word-for-word translation dictionary to the test observer/proctor during sign-in (on-site or virtual) at your test event. **Using language translators that are not pre-approved and electronic dictionaries <u>are not allowed</u>.**

All test materials, including scratch paper and calculator, must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to their training program and the Missouri DHSS.

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually.

Virtual Knowledge Exam Candidate Requirements

Candidates must have:

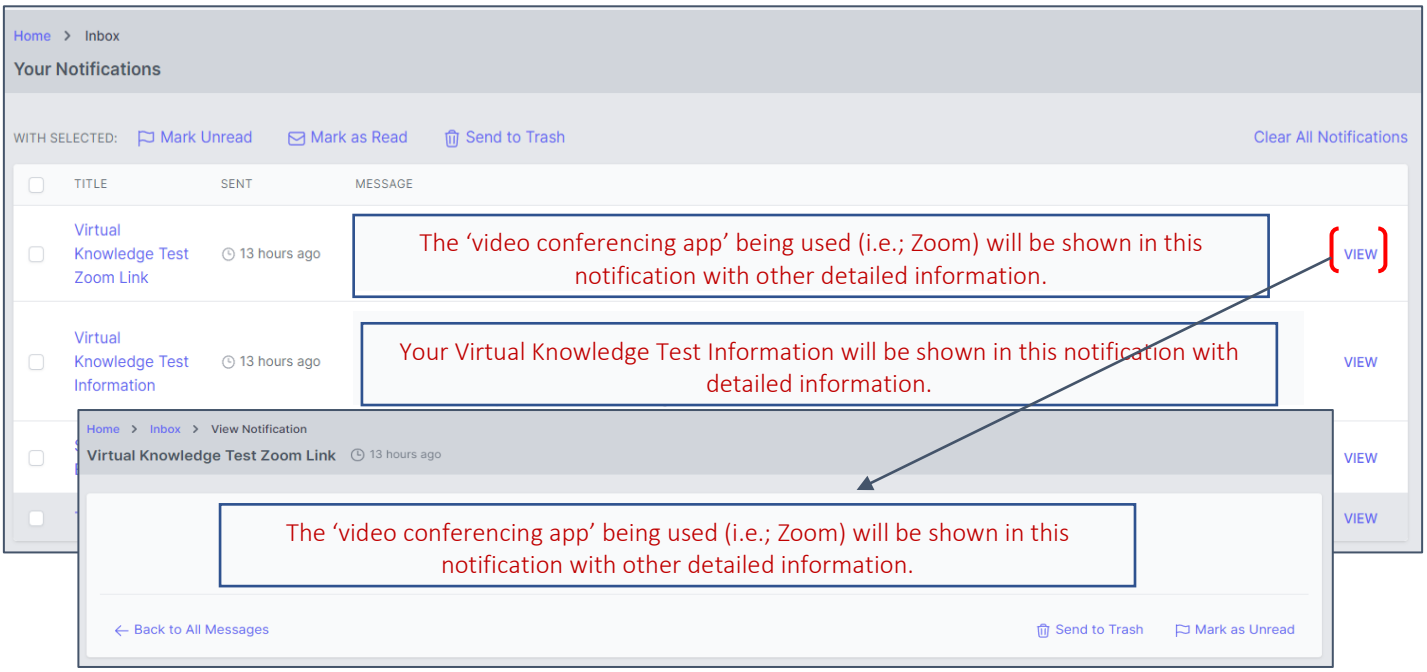
- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge test.
- **Your Email or Username and Password to take the virtual TMU© Knowledge test.**
- A smartphone to access the 'video conferencing app' (example; Zoom, etc.) that you will need to have downloaded.
  - D&SDT-Headmaster will provide you information of the 'video conferencing app' (example; Zoom, etc. you will need before test day.
  - The night before your scheduled virtual knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.
- If you have chosen the AUDIO VERSION (ORAL) of the exam, you will need to provide your own earbuds/headphones that you will need to show to the RN Test Observer at sign-in. Earbuds/headphones cannot be Bluetooth-connected devices.

Scheduling a Virtual Knowledge Exam

You will need to sign in to your TMU© record using your Username or Email and Password and follow the instructions to 'Schedule/Reschedule into a Test Event'. Please make sure you have met the 'Virtual Knowledge Test Candidate Requirements' listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be "Virtual Knowledge Test Site".
- Once scheduled, a test confirmation will be sent via email and/or text message and a notification will be generated in your record for you to view (see the 'Schedule/Reschedule into a Test Event' and the 'Test Confirmation Letter' section for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.
  - Remember to also check your 'NOTIFICATIONS' under your profile pic in your TMU© record for this information. Please refer to the 'Checking/Viewing your Notifications' section.

See screenshots on the next page showing examples of what a notification regarding your virtual knowledge exam will entail:



Virtual Knowledge Exam Sign-In

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into the virtual waiting room link prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.
- Published foreign word-for-word translation dictionaries are allowed. Dictionaries that have definitions or hand-writing/notes in them will not be allowed. You must show your published word-for-word translation dictionary to the test observer/proctor during sign-in (on-site or virtual) at your test event. **Using language translators that are not pre-approved and electronic dictionaries <u>are not allowed</u>.**

Virtual Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.

Please call D&SDT-Headmaster at (888)401-0462 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

Knowledge Exam Content

The Knowledge Test consists of 75 multiple-choice questions. Questions are selected from subject areas based on the DHSS approved Missouri test plan and include questions from all the required categories as defined in the federal regulations. The subject areas are as follows:

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	5	Infection Control	8
Basic Nursing Skills	8	Mental Health	6
Care Impaired	5	Personal Care	8
Communication	6	Resident Rights	5
Data Collection	4	Role and Responsibility	5
Disease Process	6	Safety	9

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten question on-line static practice test available on our web site at www.hdmaster.com. Candidates may also purchase complete practice tests that are randomly generated, based on the state test plan. A mastery learning method is used and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they may move onto the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

The following are a sample of the kinds of questions that you will find on the Knowledge/Audio test.

1. Clean linens that touch the floor should be:
   (A) Picked up quickly and placed back on the clean linen cart
   (B) Used immediately on the next resident's bed
   (C) Considered dirty and placed in the soiled linen hamper
   (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:
   (A) Face the resident and make eye contact
   (B) Speak rapidly and loudly
   (C) Look away when they make direct eye contact
   (D) Finish all their sentences for them

3. A resident's psychological needs:
   (A) Should be given minor consideration
   (B) Make the resident withdrawn and secretive
   (C) Are nurtured by doing everything for the resident
   (D) Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A | 3-D

The Manual Skill Exam

- The purpose of the Skill Test is to evaluate your performance when demonstrating Missouri DHSS approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your photo ID previously shown to the RN Test Observer at sign-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected 3 or 4 tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **30 minutes** to complete your three or four tasks. After 20 minutes have elapsed, you will be alerted that 10 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must successfully complete 100% of the tasks you are assigned. You may not miss any key steps (the **bolded** steps) and must achieve 80% or higher on the non-key steps on each task to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly in order to receive credit for the correction.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent, unless the words BEFORE or AFTER are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Exam Recording Form

The RN test observer will provide a recording form similar to the one displayed if your skill test includes a skill task which requires recording a count or measurement.

Recording Form:

Candidate's Name: _____
PLEASE PRINT

PULSE: _____ **RESPIRATIONS:** _____

URINARY OUTPUT: _____ ml

BLOOD PRESSURE: _____ / _____

GLASS 240ml: _____

GLASS 120ml: _____

TOTAL FLUID INTAKE: _____ml

FOOD INTAKE: _____%

Candidate's Signature: _____

Skill Exam Tasks

You will be assigned one of the following mandatory tasks as your first task:

- Catheter Care for a Female with Hand Washing (DEMONSTRATED ON A MANIKIN)
- ~~Changing an Adult Brief and~~ Perineal Care for a Male with Hand Washing
- Donning an Isolation Gown and Gloves then Emptying a Urinary Drainage Bag with Hand Washing
- Perineal Care for a Female with Hand Washing (DEMONSTRATED ON A MANIKIN)

Note: Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

You will also receive an additional two or three randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty. That is why some skill tests will have a differing number of tasks.

Skill Tasks Listing

Every step must actually be performed and demonstrated during your skill test demonstration in order to receive credit.

The steps that are listed for each task are the steps required for a nurse aide candidate to successfully demonstrate minimum proficiency of the skill task for the RN Test Observer. The steps will be performed on a live resident actor for all but two tasks. The catheter care, perineal care for a male and perineal care for a female tasks *will be demonstrated on a manikin*. You will be scored only on the steps listed.

You must successfully complete 100% of the tasks you are assigned. You may not miss any key steps (the bolded steps) and must achieve 80% or higher on the non-key steps on each task to pass the skill component of your competency evaluation.

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be the one of the four mandatory tasks to start each Skill Test. The other tasks included on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average length of time to complete. The RN Test Observer will observe your demonstrations of your skill task steps and record what she/he sees you do. D&SDT-HEADMASTER scoring teams will officially score and double check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Missouri nurse aide skill test and the steps included herein are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting.

Abbreviated Bed Bath- Whole Face and One Arm, Hand and Underarm

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Provide for privacy, pull privacy curtain.
4) Fill basin with warm water.
5) Raise bed height.
6) Cover resident with a bath blanket.
7) Fan fold bed linens at least down to the waist or moves linens to opposite side.
8) Put on gloves.
9) Remove resident's gown without exposing resident.
10) Dispose of soiled gown in designated laundry hamper.
11) Wash face WITHOUT SOAP.
12) Pat dry face.
13) Place towel under arm, only expose one arm.
14) Wash arm, hand and underarm using soap and water.
15) Rinse arm, hand, and underarm.
16) Pat dry arm, hand and underarm.
17) Assist resident to put on a clean gown.
18) Empty, rinse, dry and return equipment to storage.
19) Dispose of soiled linen in designated laundry hamper.
20) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
21) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
22) Lower bed.
23) Place call light or signaling device within easy reach of the resident.
24) Maintain respectful, courteous interpersonal interactions at all times.

Ambulation from Bed to Wheelchair using a Gait Belt

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain the procedure to resident.
3) Obtain gait belt for the resident.
4) **Lock bed brakes to ensure resident's safety.**
5) Adjust bed height to ensure resident's feet will be flat on the floor.
6) Bring resident to a sitting position with resident's feet flat on the floor.
7) Properly place gait belt around resident's waist to stabilize trunk.
8) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
9) Assist resident to put on non-skid footwear BEFORE standing.
10) Bring resident to a standing position using proper body mechanics at all times.
11) Grasp gait belt.
12) Stabilize resident.
13) Ambulate resident at least 10 steps to the wheelchair.
14) **Lock wheelchair brakes to ensure resident's safety.**
15) Assist resident to pivot/turn and sit in wheelchair.
16) Sit resident in the wheelchair in a controlled manner that ensures safety at all times.
17) Remove gait belt.
18) Place resident within easy reach of the call light or signaling device.
19) Maintain respectful, courteous interpersonal interactions at all times.
20) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Ambulation from Wheelchair to Bed using a Gait Belt

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain the procedure to resident.
3) Obtain gait belt for the resident.
4) **Lock bed brakes to ensure resident's safety.**
5) Adjust bed height to ensure resident's feet will be flat on the floor.
6) **Lock wheelchair brakes to ensure resident's safety.**
7) Properly place gait belt around resident's waist to stabilize trunk.
8) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
9) Ensure resident's feet are flat on the floor.
10) Ask resident to place hands on wheelchair arm rests.
11) Grasp gait belt with both hands.
12) Bring resident to a standing position using proper body mechanics at all times.
13) Continue grasping gait belt.
14) Stabilize resident.
15) Ambulate resident at least 10 steps to the bed.

16) Assist resident to pivot/turn and sit on the bed.
17) Sit resident on the bed in a controlled manner that ensures safety at all times.
18) Remove gait belt.
19) Remove resident's non-skid footwear.
20) Assist resident to lie down in the center of the bed making sure the resident is comfortable and in good body alignment.
21) Lower bed.
22) Place call light or signaling device within easy reach of the resident.
23) Maintain respectful, courteous interpersonal interactions at all times.
24) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Catheter Care for a Female with Hand Washing

(One of the possible mandatory first tasks)

1) Knock on door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
4) Explain the procedure to resident.
5) Provide for privacy, pull privacy curtain.
6) Raise the bed height. **NEW STEP**
7) Fill basin with warm water.
8) Put on gloves.
9) Avoid over exposure throughout the procedure.
10) Check to see that urine can flow, unrestricted, into the drainage bag (it is helpful to verbalize checking while looking for kinks in tubing, etc.).
11) Use soap and water to carefully wash around the catheter where it exits the urethra.
12) **Hold catheter where it exits the urethra with one hand.**
13) While holding the catheter where it exits the urethra, clean 3-4 inches down the catheter tube.
14) **Clean with strokes only away from the urethra. (At least two strokes.)**
15) Use a clean portion of the washcloth for each stroke.
16) Rinse using strokes only away from the urethra.
17) Rinse using a clean portion of the washcloth for each stroke.
18) Pat dry.
19) Do not allow the tube to be pulled at any time during the procedure.
20) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
21) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
22) Replace the resident's gown over the perineal area.
23) Replace top cover over the resident.
24) Leave resident in a position of safety and comfort.

25) Lower bed. **NEW STEP**
26) Empty, rinse, dry and return basin to storage.
27) Place call light or signaling device within easy reach of the resident.
28) Maintain respectful, courteous interpersonal interactions at all times.
29) Wash hands: Begin by wetting hands.
30) Wash hands: Apply soap to hands.
31) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
32) Wash hands: Interlace fingers pointing downward with soap.
33) Wash hands: Wash all surfaces of hands with soap.
34) Wash hands: Wash all surfaces of wrists with soap.
35) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
36) Wash hands: Dry hands with clean paper towel(s).
37) Wash hands: Turn off faucet with a paper towel.
38) Wash hands: Discard paper towels into trash container as used.
39) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.

~~Changing an Adult Brief and~~ Perineal Care for a Male with Hand Washing

Changing an Adult Brief has been removed from this task.

(One of the possible first mandatory tasks.)

1) Knock on door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub hands together until hands are dry.
4) Explain the procedure to resident.
5) Provide for privacy, pull privacy curtain.
6) Raise the bed height.
7) Fill basin with warm water.
~~8) Obtain brief.~~ **REMOVED**
9) Put on gloves.
10) Direct the RN Test Observer to stand on the opposite side of the bed or raise side rail on opposite side of the bed to provide for safety. (RN Test Observer does not move into position unless directed to do so by the candidate.)
11) Turn resident or raise hips and place barrier under buttocks. (Candidate will choose barrier such as a towel, waterproof pad, chux, etc.)
12) Expose perineum only.
~~13) Remove soiled brief.~~ **REMOVED**
~~14) Discard soiled brief in the designated container.~~ **REMOVED**
~~15) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.~~
~~16) Perform hand hygiene.~~ **REMOVED**
   ~~a. Cover all surfaces of hands with hand sanitizer.~~ **REMOVED**
   ~~b. Rub hands together until hands are dry.~~ **REMOVED**
~~17) Put on gloves.~~ **REMOVED**

18) Gently grasp the penis.
19) Use a clean soapy washcloth.
20) Clean tip of penis starting at the urethral opening working outward away from the urethral opening.
21) Clean shaft of the penis away from the tip of the penis.
22) Use a clean portion of a washcloth with each stroke.
23) With a clean washcloth with soap and water, clean the scrotum.
24) Clean scrotum with a clean portion of a washcloth with any stroke.
25) With a clean washcloth, rinse penis.
26) Rinse penis using a clean portion of a washcloth with each stroke.
27) Rinse scrotum using a clean portion of a washcloth with each stroke.
28) Pat dry.
29) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
30) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
31) Put on new gloves.
32) Assist resident to turn onto side away from the candidate. (RN Test Observer may help hold the manikin on his side ONLY after the candidate has turned the manikin.)
33) Use a new soapy washcloth to clean the rectal area.
34) Clean area from scrotum to rectal area using a clean portion of a washcloth with each stroke.
35) With a clean washcloth, rinse area from scrotum to rectal area.
36) Use a clean portion of a washcloth with any stroke.
37) Pat dry.
~~38) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.~~ **REMOVED**
~~39) Perform hand hygiene.~~ **REMOVED**
    ~~a. Cover all surfaces of hands with hand sanitizer.~~ **REMOVED**
    ~~b. Rub hands together until hands are dry.~~ **REMOVED**
~~40) Put on gloves.~~ **REMOVED**
~~41) Apply a new brief.~~ **REMOVED**
~~42) Ensure brief is even on both sides of the resident [manikin].~~ **REMOVED**
43) Safely remove barrier from under buttocks.
44) Dispose of all soiled linen in the designated container.
45) Position resident on their back.
46) Lower bed.
47) Empty, rinse, dry and return equipment to storage.
48) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
49) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
50) Leave resident in a position of comfort and safety.
51) Place call light or signaling device within easy reach of the resident.
52) Maintain respectful, courteous interpersonal interactions at all times.
53) Wash hands: Begin by wetting hands.
54) Wash hands: Apply soap to hands.

55) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
56) Wash hands: Interlace fingers pointing downward with soap.
57) Wash hands: Wash all surfaces of hands with soap.
58) Wash hands: Wash all surfaces of wrists with soap.
59) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
60) Wash hands: Dry hands with clean paper towel(s).
61) Wash hands: Turn off faucet with a paper towel.
62) Wash hands: Discard paper towels into trash container as used.
63) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.

Denture Care

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Line bottom of the sink with a protective lining that would help prevent damage to the dentures. (Towel, washcloth or paper towels are allowed for lining.)
4) Put on gloves.
5) Apply denture cleanser.
6) Remove denture from cup.
7) Handle dentures carefully to avoid damage.
8) Handle dentures carefully to avoid contamination.
9) Rinse denture cup.
10) Thoroughly brush dentures including the inner, outer, and chewing surfaces of upper and lower dentures. (Only one plate is used during testing.)
11) Rinse dentures using clean cool water.
12) Place dentures in rinsed denture cup.
13) Add cool clean water to denture cup.
14) Rinse equipment. (Denture brush or toothbrush.)
15) Return equipment to storage.
16) Discard protective lining in an appropriate container.
17) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
18) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
19) Place call light or signaling device within easy reach of the resident.
20) Maintain respectful, courteous interpersonal interactions at all times.

Dressing a Dependent Resident

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain the procedure to the resident.

3) Provide for privacy, pull privacy curtain.
4) Raise bed height.
5) Keep resident covered while removing gown.
6) Remove gown from unaffected side first.
7) Place soiled gown in designated laundry hamper.
8) When dressing the resident in a button-up shirt, insert your hand through the sleeve of the shirt and grasp the hand of the resident.
9) **When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10) Assist the resident to raise their buttocks or turn resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11) **When dressing the resident in pants, always dress from the affected (weak) side first.**
12) When putting on the resident's socks, draw the socks up the resident's foot until they are smooth.
13) Leave the resident in comfortably/properly dressed and in a position of safety.
14) Lower the bed.
15) Place call light or signaling device within easy reach of the resident.
16) Maintain respectful, courteous interpersonal interactions at all times.
17) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Feeding a Dependent Resident

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) **Position the resident in an upright position, *at least 45 degrees*.**
4) Ask the resident to state name and verify name matches the name on the diet card.
5) Protect clothing from soiling by using napkin, clothing protector, or towel.
6) Provide hand hygiene for the resident BEFORE feeding. (Candidate may use a disposable wipe and dispose of in trash can –or- wash the resident's hands with a wet washcloth –or- they may rub hand sanitizer over all surfaces of the resident's hands until dry.)
7) ~~Ensure resident's hands are dry BEFORE feeding, if a wet washcloth was used. (If a wet washcloth was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, make sure the hands are dry.)~~ **THIS STEP HAS BEEN REWORDED TO:** → If a wet washcloth was used to wash the resident's hands, ensure that the resident's hands are dry.
8) Position yourself at eye level facing the resident while feeding resident.
9) Describe the food being offered to the resident.
10) Offer fluids frequently from each glass.
11) Offer food in small amounts at a reasonable rate, allowing resident to chew and swallow.
12) Wipe resident's face during meal at least one time.
    a. Actor will say, "I'm full" before all the solid food and fluids are gone.
13) Leave resident clean.
14) **Leave resident in bed with the head of the bed up to at least 30 degrees.**
15) Record intake as a percentage of total solid food eaten on the previously signed recording form.

16) Candidate's recorded consumed food intake is within 25 percentage points of the RN Test Observer's recorded food intake.
17) Record the sum total of estimated fluid intake in ml's on the previously signed recording form.
18) Candidate's recorded sum total consumed fluid intake is within 60ml's of the RN Test Observer's recorded fluid intake.
19) Place call light or signaling device within easy reach of the resident.
20) Maintain respectful, courteous interpersonal interactions at all times.
21) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Foot Care One Foot

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Fill foot basin with warm water.
4) Put on gloves.
5) Remove a sock from the (right/left) foot. (The scenario read to you will specify right or left.)
6) Immerse foot in warm water.
    a. You may verbalize the 5 to 20 minutes soaking time after you begin soaking the foot.
    b. Once the 5 to 20 minutes soaking time is verbalized, the RN Test Observer will acknowledge the stated time and say, "You may continue with your demonstration now."
7) Use water and soapy washcloth.
8) Wash entire foot.
9) Wash between toes.
10) Rinse entire foot.
11) Rinse between toes.
12) Dry foot thoroughly.
13) Dry thoroughly between toes.
14) Warm lotion by rubbing it between hands.
15) Massage lotion over entire foot.
16) Avoid getting lotion between the toes.
17) If any excess lotion, wipe with a towel.
18) Replace sock on foot.
19) Empty, rinse, dry and return basin to storage.
20) Place soiled linen in designated laundry hamper.
21) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
22) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
23) Leave resident in a position of safety in proper body alignment in the chair.
24) Place call light or signaling device within easy reach of the resident.
25) Maintain respectful, courteous interpersonal interactions at all times.

Isolation Gown and Gloves, then Empty a Urinary Drainage Bag, Record output with Hand Washing

(One of the possible mandatory first tasks)

1) Perform hand hygiene BEFORE touching the gown.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Face the back opening of the gown.
3) Unfold the gown.
4) Place arms through each sleeve.
5) Secure the neck opening.
6) Secure the waist making sure that the back flaps cover clothing as completely as possible.
7) Put on gloves.
8) Gloves overlap sleeves at the wrist.
9) Knock on door.
10) Introduce yourself to the resident.
11) Explain the procedure to resident.
12) Place a barrier on the floor under the drainage bag.
13) Place the graduate on the previously placed barrier.
14) Open the drain to allow the urine to flow into the graduate.
15) Avoid touching the graduate with the tip of the tubing.
16) Close the drain.
17) Wipe the drain with alcohol wipe AFTER emptying the drainage bag.
18) Replace drain in holder.
19) Place graduate on level, flat surface.
20) With graduate at eye level, read output.
21) Empty graduate into designated toilet/commode.
22) Rinse graduate and empty rinse water into designated toilet/commode.
23) Return graduate to storage.
24) Leave resident in a position of comfort and safety.
25) Record output on the provided, previously signed recording form.
26) Candidate's measured output reading is within 25ml's of RN Test Observer's output reading.
27) Place call light or signaling device within easy reach of the resident.
28) Maintain respectful, courteous interpersonal interactions at all times.
29) Remove gloves, turning inside out as they are removed.
30) Remove gloves BEFORE removing gown.
31) Dispose of the gloves in the appropriate container.
32) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
33) Unfasten gown at the neck.
34) Unfasten gown at the waist.
35) Remove gown by folding soiled area to soiled area.
36) Dispose of the gown in the appropriate container.
37) Wash hands: Begin by wetting hands.

38) Wash hands: Apply soap to hands.
39) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
40) Wash hands: Interlace fingers pointing downward with soap.
41) Wash hands: Wash all surfaces of hands with soap.
42) Wash hands: Wash all surfaces of wrists with soap.
43) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
44) Wash hands: Dry hands with clean paper towel(s).
45) Wash hands: Turn off faucet with a paper towel.
46) Wash hands: Discard paper towels into trash container as used.
47) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.

Mouth Care—Brushing Teeth

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Provide for privacy, pull privacy curtain.
4) Put on gloves only AFTER supplies have been gathered.
5) Drape the resident's chest with towel (cloth or paper) to prevent soiling.
6) Wet toothbrush.
7) Apply toothpaste to toothbrush.
8) Brush resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.
9) Clean tongue.
10) Assist resident in rinsing mouth. (May use an emesis basin or a disposable cup to spit in.)
11) Wipe resident's mouth.
12) Remove soiled chest barrier.
13) Place soiled chest barrier (cloth or paper) in the appropriate container.
14) Empty, rinse and dry emesis basin, if used, or dispose cup in appropriate container.
15) Rinse toothbrush.
16) Return equipment to storage.
17) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
18) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
19) Leave resident in position of comfort.
20) Place call light or signaling device within easy reach of the resident.
21) Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care for a Comatose Resident

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.

3) Provide for privacy, pull privacy curtain.
4) Put on gloves only AFTER supplies have been gathered
5) **Turn resident to a side lying position to avoid choking or aspiration.**
6) Drape chest/bed as needed to protect from soiling.
7) Use swab(s) and cleaning solution (water). (May not use toothbrush or toothpaste.)
8) **Gently and thoroughly clean the inner, outer, and chewing surfaces of all upper and lower teeth.**
9) Gently and thoroughly clean the gums and tongue.
10) Wipe resident's mouth.
11) Return resident to position of comfort and safety.
12) Discard swab(s) in designated container.
13) Place soiled linen in designated laundry hamper.
14) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
15) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are completely dry.
16) Place call light or signaling device within easy reach of the resident.
17) Maintain respectful courteous, interpersonal interactions at all times.

Nail Care One Hand

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Fill basin with warm water.
4) Put on gloves.
5) Immerse right/left hand nails in warm water. (The scenario read to you will specify right or left.)
    a. You may verbalize the at least 5 minutes soaking time after you begin soaking the nails.
    b. Once the at least 5 minutes soaking time is verbalized, the RN Test Observer will acknowledge the stated time and say, "You may continue with your demonstration now."
6) Dry hand thoroughly.
7) Specifically, dry between the fingers.
8) Gently cleans under nails with an orange stick.
9) Gently pushes cuticles back with a towel or washcloth.
10) Files each fingernail.
11) Empty, rinse and dry basin.
12) Return equipment to storage.
13) Discard soiled linen in designated laundry hamper.
14) Remove gloves turning inside out as they are removed and dispose of gloves in designated container
15) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
16) Place call light or signaling device within easy reach of the resident.
17) Maintain respectful, courteous interpersonal interactions at all times.

Perineal Care for a Female with Hand Washing

(One of the possible mandatory first tasks)

1) Knock on door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
4) Explain the procedure to resident.
5) Provide for privacy, pull privacy curtain.
6) Raise the bed height.
7) Fill basin with warm water.
8) Put on gloves.
9) Direct the RN Test Observer to stand on the opposite side of the bed or raise side rail on opposite side of the bed to provide for safety.
    a. RN Test Observer does not move into position unless directed to do so by the candidate.
10) Turn resident or raise hips and place barrier under buttocks. (Candidate will choose barrier such as a towel, waterproof pad, chux, etc.)
11) Expose perineum only.
12) Separate labia.
13) Use water and soapy washcloth.
14) Clean one side of labia from front to back.
15) Using a clean portion of a washcloth, clean other side of labia from front to back.
16) Using a clean portion of a washcloth, clean the vaginal area from front to back.
17) Use a clean washcloth, rinse one side of labia from front to back.
18) Using a clean portion of a washcloth, rinse the other side of labia from front to back.
19) Using a clean portion of a washcloth, rinse the vaginal area from front to back.
20) Pat dry.
21) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
22) Perform hand hygiene AFTER disposing of gloves.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
23) Put on new gloves.
24) Assist resident to turn onto side away from the candidate. (RN Test Observer may help hold the manikin on their side ONLY after the candidate has turned the manikin.)
25) Use a clean washcloth with water and soap.
26) Clean from vagina to rectal area.
27) Use a clean portion of the washcloth with any stroke.
28) Use a clean washcloth, rinse from vagina to rectal area.
29) Use a clean portion of a washcloth with any stroke.
30) Pat dry.
31) Safely remove barrier from under buttocks.
32) Position resident (manikin) on their back.
33) Lower bed.
34) Dispose of soiled linen in designated laundry hamper.

35) Empty, rinse, dry and return equipment to storage.
36) Remove gloves turning inside out as they are removed and dispose of gloves in designated container.
37) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
38) Place call light or signaling device and water within easy reach of the resident.
39) Maintain respectful, courteous interpersonal interactions at all times.
40) Wash hands: Begin by wetting hands.
41) Wash hands: Apply soap to hands.
42) Wash hands: Rub hands together using friction for at least 20 seconds with soap.
43) Wash hands: Interlace fingers pointing downward with soap.
44) Wash hands: Wash all surfaces of hands with soap.
45) Wash hands: Wash all surfaces of wrists with soap.
46) Wash hands: Rinse hands thoroughly under running water with fingers pointed downward.
47) Wash hands: Dry hands with clean paper towel(s).
48) Wash hands: Turn off faucet with a paper towel.
49) Wash hands: Discard paper towels into trash container as used.
50) Wash hands: Do not re-contaminate hands by touching the faucet or sink at any time during/after the hand washing procedure.

Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Bed to Wheelchair using a Gait Belt

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Obtain a gait belt.
4) Lock bed brakes to ensure resident's safety.
5) Assist resident in putting on non-skid footwear.
6) Adjust bed height to ensure resident's feet will be flat on the floor.
7) Assist resident to a sitting position.
8) Position wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
9) Lock wheelchair brakes to ensure resident's safety.
10) Properly place gait belt around the resident's waist to stabilize trunk.
11) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and resident.
12) Grasp the gait belt with both hands.
13) Bring resident to a standing position using proper body mechanics.
14) Assist resident to pivot and sit in the wheelchair in a controlled manner that ensures safety.
15) Remove gait belt.

16) Place resident within easy reach of the call light or signaling device.
17) Maintain respectful, courteous interpersonal interactions at all times.
18) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Pivot-Transfer a Weight Bearing, Non-Ambulatory Resident from Wheelchair to Bed using a Gait Belt

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Obtain a gait belt.
4) **Lock bed brakes to ensure resident's safety.**
5) Adjust bed height to ensure resident's feet will be flat on the floor.
6) Position wheelchair at foot or head of bed with wheelchair arm/wheel touching the side of the bed.
7) **Lock wheelchair brakes to ensure resident's safety.**
8) Properly place gait belt around the resident's waist to stabilize trunk.
9) Tighten gait belt. Check gait belt for tightness by slipping fingers between gait belt and the resident.
10) Ensure the resident's feet are flat on the floor.
11) Ask resident to place hands on the wheelchair arm rests.
12) Grasp the gait belt with both hands.
13) Bring resident to standing position using proper body mechanics.
14) Assist resident to pivot and sit on the bed in a controlled manner that ensures safety.
15) Remove gait belt.
16) Remove resident's non-skid footwear.
17) Assist resident to lie down in the center of the bed.
18) Make sure resident is comfortable and in good body alignment.
19) Lower bed.
20) Place call light or signaling device with easy reach of the resident.
21) Maintain respectful, courteous interpersonal interactions at all times.
22) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Position Resident on Side in Bed

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Provide for privacy, pull privacy curtain.
4) Position bed flat.
5) Raise bed height.

6) Direct the RN Test Observer to stand on the side of the bed opposite working side of bed –or- raises side rail on side of the bed opposite working side of the bed to provide for safety.
7) From the working side of the bed, move upper body, hips and legs toward self to provide room on the bed that will be used to safely turn the resident on their side.
8) **Assist/turn resident on their correct side read to candidate in the scenario by RN Test Observer.**
9) Ensure that the resident's face never becomes obstructed by the pillow.
10) Check to be sure that resident is not lying on their downside arm.
11) Ensure resident is in correct body alignment**.**
12) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- under the resident's head.
13) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- under the resident's upside arm.
14) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- behind the resident's back.
15) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- between the resident's knees.
16) Leave resident in a position of comfort and safety.
17) Lower bed.
18) Place call light or signaling device within easy reach of the resident.
19) Maintain respectful, courteous interpersonal interactions at all times.
20) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Range of Motion for the Hip and Knee

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Raise bed height.
4) Provide for privacy, pull privacy curtain.
5) Position resident supine (bed flat).
6) Position resident in good body alignment.
7) Place one hand under the knee.
8) Place the other hand under the ankle.
9) Do not cause discomfort/pain anytime during ROM.
10) ROM for hip: Move the entire leg away from the body.
    a. abduction
11) Move the entire leg back toward the body.
    a. adduction
12) Complete abduction and adduction of the hip at least three times.
13) Continue to correctly support joints by placing one hand under the resident's knee and the other hand under the resident's ankle.

14) Bend the resident's knee and hip toward the resident's trunk.
    a. flexion of hip and knee at the same time
15) Straighten the knee and hip.
    a. extension of knee and hip at the same time
16) Complete flexion and extension of knee and hip at least three times.
17) Do not force any joint beyond the point of free movement.
18) Candidate *must ask* at least once during the ROM exercise if there is/was any discomfort/pain.
19) Leave resident in a comfortable position.
20) Lower bed.
21) Place call light or signaling device within easy reach of the resident.
22) Maintain respectful, courteous interpersonal interactions at all times.
23) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Range of Motion for the Shoulder

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to the resident.
3) Provide for privacy.
4) Raise bed height.
5) Position resident supine (bed flat).
6) Position resident in good body alignment.
7) Place one hand under the elbow.
8) Place the other hand under the resident's wrist.
9) Do not cause discomfort/pain at any time during ROM.
10) Raise resident's arm up and over the resident's head.
    a. flexion
11) Bring the resident's arm back down to the resident's side.
    a. extension
12) Complete flexion and extension of the shoulder at least three times.
13) Continue same support of for shoulder joints by placing one hand under the resident's elbow and one hand under the resident's wrist.
14) Move the resident's entire arm out away from the body.
    a. abduction
15) Return the resident's arm to the resident's side.
    a. adduction
16) Complete abduction and adduction of the shoulder at least three times.
17) Do not force any joint beyond the point of free movement.
18) Candidate *must ask* at least once during the ROM exercise if there is/was any discomfort/pain.
19) Leave resident in a comfortable position.
20) Lower bed.

21) Place call light or signaling device within easy reach of the resident.
22) Maintain respectful, courteous interpersonal interactions at all times.
23) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Vital Signs – Blood Pressure

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to resident.
3) Provide for privacy - pull privacy curtain.
4) Assist resident into a comfortable sitting or recumbent position with forearm relaxed and supported in a palm-up position.
5) Roll resident's sleeve up about 5 inches above the elbow.
6) **Apply the cuff around the upper arm just above the elbow and line cuff arrows up with brachial artery.**
7) Clean earpieces of stethoscope appropriately and place in ears.
8) Clean diaphragm of the stethoscope.
9) **Place stethoscope over brachial artery.**
10) Hold stethoscope snugly in place.
11) Inflate cuff to 160-180 mmHG.
12) Slowly release air from cuff to disappearance of pulsations.
13) Remove cuff.
14) Record reading on the previously signed recording form.
15) **Candidate's recorded systolic blood pressure is within 6 mmHg of the RN Test Observer's recorded systolic blood pressure.**
16) **Candidate's recorded diastolic blood pressure is within 6 mmHg of the RN Test Observer's recorded diastolic blood pressure.**
17) Place call light or signaling device within easy reach of the resident.
18) Maintain respectful, courteous interpersonal interactions at all times.
19) Perform hand hygiene.
    b. Cover all surfaces of hands with hand sanitizer.
    c. Rub hands together until hands are dry.

Vital Signs - Pulse and Respirations

1) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.
2) Explain procedure to resident.
3) Locate the radial pulse by placing tips of fingers on thumb side of the resident's wrist.
4) Count pulse for a full minute (60 seconds).
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.

5) Count respirations for a full minute (60 seconds).
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
6) Record pulse rate on the previously signed recording form.
7) **Candidate's recorded pulse rate is within 4 beats of RN Test Observer's recorded pulse rate.**
8) Record respirations on the previously signed recording form.
9) **Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded respiratory rate.**
10) Place call light or signaling device within easy reach of the resident.
11) Maintain respectful, courteous interpersonal interactions at all times.
12) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub hands together until hands are dry.

Knowledge Exam Vocabulary List

abandonment	anxiety	body mechanics
abdominal thrust	aphasia	body system
abductor wedge	apical	body temperature
abnormal vital signs	apnea	bone loss
abuse	arthritis	bowel program
accidents	aspiration	brain stem
accountable	assault	breathing
activities	assistive device	brittle bones
acute	atrophy	burnout
adaptive devices	axillary temperature	call light
adduction	bacteria	cancer
ADL	basic needs	cardiac arrest
admitting resident	bathing	cardiopulmonary resuscitation
advance directives	bed height	cardiovascular system
afebrile	bed making	care impaired
affected side	bedrails	care plan
aging process	bedrest	cast
agitation	behavior	cataract
AIDS	beliefs	catheter
airborne transmitted diseases	biohazard	cc's in an ounce
Alzheimer's	bladder training	central nervous system
ambulation	bleeding	chain of command
amputees	blindness	charge nurse
anemia	blood pressure	chemical disinfection
angina	bloodborne pathogen	chemical restraint
anterior	body alignment	chemotherapy
anti-embolitic stocking	body fluid	choking
antibiotics	body language	chronic

circulation	diet	feeding
cleaning	digestion	fire
clear liquid diet	dilate	first aid
clergy	disease	flatus
cognitively impaired	disinfection	foot board
colostomy	disoriented	foot care
coma	disposing of contaminated materials	foot drop
combative resident	disrespect	Fowler's
communicable	dizziness	fracture pan
communication	DNR	fractures
competency evaluation	documentation	fraud
conduct	domestic abuse	frayed cord
confidentiality	dorsiflexion	gait belt
conflict	drainage	gastric feedings
confused resident	draw/lift	gastrostomy tube
congestive heart failure	dressing	geriatrics
constipation	droplets	gerontology
contamination	dry skin	gestures
contracture	dying	gifts
converting measures	dysphagia	gloves
COPD	dyspnea	grieving process
coughing excessively	dysuria	group settings
cross contamination	edema	hair care
CVA	elastic stockings	hand care
cyanotic	elderly	hand hygiene
dangling	elimination	hand tremors
de-escalation	elopement	hand washing
death & dying	emesis	health-care team
decubitus ulcer	emotional abuse	hearing aid
deeper tissue	emotional needs	hearing impaired
dehydration	emotional stress	heart attack
delegation	empathy	heart muscle
demanding resident	emphysema	helping residents
dementia	enema	hemiplegia
denture care	epilepsy	hip prosthesis
dentures	essential behaviors	HIPAA
dependability	ethics	HIV
dermatitis	eye glasses	holistic care
development	falls	hormones
developmental disability	fecal impaction	hospice
diabetes	feces	Huntington's
diaphragm		hyperglycemia

hypertension	mistakes	physical therapist
hyperventilation	mobility	physician's authority
immobility	mouth care	plaque
impaired	moving	plate rim
in-house transfer	MSDS	podiatrist
in-service programs	musculoskeletal	positioning
incontinence	nail care	precautions
indwelling catheter	nasal cannula	pressure ulcer
infection	neglect	preventing falls
infection control	non-contagious disease	privacy
initial observations	non-verbal communication	progressive
insomnia	NPO	pronation
intake and output	nursing assistant's role	prostate gland
integumentary system	nutrition	prosthesis
interpersonal skills	nutritional supplement	psychological needs
invasion of privacy	objective	PTSD
ischemia	OBRA	pulse
isolation	occupied bed	pureed diet
jaundice	ombudsman	quadriplegia
job application	oral care	quality of life
job description	oral temperature	RACE (acronym)
lactose intolerance	orientation	radial
laxatives	osteoporosis	range of motion
life support	output	reality orientation
lift/draw sheet	oxygen	rectal
linen	palliative care	refusal
living will	paralysis	regulation
log roll	paranoia	rehabilitation
loose teeth	Parkinson's	religious service
making occupied bed	Parkinson's	reminiscing
male perineal care	passive	renewal
Maslow	pathogen	reporting
masturbation	patience	reposition
measuring height	perineal care	resident abuse
measuring temperature	peristalsis	resident belongings
mechanical lift	personal care	resident independence
medical asepsis	personal items	resident pain
medical record	personal protective equipment	resident pictures
medications	personal values	resident right
memory loss	pet therapy	resident treatment
mental health	phone etiquette	resident trust
microorganism	physical needs	resident's chart

resident's environment	shearing	TIA
resident's families	side rails	tips
residents	skin observation	toenails
respectful treatment	slander	trachea
respiration	smoking	transfers
responsibility	social needs	transporting
restorative care	social worker	tub bath
restraint	specimen	twice daily
resuscitation	spills	tympanic
rights	spiritual needs	unaffected
rigor mortis	stages of grief	unconscious
risk factor	standard precautions	unsteady
role	stealing	urethral
rotation	stereotypes	urinary
safety	stethoscope	UTI
saliva	stress	varicose veins
sanitizer	stroke	vision change
scale	subjective	vital signs
seclusion	sundowning	vomitus
secretions	supine	walker
seizure	survey	wandering resident
self-esteem	swelling	water faucets
semi fowlers	tachycardia	weakness
sensory system	tendons	weighing
sexual abuse	terminal illness	weight
sexual needs	terminology	well-being
sharing information	thick fluid	wheelchair safety
Sharp's container	threatening resident	
shaving	thrombus	

Notes: