

D&S Diversified Technologies LLP

Headmaster LLP

Oregon Nurse Aide Candidate Handbook

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Version 16



Oregon Nurse Aide Candidate Handbook

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Oregon Nurse Aide Candidate Handbook

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test (800) 393-8664			
Questions regarding: obtaining information on official regulations and guidelines for nurse aides • nurse aide certification • renewals • Registry • NOTE: All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: <p style="text-align: center;"><u>OSBN Nurse Portal (boardsofnursing.org)</u></p>			
D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: oregon@hdmaster.com Web Site: www.hdmaster.com	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; padding-right: 10px;"> <i>Monday through Friday</i> 6:00AM – 6:00PM <i>Mountain Standard Time (MST)</i> 5:00AM – 5:00PM <i>Pacific Standard Time (PST)</i> Oregon TMU© Webpage: https://or.tmuniverse.com </td> <td style="width: 50%; border: none; vertical-align: top;"> Phone #: (800) 393-8664 Fax #: (406) 442-3357 </td> </tr> </table>	<i>Monday through Friday</i> 6:00AM – 6:00PM <i>Mountain Standard Time (MST)</i> 5:00AM – 5:00PM <i>Pacific Standard Time (PST)</i> Oregon TMU© Webpage: https://or.tmuniverse.com	Phone #: (800) 393-8664 Fax #: (406) 442-3357
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Oregon State Board of Nursing 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cnacertificates@state.or.us Web Site: www.oregon.gov/OSBN	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; padding-right: 10px;"> <i>Monday through Friday</i> 8:00AM – 4:00PM <i>Pacific Standard Time (PST)</i> </td> <td style="width: 50%; border: none; vertical-align: top;"> <i>All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:</i> <u>OSBN Nurse Portal (boardsofnursing.org)</u> </td> </tr> </table>	<i>Monday through Friday</i> 8:00AM – 4:00PM <i>Pacific Standard Time (PST)</i>	<i>All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:</i> <u>OSBN Nurse Portal (boardsofnursing.org)</u>
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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. Exam candidates must be registered, complete approved nurse aide education, pass both parts of the exam and meet all other requirements of the Oregon State Board of Nursing (OSBN) for certification in Oregon and to have their name placed on the Oregon Nurse Aide Registry.

Oregon approved D&S Diversified Technologies (D&SDT)-Headmaster LLP to provide tests and scoring services for nurse aide testing. For question not answered in this handbook, please contact D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, or go to D&SDT-Headmaster’s Oregon webpage at www.hdmaster.com. The information in this handbook will help you prepare for your examination and should be kept for future reference.

Application to Obtain Oregon CNA1 Certification

Complete the OSBN Nurse Aide application available at the OSBN Nurse Portal, link here: [OSBN Nurse Portal \(boardsofnursing.org\)](http://boardsofnursing.org). **The name entered on your application must be your current legal name. The two forms of identification you will present at the exam site for admission must match the name entered on your application.** Remember to use the same name on the application and all forms, enter your information, answer all questions, provide written explanations of all YES responses to the background questions, and electronically sign and date the application. Double-check your application for accurate and complete information before submission.

Exam Fees

Initial Examination (Knowledge and Skill Tests).....	\$106
Reactivation by Examination (Knowledge and Skill Tests).....	\$106
If Requesting an Audio Knowledge Exam (oral recording)	ADDITIONAL \$35
Retake or Reschedule of both Knowledge and Skill Test	\$70
Retake or Reschedule of Knowledge Test Only	\$25
Retake or Reschedule of Skill Test Only	\$45

All fees paid to the Oregon State Board of Nursing are non-refundable.

Americans with Disabilities Act (ADA)

ADA Compliance

If you have a qualified disability, you may request special accommodations when you apply for the certification examination. Accommodations must be approved by the Oregon State Board of Nursing in advance of examination. The request for ADA Accommodation is available on the OSBN website or by calling OSBN. This form must be submitted with your application packet.

The Oregon Nurse Aide Competency Exam

Released to Test by OSBN

You will receive an email once you are released to test by OSBN. First time exam candidates will be able to schedule to take the knowledge test and skill test on the same day at either an approved Oregon State Board of Nursing regional exam site or at an approved OSBN in-facility exam site.

You must apply for the state competency exam **within one year of your date of nurse aide education program completion**. Your exam date can be scheduled online at <https://or.tmuniverse.com>. (See instructions under ‘Scheduling/Rescheduling into a Test Event’.) If you need help scheduling an exam, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Note: In-facility exam dates are normally arranged by nurse aide education program instructors. Check with your education program instructor to see if your nurse aide education site has been approved for in-facility testing. If your nurse aide education site is an approved in-facility examination site, your nurse aide education program instructor will tell you the exam date that has been scheduled for you when you complete nurse aide education.

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© (<https://or.tmuniverse.com>) using your secure Email or Username and Password and verify that your demographic information is correct.

- 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 verify your demographic information. If your demographic information is not correct, please notify your nurse aide education program.
- **You must notify OSBN any time you have a name or address change.**

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 (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Oregon TMU© Home Page

This is the Oregon TMU© main page <https://or.tmuniverse.com>:

TMU
OREGON

Click on –
Sign In

Sign In

How can we help you today?

Available Test Dates

Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

Forgot Your Password?

Enter your –
Username or
Email and
Password

Click on –
Sign In

If you do not remember your password, follow the instructions under **‘Forgot your Password and Recover your Account’**.

Forgot your Password and Recover your Account

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME Sign In

{ Forgot Your Password? }

*Click on –
Forgot Your
Password?*

Type in your Email Address

*Click on –
Recover Account*


*An email with the reset link will be
emailed to you.*

*Click on the reset link in your email to
reset your password. (See next page.)*

-OR-

*You can type in the requested data
under Using other Information*

*Click on -
Recover Account*

 Sign In

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

{ Recover Account }

OR

Using other Information


LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

{ Recover Account }

 Sign In

Recover Your Account

{ We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered. }

Using your Email Address

E-MAIL ADDRESS *

{ Recover Account }

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

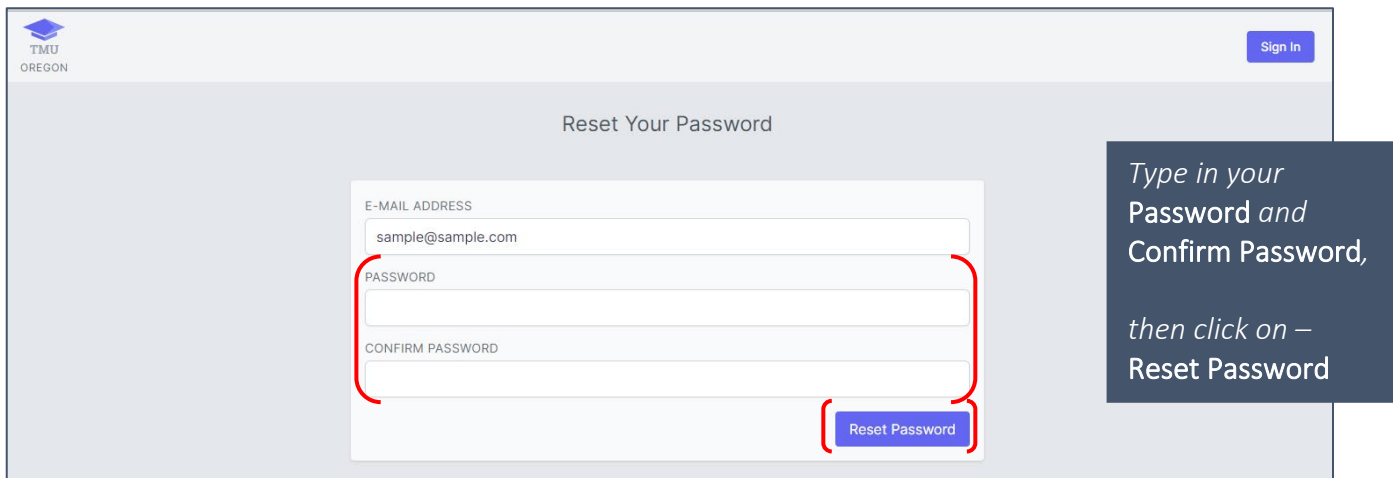
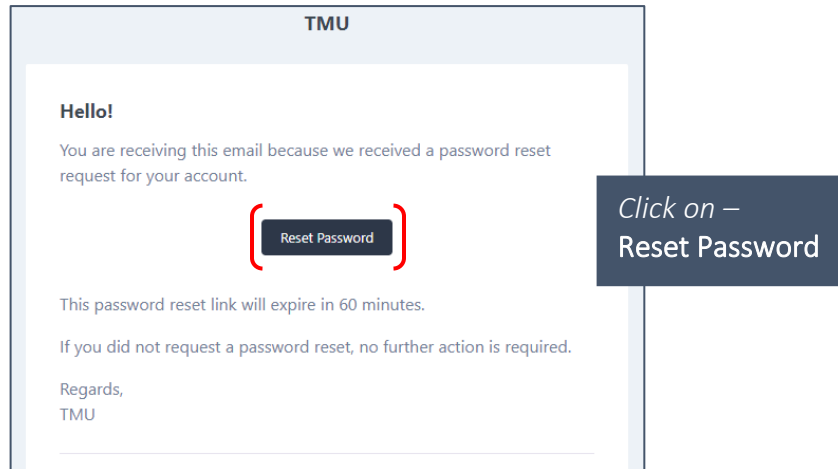
LAST NAME *

ZIP CODE *

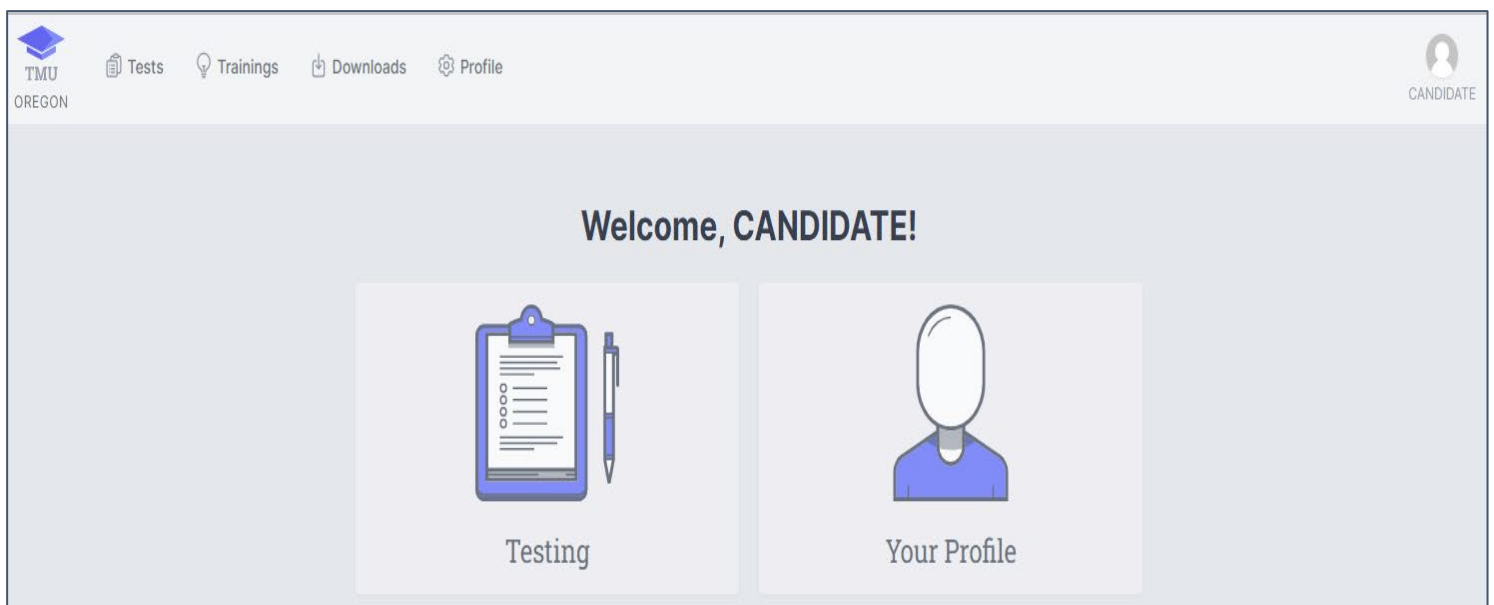
{ Recover Account }

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Email you will receive to reset your password:



Once done resetting your password, your record will open up.

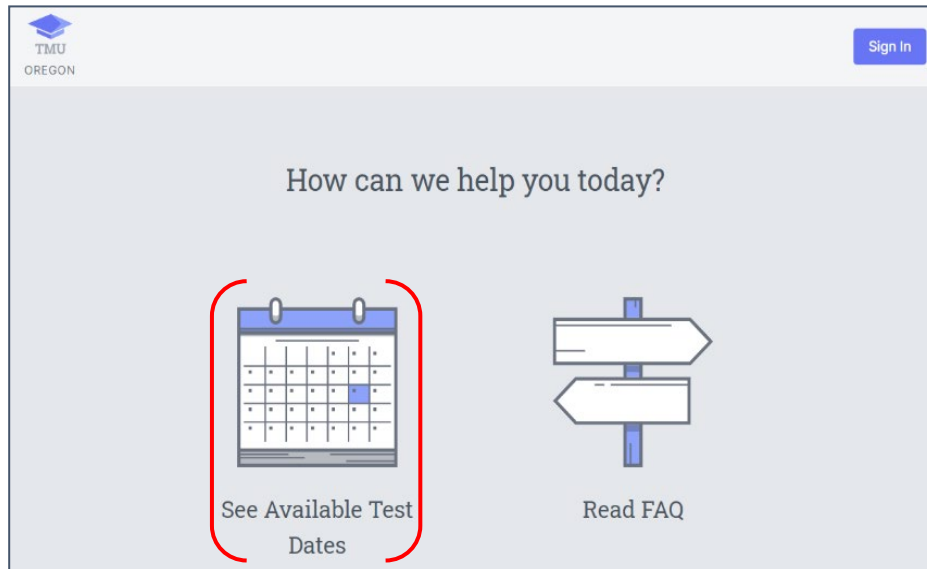


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Viewing Available Exam Dates

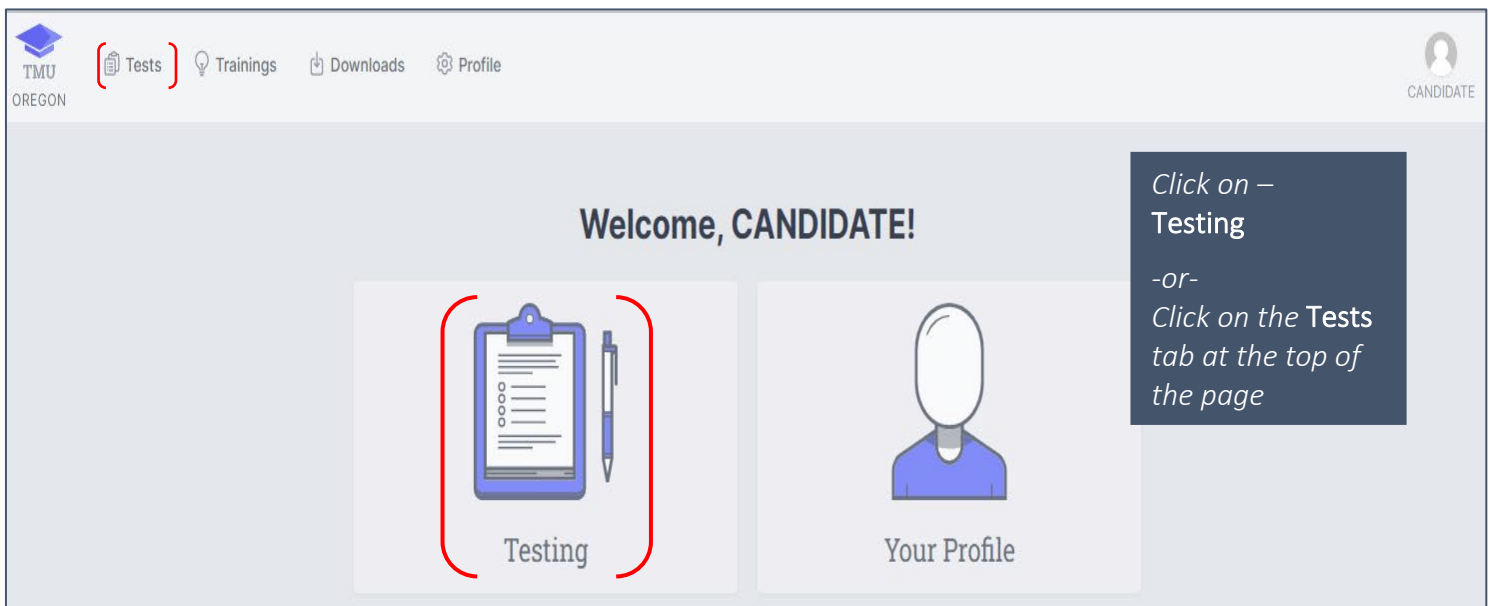
Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© page at <https://or.tmuniverse.com> to view the available examination dates in real time

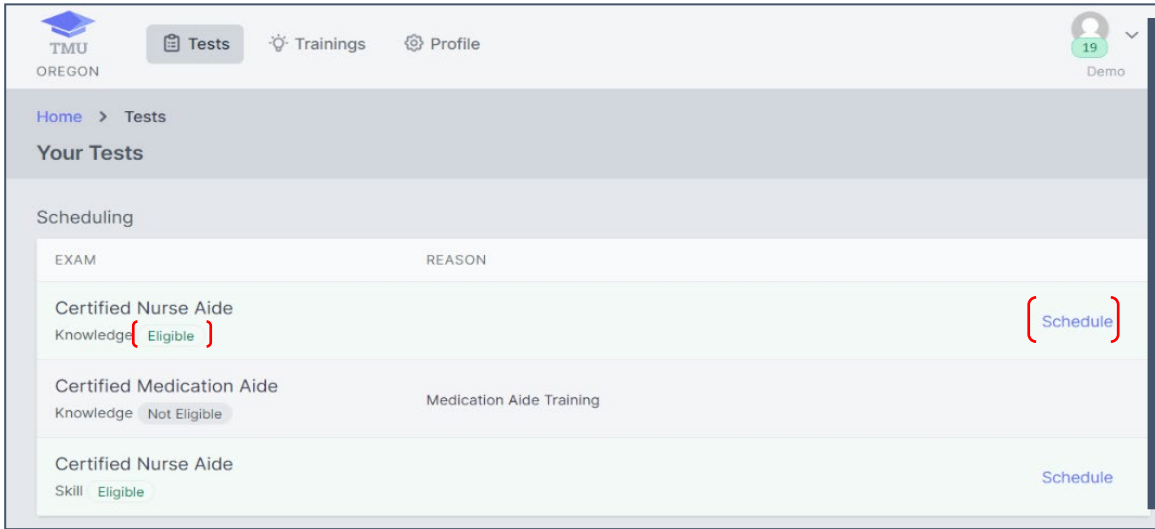


Scheduling/Rescheduling into a Test Event

This is the home screen you will see once you have signed in:



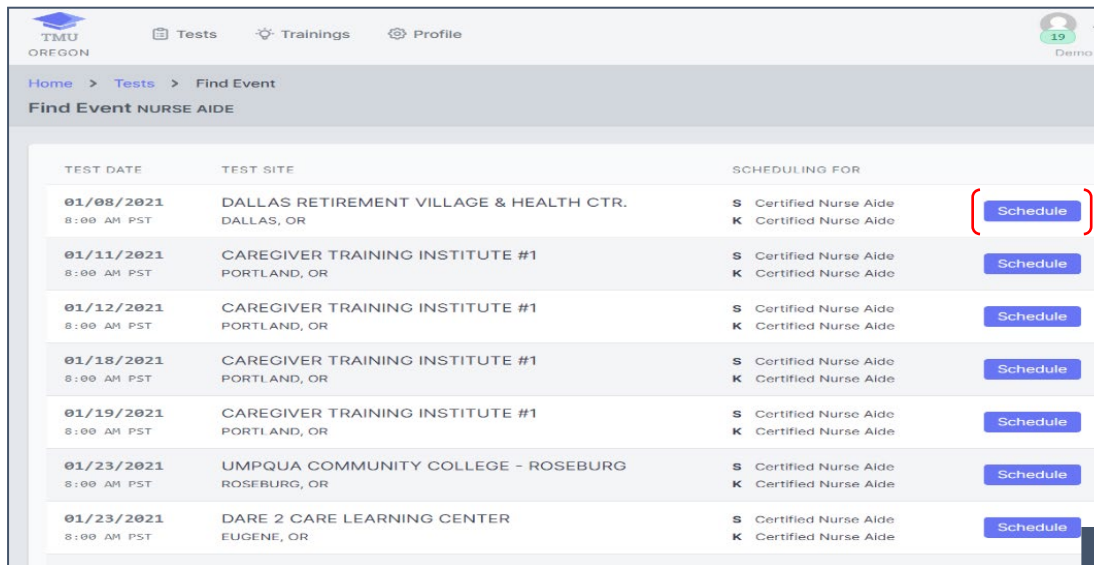
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All eligible test events will appear in this format.

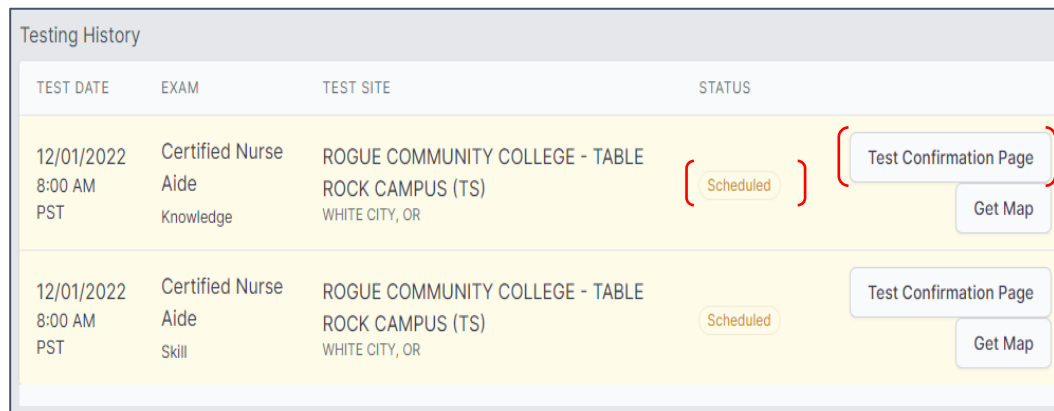
To select a test, click on **Schedule** next to the corresponding desired test component, knowledge or skills.

You will be scheduled for both components at the same event and only need to click on the “schedule” next to either the knowledge or the skill test, not both individually.



To select a test site and date –

Click on **Schedule** next to the corresponding desired test site and date.

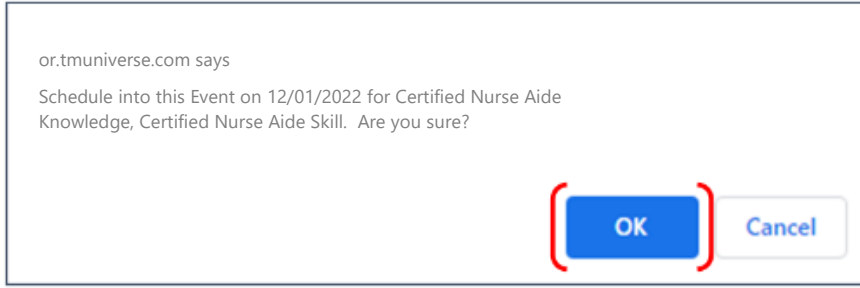


This screen confirms you are scheduled into a test date to take your knowledge and skills exam.

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.

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Click OK on the screen that pops up confirming this is the date and site you wish to schedule into.

Test Confirmation Notice

Candidates can view, verify and print their test confirmation notice any time after scheduling by logging into their TMU@ account at <https://or.tmuniverse.com> and clicking on the “Test Confirmation Page”. Your test confirmation notice is not required for exam admission.

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

Note: Failure to adhere to information in the candidate handbook could result in No Show for your test event.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - Oregon Certified Nurse Aide

[Get Map](#)
[Print Page](#)

Test Date:	06/11/2023
Test Time:	8:30 AM PDT
Test Exam:	Knowledge - Certified Nurse Aide
Test Site:	DARE (TS) EUGENE, OR 97401

JULIANNE
WESTFIR, OR 97492

Click on-
Print to print your confirmation letter.

Click on-
Get Map to get directions to the test site.

- TESTING BEGINS AT 8:30 AM PDT: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to <https://or.tmuniverse.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Oregon Candidate Handbook** (for MA: **Medication Aide Competency Exam** section of the **Oregon Medication Aide Candidate Handbook**) regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Nurse Aide Candidate Handbook](#)
[Click to open the Medication Aide Candidate Handbook](#)

Driving Directions

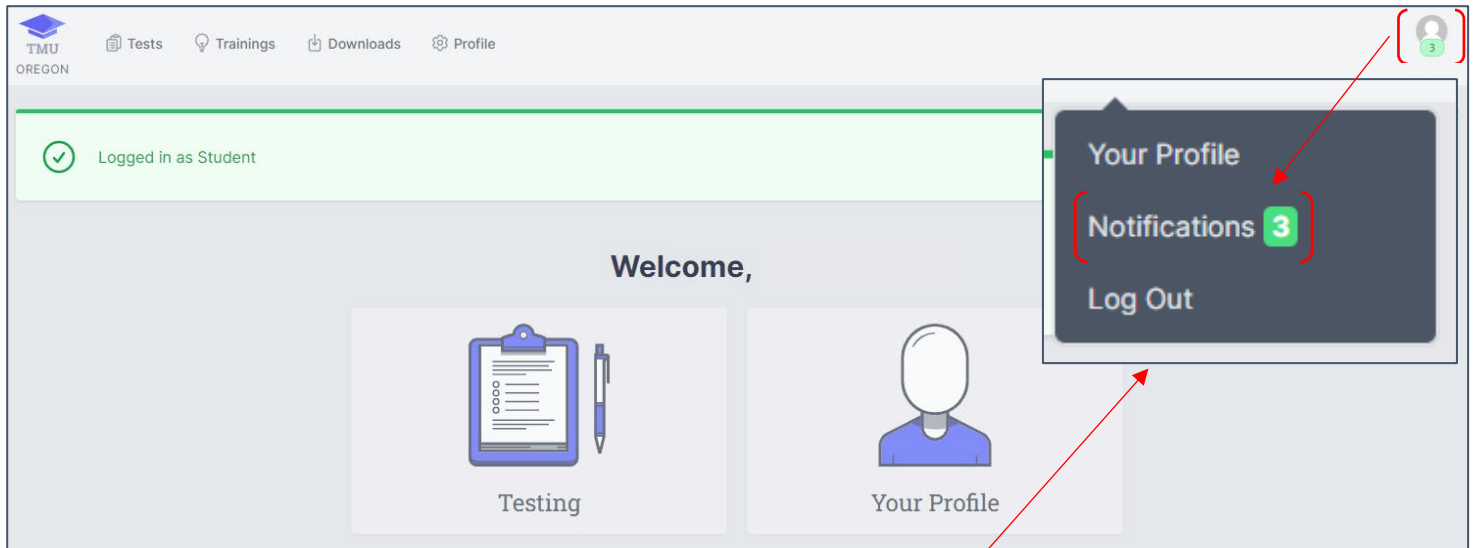
Note: Candidates who self-schedule online, or those scheduled by their nurse aide education programs, will receive their test confirmation at the time they are scheduled. D&SDT-Headmaster does not send postal mail test confirmation letters to candidates.

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

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Checking/Viewing your 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:

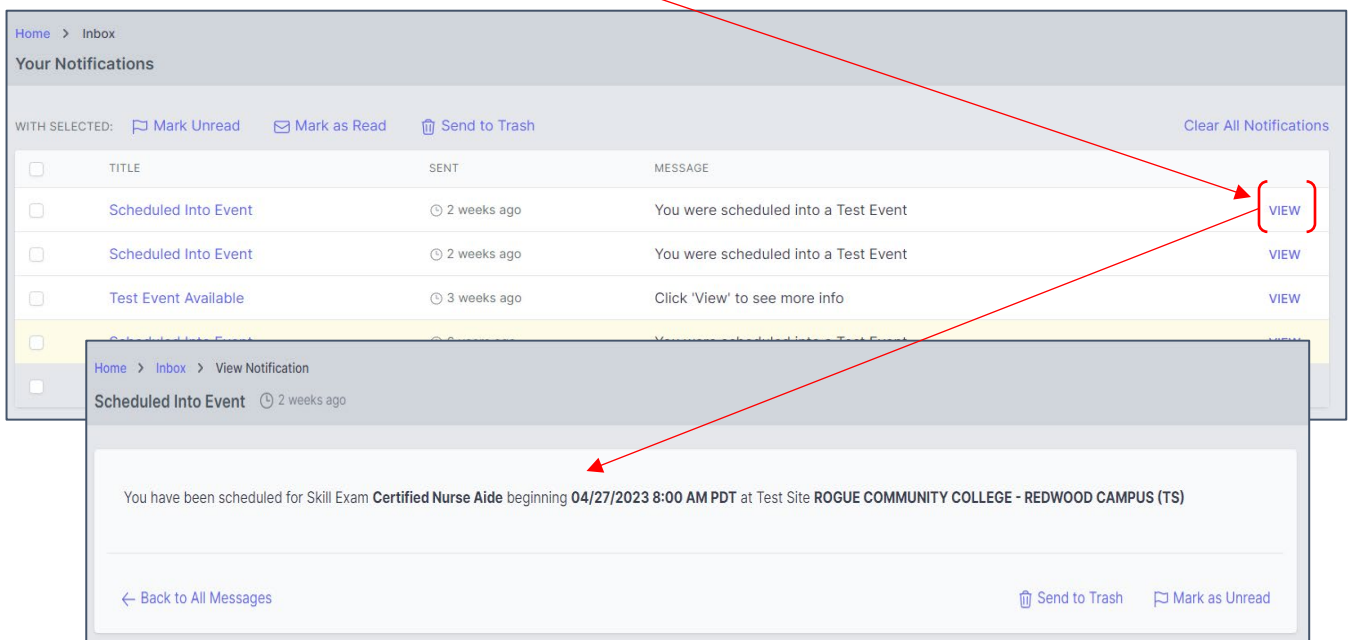


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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.



Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (For example: if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:30AM to 7:40AM.)

- 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

Wear comfortable, appropriate, clothing and non-skid shoes to your examination. You may wear nurse aide attire, such as scrubs, if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

You may bring a standard watch with a second hand. No smart watches or fitness monitors are allowed.

Identification

You must bring **two forms of original (no photo copies), signature-bearing, current (not expired) proper identification to test. At least one of the signature ID’s must contain your photograph.** Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- Driver’s License (*non-expired from any state is acceptable*)
- State-issued Identification Card (*non-expired from any state is acceptable*)
- Passport (*Passport Cards are not acceptable*)
- Military Identification Card (*that meets all identification requirements*)
- Alien Registration Card (*that meets all identification requirements – may contain a fingerprint in place of a signature*)
- Tribal Identification Card (*that meets all identification requirements*)
- Work Authorization Card (*that meets all identification requirements*)
- Social Security Card (there is not an expiration date, but must be signed to be acceptable)
- Credit or Debit Card (*that meets all identification requirements*)
- 1st Aid or CPR Card (*that meets all identification requirements*)
- School or high school ID for current year with signature

Note: 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. You will not be admitted for testing and you will be considered a NO SHOW.

The name on your two forms of identification must match the name on your nurse aide application packet submitted to OSBN. If you have had a legal name change since submitting your application packet, you must bring an official document proving your legal name has changed such as a marriage certificate or divorce decree. **You must notify OSBN any time you have a name or address change.**

Please note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your identification is not expired.
 - Be sure your identification documents are signed.
 - Check to be positive that both your FIRST and LAST printed names on your identification documents match your current name of record in TMU©.


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In the cases where names do not match or your IDs are not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.


You will be required to re-present your photo-bearing ID when you enter the skills lab for your skills exam. Please keep your photo-bearing ID with you during the entire exam day.

REQUIRED INFORMATION FOR THE TWO FORMS OF IDENTIFICATION

FIRST PHOTO BEARING ID



REVERSE SIDE OF ALL CARDS




1. Full Legal Name (FIRST & LAST)
2. Photo-Bearing Identification (one ID must contain photo)
3. MUST BE SIGNED
4. Non-Expired

FIRST and LAST names match on both forms of ID

Both ID's MUST BE SIGNED and the signatures on both ID's MUST MATCH

SECOND FORM OF ID



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. PDF and Oral versions are also available anytime from your smart phone via the knowledge and skill test instructions link under the Candidate Forms column on D&SDT-Headmaster's [Oregon webpage](#).

These instructions detail the process and what you can expect during your exams. Please read through each instruction (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 site. The RN Test Observer and Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room and/or skill test lab.

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under **'Virtual Knowledge Exam Option'** in the Knowledge/Audio Test section for information and where the Virtual Knowledge Test Instructions can be found on the Oregon CNA webpage at www.hdmaster.com, click on Oregon CNA.

Testing Policies

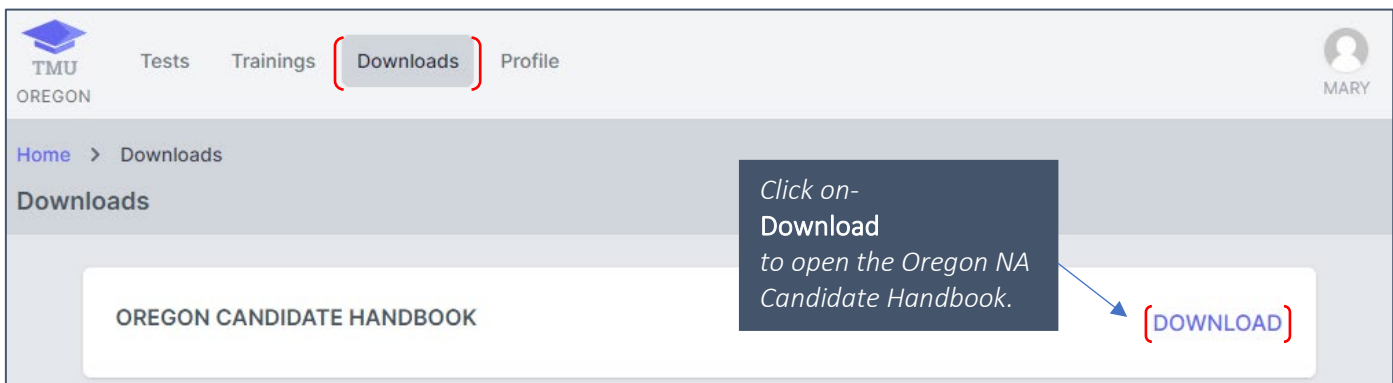
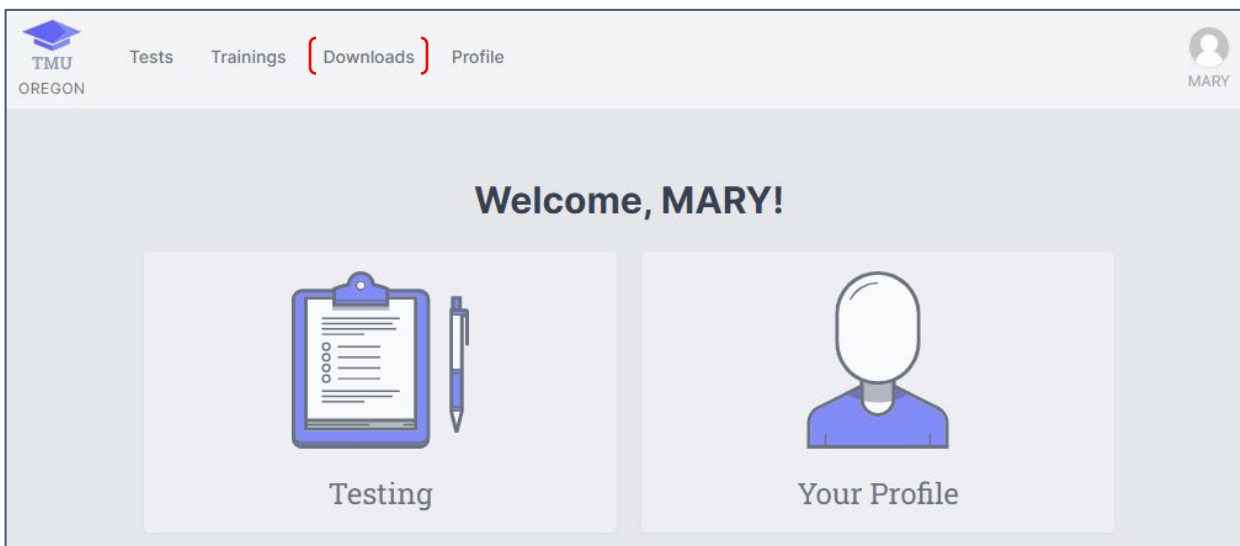
The following policies are observed at each test site—

- Make sure you have signed in to your TMU© record at <https://or.tmuniverse.com> before your test date to update your password and verify your demographic information. Refer to the ‘**Complete Your Initial Login**’ section of this handbook for instructions and information.
 - If you have not signed in and updated your password and verified your demographics in 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 eight (8) hours. Please plan your day accordingly.
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20-30 minutes before your scheduled start time – if you test start time is 8:00AM, you need to be at the test site by 7:40AM **at the latest**), you may 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 two valid and appropriate current, signature-bearing with at least one containing a photo, forms of ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
 - If the FIRST and LAST printed names on both forms of your IDs do not match your current name of record, you will not be admitted to the exam, considered a No Show 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*. You must re-pay your testing fees to the Oregon State Board of Nursing and be released to test in order to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, 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.
 - If you are scheduled into a virtual knowledge exam, please see procedures/policies under ‘**Virtual Knowledge Exam Option**’ in the Knowledge/Audio Test section.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), have their test scored as a failure, forfeit all testing fees, will be reported to their nurse aide education program and the Oregon State Board of Nursing (OSBN) and you will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Language translation dictionaries, devices or non-approved language translators in any format are not allowed. (Both virtual and on-site knowledge test events).
- You may not take 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 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.

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- 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 failure and you will be reported to your nurse aide education program and the Oregon State Board of Nursing.
- 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 perform the skill 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 at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, as soon as possible to reschedule a new test date. You must email a doctor's order **within three (3) business days** of your scheduled exam day to qualify for a free reschedule. Email to: oregon@hdmaster.com.
- After check-in and ID verification, the knowledge test will be administered to candidates. After candidates finish the knowledge test, they will be assigned a time to take their skill test by the RN Test Observer. For skill retakes only, the RN Test Observer will inform you of your skill test time at check-in before starting the knowledge exam. You will take notify you of your skill test time when you check-in for your test event at check-in.
- Please review this [Oregon 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:



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Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped. You will be dismissed from the testing room, your test will be scored as a failed attempt, you will forfeit any testing fees paid and a report of your behavior will be provided to your training program and to OSBN. You will not be allowed to retest without OSBN approval.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and to OSBN and is 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 without OSBN approval.

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, Bluetooth connected devices, navigating to other browsers, etc.), 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. A report of your behavior will be provided to your training program and to OSBN and you will not be allowed to retest without OSBN approval.

Rescheduling and No Show Policies

Reschedule

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online in your TMU© record at or.tmuniverse.com up until three (3) business days, **excluding** Saturdays, Sundays and Holidays, before your scheduled exam date. If you need assistance, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

- Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by the Tuesday before your scheduled exam.

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

Please note: Reschedules will not be granted less than three (3) full business days prior to a scheduled test date.

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least three (3) full business days prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, OR if you are turned away for lack of proper identification or any other reason to deem you ineligible to test, you will be

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considered a **NO SHOW**. You will forfeit all fees paid and must submit a new testing fee to OSBN and be released to test to schedule yourself into a new test event.

These fees partially offset D&SDT-Headmaster costs incurred for services requested and resulting work that is performed. If you do not reschedule online before three (3) business days preceding a scheduled test event, a No Show status will exist.

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 or great-grand parent, sibling, child, spouse or significant other.)
- **Virtual knowledge 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 your computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

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.

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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*.

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© record the day your test is officially scored after 7:00PM Mountain Standard time (MST)/6:00PM Pacific time (PST). You will be provided a link to complete the exit survey when you access your test results. 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.

Exam 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 scoring teams in D&SDT-Headmaster's Helena, Montana office. You may securely access your results in your own record in TMU© at <https://or.tmuniverse.com>. Official test results are available to you after 7:00PM Mountain Standard time/6:00PM Pacific Standard time the day tests are scored.

To view your test results, sign in to your record in TMU© at <https://or.tmuniverse.com>. (Refer to the screen shots below.)

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Testing History

Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS
11/22/2022 8:00 AM PST	Certified Nurse Aide Knowledge	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed
11/22/2022 8:00 AM PST	Certified Nurse Aide Skill	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed

Click on – Details to view your results.
Click on Print Test Results to print your results.
Click on Please take our satisfaction survey to complete the exit survey.

Sample NA exam results report:

← Back Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM
OREGON CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Sunday, March 26, 2023

Dear Melinda,

You have **passed** the knowledge portion of the Certified Nurse Aide exam. Your overall knowledge test score is 91.25%.
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:

Knowledge Exam Results By Subject Area

Safety	63%
Communication	100%
Infection Control	100%
Client Rights	100%
Data Collection	100%
Basic Nursing Skills	100%
Role / Responsibility	86%
Disease Process	100%
Mental Health	100%
Personal Care	73%
Care Impaired	100%
Growth and Development across the Ages	100%

Skill Exam Incomplete Steps

1-2023: Perineal Care for a Male Client - Changing Brief w/Hand Washing
Using a clean portion of a washcloth, cl...
Uses water and a clean, soapy washcloth.
Cleans from scrotum to rectal area.
Used a clean portion of a washcloth for...
Using a clean portion of a washcloth, ri...
Used a clean portion of a washcloth for...
Pats dry.
Rubs hands together for 20 seconds with...
1-2023: Range of Motion Exercise for Client's Hip and Knee
Positions client supine.

Manual Skill Task(s) Failed: 1-2023: Perineal Care for a Male Client - Changing Brief w/Hand Washing **Vocabulary words to study:** clear liquid diet, wheelchair safety, shaving, safety, shaving, mechanical lift, community based care setting

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OSBN will receive your results for state record the day your test is scored. D&SDT-Headmaster and OSBN cannot release results over the phone. Exam results are normally available online after 7:00PM Mountain Standard time/6:00PM Pacific Standard time (excluding Saturdays, Sundays and Holidays) one business day after the exam date.

When you pass your exam, you may be certified and listed on the Oregon Nurse aide Registry **ONLY AFTER** you have met all OSBN requirements. **One** of those requirements includes passing **both** the knowledge and skill test components of the Oregon nurse aide examination.

Please note: D&SDT-HEADMASTER does not send postal mail letters or email test results to candidates.

Test Attempts

You must apply for the state competency exam **within one year of your date of nurse aide education program completion.**

An attempt means checking in for the competency evaluation and signing in to the TMU© knowledge test or entering the skills test lab and hearing the skills that are to be performed. If a candidate decides to not complete the test after signing in to the knowledge test or entering the skills test lab and hearing the tasks to be performed, the attempt will be scored as a failure.

Retaking the Nurse Aide Test

In the event that your test results inform you that you failed the knowledge and/or skill portion of the examination and when you want to apply for a retest, you will need to repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at: [OSBN Nurse Portal \(boardsofnursing.org\)](https://boardsofnursing.org). Once your payment is processed by OSBN and they authorize (release) you to test, you will receive an email and then you can schedule a new exam date. **Follow the instructions for 'Scheduling/Rescheduling a Test Event'.**

Retaking the Knowledge Exam Virtually

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

In the event that your test results inform you that you failed the knowledge portion of the examination and when you want to apply for a knowledge retest, you will need to repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at: [OSBN Nurse Portal \(boardsofnursing.org\)](https://boardsofnursing.org). Once your payment is processed by OSBN and they authorize (release) you to test, you will receive an email and then you can schedule a new knowledge exam date. To schedule your knowledge exam virtually, **follow the instructions under 'Virtual Knowledge Exam Option'** under the Knowledge/Audio Test section.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. To request a review, you must submit 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). Requests may be sent via email oregon@hdmaster.com, fax (406)442-3357 or mail (post marked within 3 business days from official scoring of your test) P.O. Box 6609, Helena, MT 59604. Late requests will not be considered.

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PLEASE READ BEFORE EMAILING YOUR TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM MST/5:00AM to 5:00PM PST, Monday through Friday, excluding Holidays, and discuss the test outcome you are questioning. 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, you may submit a Test Review Request.

One qualification for certification as a nurse aide in Oregon is demonstration by examination of minimum nurse aide knowledge and skills. The 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. 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 for any additional recollection of your test(s). D&SDT-Headmaster cannot discuss test results or test reviews with the candidate's nurse aide education program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes 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 Oregon State Board of Nursing.

The Knowledge/Audio Test

You will be required to re-present your photo-bearing ID when you enter the knowledge test room. Please keep your photo-bearing 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 **ninety (90) minutes** to complete the **80 question** Knowledge Test. You will be told when fifteen 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 (KTP) will have scratch paper available for use during your knowledge exam.

You must have a score of 73% or better to pass the knowledge portion of the exam.

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

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge test. Please see the information under '**Completing Your Initial Login**' to sign in to your record in TMU©.

- The Knowledge Test Proctor will provide you a code at the test event to start your test.

An audio (oral) version of the knowledge test is available. However, you must request an Audio test when you submit your application to OSBN and pay the audio test fee. There is an additional charge for an Audio test. You will listen to the questions read to you, in a neutral manner with headphones/earbuds plugged into the computer and will have control buttons on the computer screen to play, rewind, pause etc.

The knowledge and/or audio knowledge test is in English. No other language is approved by OSBN for examination. Translation dictionaries, devices or non-approved language translators of any type are not allowed during testing.

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All test materials (including scratch paper) 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 Oregon State Board of Nursing.

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 a '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.

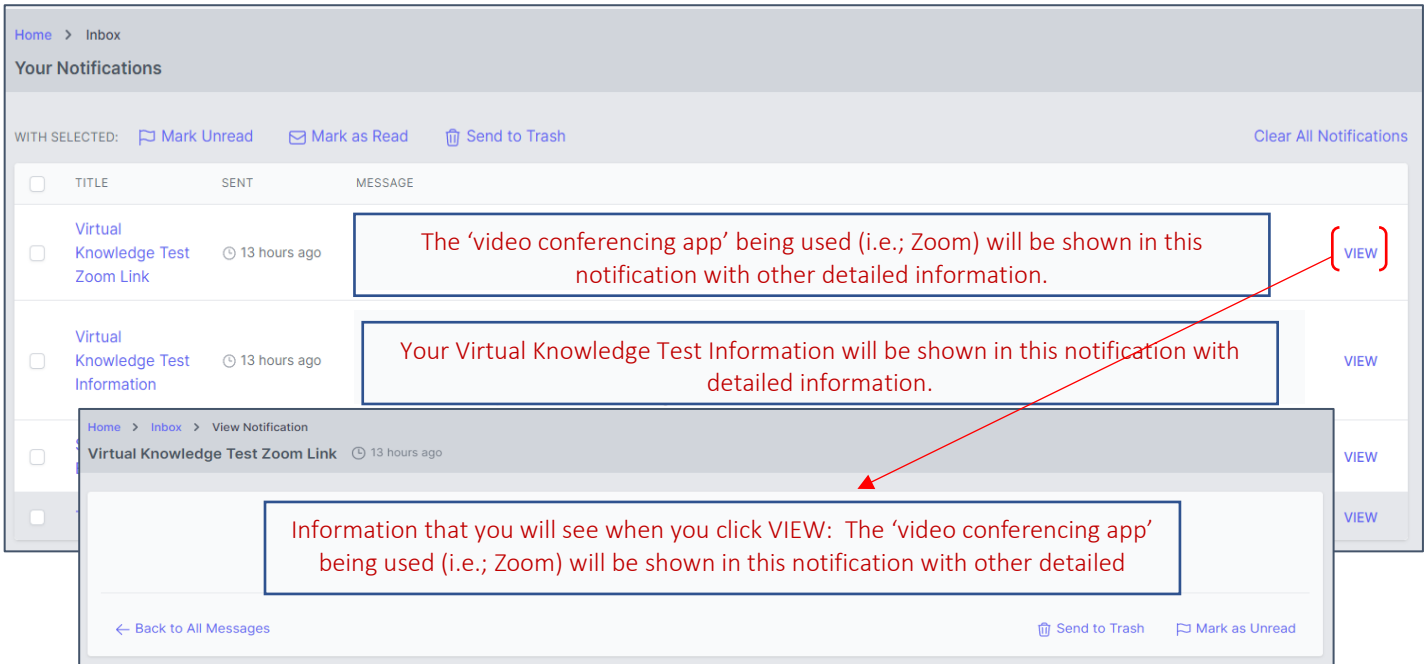
Scheduling a Virtual Knowledge Exam

You will need to sign in to your TMU© record using your Username or Email and Password and follow the instructions to 'Scheduling/Rescheduling into a Test Event'. Please make sure you have met the 'Virtual Knowledge Exam 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 'Scheduling/Rescheduling into a Test Event', 'Test Confirmation Letter' and the 'Checking/Viewing your Notifications' 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 and in your notifications.
 - 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 showing an example of what a notification regarding your virtual knowledge exam will entail that follow on the next page:

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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 your virtual exam 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 two forms of 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.

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.
- The knowledge and/or audio knowledge test is in English. No other language is approved by OSBN for examination. Translation dictionaries, devices or non-approved language translators of any type are not allowed during virtual testing.

Please call D&SDT-Headmaster during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

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Knowledge Test Content

The Knowledge Test consists of 80 multiple-choice questions. Questions are selected from subject areas based on the Oregon State Board of Nursing (OSBN) approved Oregon test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and number of questions from each subject area are as follows:

SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	6
Care Impaired	5
Client Rights	5
Communication	14
Data Collection	7
Disease Process	4
Growth & Development Across the Ages	2
Infection Control	5
Mental Health	6
Personal Care	11
Role and Responsibility	7
Safety	8

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 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 bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room with the floor the linen fell on

The Manual Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating Oregon 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-bearing ID that you showed 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.
- The RN Test Observer will show you where supplies are located and demonstrate the use of the equipment you will need for your three (3) or four (4) assigned skill tasks before starting your skill test.
- Each of your randomly selected three (3) or four (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.
- **EFFECTIVE 1-1-2023:** You will be allowed a maximum of **thirty-five (35) minutes** to complete your three (3) or four (4) tasks. After 20 minutes have elapsed, you will be alerted that 15 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 correctly perform all of the key steps and 80% of all non-key steps on each task assigned in order to pass the Skill Test. Key steps have been recommended by OSBN's Test Advisory Panel and approved by the Oregon State Board of Nursing.
- 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.

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- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted **thirty-five (35) minutes** or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are generally 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 and correction to steps that are only verbalized WILL NOT COUNT.**

Skill Test Recording Form

The RN test observer will provide a recording form similar to the one displayed below.

RECORDING FORM

Candidate's Name: _____	
PLEASE PRINT	
TEMPERATURE: _____	PULSE: _____ RESPIRATIONS: _____
PULSE OX %: _____	BLOOD PRESSURE: _____ / _____
URINARY OUTPUT: _____ ml	
Glass 1: _____ Glass 2: _____ Glass 3: _____ TOTAL INTAKE: _____ ml	TOTAL FLUID INTAKE: _____ ml FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

Your nurse aide education program has prepared you for all of the skill tasks that you may be asked to perform. You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Bedpan and Output with Hand Washing
- Catheter Care of a Male with Hand Washing (DEMONSTRATED ON MANIKIN)
- Donning an Isolation Gown and Gloves then Emptying a Urinary Drainage Bag with Hand Washing
- Perineal Care of a Female with Hand Washing (DEMONSTRATED ON MANIKIN)
- Perineal Care of a Male and Changing a Soiled Brief with Hand Washing (DEMONSTRATED ON 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 (2) or three (3) 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 three of the tasks; the catheter care and perineal care tasks will be done on a manikin. You will be scored only on the steps listed.

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the five 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 tasks and record what they see 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 Oregon nurse aide skill test and the steps included are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting.

1) AMBULATION OF A CLIENT WITH A WALKER USING A GAIT BELT

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain procedure to client.
- Lock bed brakes to ensure client's safety.
- Lock wheelchair brakes to ensure client's safety.
- Lower bed so client's feet will be flat on the floor when sitting on the edge of the bed.
- Bring client to sitting position.
- Assist client in putting on shoes.
- Place gait belt around the client's waist to stabilize trunk. Tighten gait belt.
- Check gait belt by slipping fingers between gait belt and client.
- Assist client to stand.
- Position walker in front of client.
- Ensure client has stabilized walker.
- Position self behind and slightly to side of client.
- Walk to the side a little behind the client.
- Safely ambulate client at least 10 steps to the wheelchair.
- Assist client to sit in the wheelchair in a controlled manner that ensures safety.
- Remove gait belt.
- Use correct body mechanics at all times.
- Leave client in position of comfort and safety.
- Maintain respectful, courteous interpersonal interactions at all times.

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- Place client within easy reach of call light or signaling device.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

2) ASSISTING A CLIENT TO USE A BEDPAN WITH HAND WASHING

(One of the possible mandatory first tasks)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Raise bed to a comfortable working height.
- Position client on bedpan correctly.
- After placing bedpan, raise head of bed to comfortable level.
- Leave call light within reach of client.
- Leave room until called.
- Put on gloves.
- Gently remove bedpan.
- Measure output using a graduate.
- Empty graduate into toilet, rinse receptacles and empty rinse water into toilet.
- Lower bed.
- Record output on recording form.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels to trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. *(NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)*

3) ASSISTING A DEPENDENT CLIENT WITH A MEAL IN BED

- Knock on door.

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- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain procedure to the client.
- Read aloud the diet card to check that the client has received the correct tray.
- Position the client in an upright position, *at least* 45 degrees.
- Sit next to the client while assisting with meal.
- Describe the foods being offered to the client.
- Offer fluids frequently. (*There will be 2 glasses instead of 1.*)
- Offer small amounts of food at a reasonable rate.
- Allow client time to chew and swallow.
- Wipe client's hands and face during meal as needed.
- Leave client clean and in a position of comfort.
- Record intake of total solid food eaten as a percentage on recording form.
- Record fluid intake in ml on recording form.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

4) BED BATH FOR A CLIENT (WHOLE FACE, ARM, HAND AND ARMPIT)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain procedure to the client.
- Provide privacy - pull curtain.
- Raise bed to a comfortable working height.
- Keep client covered (towel, bath blanket, gown or sheet).
- Remove client's gown.
- Fill basin with comfortably warm water.
- Wash face without soap.
- Dry face.
- Place towel under arm, exposing one arm.
- Using soap: wash arm, hand, and armpit.
- Rinse arm, hand, and armpit.
- Dry arm, hand, and armpit.
- Assist client to put on a clean gown.
- Rinse basin.
- Store basin.
- Dispose of soiled linen in appropriate container.
- Lower bed.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:

- Cover all surfaces of hands with hand sanitizer.
- Rubs hands together until hands are completely dry.

5) CATHETER CARE FOR A MALE CLIENT WITH HAND WASHING

(One of the possible mandatory first tasks) (DEMONSTRATED ON A MANIKIN)

- Knock on door.
 - Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
 - Explain the procedure to the client.
 - Provide privacy - pull curtain.
 - Fills basin with comfortably warm water.
 - Put on gloves.
 - Lift client's gown to expose catheter area.
 - Physically checks that urine can flow unrestricted into the drainage bag.
 - Use soap and water to carefully wash around the penis where the catheter exits the body.
 - Hold catheter where it exits the urethra.
 - With fingers near the urethra, clean at least 3-4 inches down the catheter tube.
 - Clean with stroke(s) only away from the urethra.
 - Use clean portion of cloth for stroke(s).
 - Rinse using stroke(s) only away from the urethra.
 - Rinse using clean portion of cloth for stroke(s).
 - Pat dry.
 - Do not allow the tube to be pulled at any time during the procedure.
 - Replace top cover over client.
 - Rinse basin.
 - Return basin to storage.
 - Leave client in a position of safety and comfort.
 - Maintain respectful, courteous interpersonal interactions at all times.
 - Leave call light or signaling device within easy reach of the client.
 - Wash hands - turn on water.
 - Begin by thoroughly wetting hands.
 - Apply soap to hands.
 - Rub hands together for 20 seconds using friction *with soap*.
 - Wash all surfaces of hands and wrists with soap.
 - Clean under fingernails *with soap*.
 - Using friction, rub interlaced fingers together while pointing downward *with soap*.
 - Rinse hands thoroughly under running water with fingers pointed downward.
 - Dry hands *and wrists* with clean paper towel(s).
-
- Turn off the faucet with a paper towel.
 - Discard paper towels to trash container as used.

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- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

6) DRESSING A CLIENT

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Keep client covered while removing gown.
- Remove client's gown.
- Place used gown in laundry hamper.
- When dressing the client in a shirt/blouse, begin with the weak side first and insert your hand through the sleeve of the shirt/blouse and grasp the hand of the client.
- When dressing the client in sweat pants assist the client to raise their buttocks or rock client side to side and draw the pants over the buttocks and up to the client's waist.
- When putting on the client's socks, draw the socks up the client's foot until they are smooth.
- Leave the client comfortably and properly dressed.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

7) MOUTH CARE (BRUSHING CLIENT'S TEETH)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Drape the chest with towel to prevent soiling.
- Put on gloves.
- Apply toothpaste to toothbrush/toothette.
- Brush all inner, outer, and chewing surfaces of all upper and lower teeth.
- Clean tongue.
- Clean gums.
- Assist client in rinsing mouth.
- Wipe/dry client's mouth.
- Remove soiled linen.
- Place soiled linen in hamper or equivalent.
- Empty emesis basin.
- Rinse emesis basin.

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- Rinse toothbrush or dispose of toothette.
- Return emesis basin and toothbrush to storage.
- Leave client in position of comfort and safety.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

8) PERINEAL CARE FOR A FEMALE CLIENT WITH HAND WASHING

(One of the possible mandatory first tasks) (DEMONSTRATED ON A MANIKIN)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client/manikin.
- Provide privacy - pull curtain.
- Raise bed to a comfortable working height.
- Fill basin with comfortably warm water.
- Put on gloves.
- Remove covers from client.
- Make sure client is comfortably positioned on back.
- Lift client's gown to expose perineum only.
- Separate labia.
- Use water and a clean, soapy washcloth.
- Clean one side of labia from top to bottom.
- Use a clean portion of a washcloth with each stroke for each step.
- Clean other side of labia from top to bottom.
- Clean the vaginal area from top to bottom, rinse the area from top to bottom, pat dry.
- Assist client to turn onto side.
- Use water and a clean, soapy washcloth.
- Clean from vagina to rectal area.
- Use a clean portion of a washcloth for any cleaning stroke(s).
- Rinse area from vagina to rectal area.
- Pat dry.
- Position client (manikin) on their back.
- Dispose of soiled linen in an appropriate container.
- Lower bed.
- Rinse basin, return basin to storage.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.

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- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels to trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

9) PERINEAL CARE FOR A MALE CLIENT, CHANGING A SOILED BRIEF WITH HAND WASHING

(One of the possible mandatory first tasks) (DEMONSTRATED ON A MANIKIN)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain procedure to the client/manikin.
- Provide privacy – pull curtain.
- Raise bed to a comfortable working height.
- Obtain new brief.
- Fill basin with comfortably warm water.
- Put on gloves.
- Remove covers from client.
- Make sure client is comfortably positioned on back.
- Lift client's gown to expose perineum only.
- Gently grasp penis.
- Use water and a clean, soapy washcloth.
- Use a clean portion of a washcloth, clean tip of penis starting at the urethral opening working away with a circular motion towards the body.
- Use a clean portion of a washcloth for each stroke, clean the shaft of the penis with firm motion towards the body.
- Use a clean portion of a washcloth, clean scrotum.
- Use a clean wash cloth, rinse.
- Use a clean portion of washcloth for each stroke, rinse penis.
- Use a clean portion of washcloth with each stroke, rinse scrotum.
- Pat dry.
- Roll the front of the soiled brief tucking it under the scrotum.
- Dispose of soiled brief by placing brief in trash can.
- Assist client to turn onto side.
- Use water and a clean, soapy washcloth.
- Clean from scrotum to rectal area.
- Use a clean portion of washcloth for any cleaning stroke(s).
- Use a clean portion of the washcloth for each stroke, rinse from scrotum to rectal area.
- Pat dry.

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- Position client (manikin) on their back.
- Apply brief.
- Dispose of soiled linen in an appropriate container.
- Lower bed.
- Rinse basin.
- Return basin to storage.
- Maintain respectful courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of client.
- Wash hands - turn on water.
- Begin by thoroughly wetting hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels to trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

10) PUTTING ON GOWN AND GLOVES, MEASURE AND RECORD CLIENT'S OUTPUT FROM A URINARY DRAINAGE BAG, REMOVE GOWN AND GLOVES WITH HAND WASHING

(One of the possible mandatory first tasks)

- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Face the back opening of the gown.
- Do not shake gown during unfolding.
- Place arms through each sleeve.
- Secures the neck opening.
- Tie the waist in the back or on the side.
- Clothing, both front and back, is covered as completely as possible.
- Put on gloves. Gloves overlap gown sleeves at the wrist.
- Knock on door.
- Explain procedure to client.
- Provide privacy – pull curtain.
- Place a barrier on the floor under the drainage bag.
- Place the graduate on the previously placed barrier.
- Open the drain to allow the urine to flow into the graduate.
- Completely empty urinary drainage bag.
- Do not touch the graduate with any portion of the tubing.
- Close the drain.

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- Secure drain.
- Record the output in ml's on the recording form.
- Empty graduate into toilet.
- Rinse graduate.
- Empty rinse water in toilet.
- Return equipment to storage.
- Leave client in a position of safety and comfort.
- Remove gloves before removing gown **or** with gloves on pulls/pops gown off by pulling on the front of the gown.
- Remove gloves turning inside out and folding one glove inside the other **or** pulls/pops gown from neck always keeping gloved hands on outside (contaminated) portion of the gown.
- Do not touch outside of gloves with bare hand at any time **or** works gown down the arms from the neck and rolls gown inside out as it is removed.
- Dispose of the gloves, without contaminating self, in appropriate container **or** peels gloves off keeping them inside out and rolled up inside the gown.
- Remove gown at the neck with bare hands if not using alternate method of removal.
- Unfasten gown at the waist with bare hands if not using alternate method of removal.
- Remove gown by folding/rolling soiled area to soiled area with either method of removal.
- Candidate's bare hands never touch soiled surface of gown.
- Dispose of gown in an appropriate container.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels to trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

11) RE-POSITION CLIENT ON THEIR SIDE IN BED

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Position bed flat.
- Raise bed to a comfortable working height.

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- Ensure that the client's face never becomes obstructed by the pillow.
- Assist/turn client onto the correct side as read to them in the scenario.
- Check to be sure client is not lying on their arm.
- Maintain client's correct body alignment.
- Place support devices under the client's head and upper arm, behind back, and between knees.
- Lower bed.
- Lower side rail, if it was used.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

12) RANGE OF MOTION (ROM) FOR CLIENT'S LOWER EXTREMITIES (HIP AND KNEE)

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Correctly support joints by placing one hand under the knee and the other hand under the ankle of the leg.
- Perform the following motions (*abduction, adduction, flexion and extension*) on the correct side stated to the candidate by the RN Test Observer.
- Move the entire leg away from the body. (*abduction*)
- Move the entire leg toward the body. (*adduction*)
- Complete abduction and adduction of the hip at least three times.
- Continue to correctly support joints by placing one hand under the client's knee and the other hand under the client's ankle.
- Bend the client's knee and hip toward the client's trunk. (*flexion of hip and knee at the same time - may also do separately*)
- Straighten the knee and hip. (*extension of knee and hip in the same motion - may also do separately*)
- Complete flexion and extension of the knee and hip at least three times.
- Ask if causing any discomfort or pain sometime during ROM procedure.
- Do not force any joint beyond the point of free movement.
- Leave client in a comfortable position.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

13) RANGE OF MOTION (ROM) FOR CLIENT'S UPPER EXTREMITIES (ONE SHOULDER)

- Knock on door.

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- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Correctly support client's joint by placing one hand under the elbow and the other hand under the client's wrist.
- Perform the following motions (*flexion, extension, abduction and adduction*) on the correct side stated to the candidate by the RN Test Observer.
- Raise the client's arm up and over the client's head. (*flexion*)
- Bring the client's arm back down to the client's side. (*extension*)
- Complete flexion and extension of shoulder at least three times.
- Continue same support for shoulder joint.
- Move the client's entire arm out away from the body. (*abduction*)
- Return arm to side of the client's body. (*adduction*)
- Complete abduction and adduction of the shoulder three times.
- Ask if causing any discomfort or pain sometime during ROM procedure.
- Do not force any joint beyond the point of free movement.
- Leave client in a comfortable position.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

14) TAKING AND RECORDING CLIENT'S BLOOD PRESSURE AND PULSE OXYGEN

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Position client with forearm relaxed and supported in a palm-up position, approximately at the level of the heart.
- Roll client's sleeve up about 5 inches above the elbow.
- Apply the appropriate size cuff around the upper arm just above the elbow.
- Correctly align cuff over brachial artery.
- Clean earpieces of stethoscope appropriately and place in ears.
- Clean diaphragm.
- Place stethoscope over brachial artery.
- Hold stethoscope snugly in place. Inflate cuff to 160-180 mmHg.
- Slowly release air from cuff to disappearance of pulsations.
- Remove cuff.
- Record blood pressure reading on recording form.
- Obtains the pulse oximeter.
- Properly places the pulse oximeter on the client's finger.
- Turns on the pulse oximeter and leaves in place while the client's oxygen level reading is being taken.

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- Records the pulse oxygen percentage on the recording form.
- Removes the pulse oximeter from the client's finger.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

15) TAKING AND RECORDING ORAL TEMPERATURE, RADIAL PULSE AND RESPIRATIONS

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Put sheath on thermometer probe.
- Correctly turn on digital oral thermometer.
- Gently insert bulb end of thermometer in mouth under tongue.
- Tell client to hold thermometer in place with lips closed.
- Leave thermometer in place until it beeps.
- Remove thermometer.
- Read and record the temperature on the recording form.
- Discard sheath appropriately.
- Locate the radial pulse by placing tips of fingers on thumb side of the client's wrist.
- Count pulse for 60 seconds.
- Record pulse count on the recording form
- Count respirations for 60 seconds.
- Record respirations count on recording form.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

16) TAKING AND RECORDING TEMPERATURE (USING A TOUCHLESS INFRARED THERMOMETER), RADIAL PULSE AND RESPIRATIONS

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Correctly turn on the touchless infrared thermometer.
- Point the thermometer at the end of the resident's eyebrow.
- Hold the thermometer at a length of 3 fingers put together from the resident's temple.
- The thermometer does not touch the resident's skin.

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- Read the thermometer screen and record the resident's temperature on the previously signed recording form.
- Locate the radial pulse by placing tips of fingers on thumb side of the client's wrist.
- Count the pulse for 60 seconds.
- Record the pulse count on the previously signed recording form.
- Count the respirations for 60 seconds.
- Record the respirations count on the previously signed recording form.
- Maintain respectful, courteous, interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene.
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

17) TRANSFER FROM WHEELCHAIR TO BED

- Knock on door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.
- Explain the procedure to the client.
- Position wheelchair at foot or head of bed with arm of the wheelchair almost touching the bed.
- Ensure client's safety by locking wheelchair brakes.
- Ensure client's safety by locking bed brakes.
- Place gait belt around the client's waist to stabilize trunk.
- Check gait belt for fit by sliding fingers under belt to determine if it is snug but not too tight.
- Ensure client's feet are flat on the floor.
- Ask client to place hands on wheelchair arm rests.
- Assist client to standing position, using an underhand grip on gait belt.
- Assist client to standing position using proper body mechanics.
- Assist client to pivot and sit on bed in a controlled manner that ensures safety.
- Remove gait belt.
- Remove client's shoes.
- Assist client to lie down in center of bed.
- Make sure client is comfortable and in good body alignment.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rubs hands together until hands are completely dry.

Knowledge Test Vocabulary List

abbreviations

abdominal thrust

abduction



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abuse
accidents
activities
adaptive equipment
adduction
ADLs
admitting resident
advance directive
affected side
aging process
AIDS
Alzheimer's disease
ambulation
angina
anti-embolism stocking
anxiety
aphasia
apical
arthritis
aspiration
assistive device
atrophy
authorized duties
basic needs
bathing
bedpan
biohazard
bladder training
blood pressure
body mechanics
bowel program
burnout
calculation
call light
cardiopulmonary resuscitation
care plan
cataracts
catheter care
choking
clear liquid diet
client identification
client independence
client rights
client's chart

client's environment
colostomy
communication
conduct unbecoming
confused
congestive heart failure
constipation
contracture
dangling
dehydration
dementia
dentures
depression
diabetes
diet
digestion
disease process
disoriented
DNR
documentation
dressng
dysphagia
dyspnea
edema
elimination
emotional needs
empathy
end of life
ethics
falls
feeding
Fowler's positioning (high, semi, Fowler's)
gait belt
grieving process
hand washing
hearing
height
hepatitis
HIPAA
HIV
hospice
hyperglycemia
hypertension

hypoglycemia
impaction
incontinence
infection control
intake and output
interpersonal skills
linen
liquid diet
low sodium diet
making occupied bed
Maslow
medical asepsis
mental health
metastasis
microorganism
mouth care
musculoskeletal system
nail care
neglect
nonverbal communication
NPO
nutrition
objective
OBRA
observation
ombudsman
osteoporosis
oxygen
pain
paralysis
pathogens
patience
perineal care
person centered care
personal care
personal items
personal protective equipment
physical needs
positioning
pressure injury
prioritizing
privacy
professional boundary
prosthesis



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