



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

*WELCOME*

# WI Nurse Aide Testing, Evaluation and Registry Services Transition

A joint presentation by the  
WI Department of Health Services  
and D&SDT – Headmaster

***An excerpt of July 11<sup>th</sup>, 2018 presentation with Training Programs***

# Agenda Overview

- Welcome and Introductions
- Nurse Aide Services Transition Overview
- Impact to Stakeholders
- Stakeholder Opportunities
- Test Advisory Panel Participation
- Headmaster Overview
  - Company Strengths
  - Value Adds for Wisconsin
  - Software Demonstration
- Questions

# Nurse Aide Services Transition

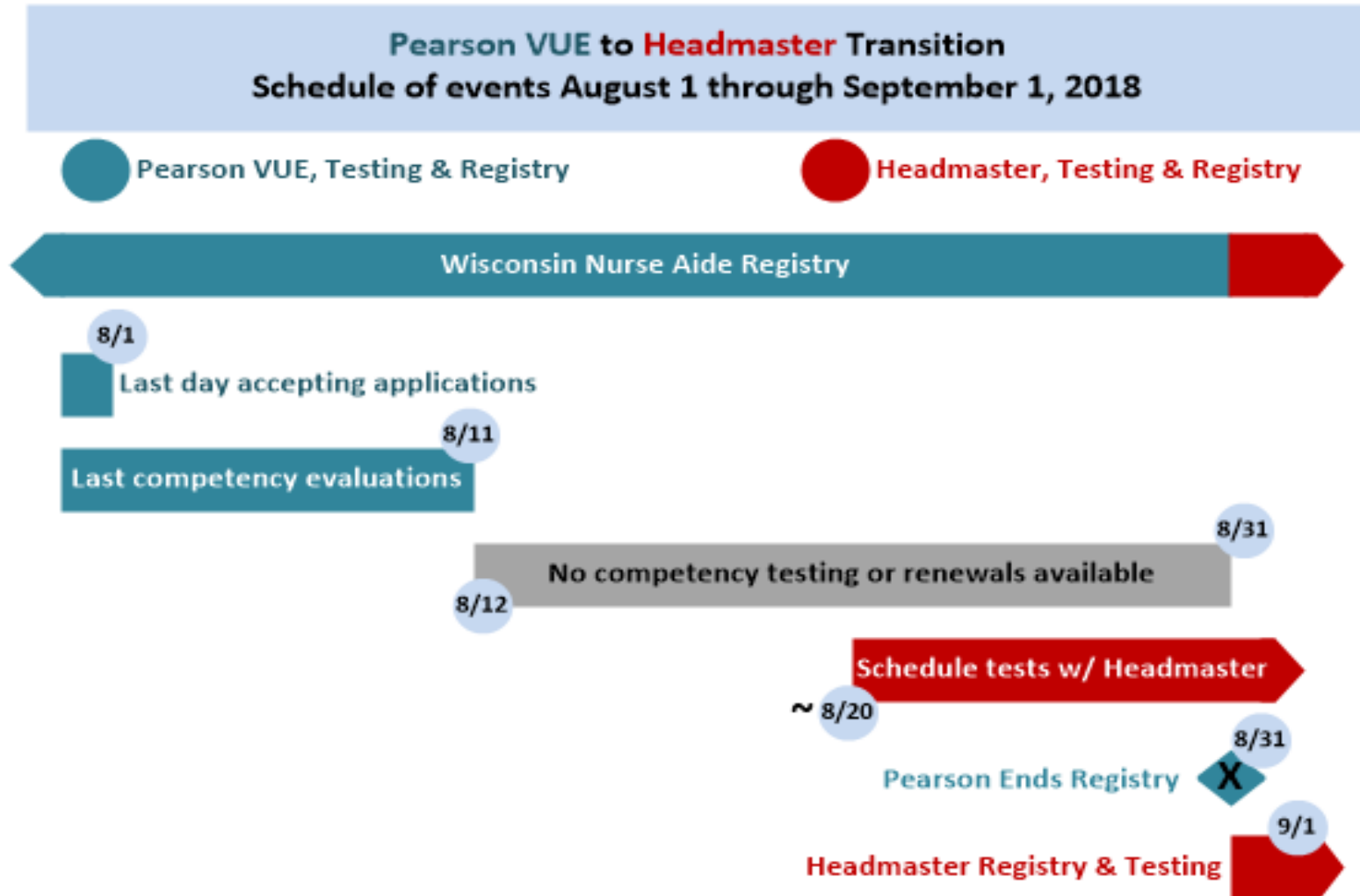
- Transitioning Pearson VUE to Headmaster

TESTING SERVICES
<b>Handbook</b> <ul style="list-style-type: none"><li>- Development</li><li>- Printing</li><li>- Distribution</li></ul>
<b>Exam Development</b> <ul style="list-style-type: none"><li>- Oral/written</li><li>- Skills testing</li></ul>
<b>Application/Registration</b> <ul style="list-style-type: none"><li>- Training confirmation</li><li>- Exam scheduling</li></ul>
<b>Examinations</b> <ul style="list-style-type: none"><li>- Schedules &amp; Sites</li><li>- Competency Evaluation</li></ul>

REGISTRY SERVICES
<b>Nurse Aide Registry</b> <ul style="list-style-type: none"><li>- Registry look-up</li><li>- Search capabilities</li><li>- Med Aide authority</li></ul>
<b>Renewal Processing</b> <ul style="list-style-type: none"><li>- Reminders</li><li>- Processing</li></ul>
<b>Misconduct Registry</b> <ul style="list-style-type: none"><li>- Substantiated findings</li><li>- Search capabilities</li></ul>

# Transition Timeline

- Transition will occur September 1, 2018



# Transition Impact to Stakeholders

- Black-out Period
  - Testing
  - Registrations
  - Renewals
  - *Mailings that are received during the blackout period will be returned to applicant or DHS as appropriate*
- No downtime anticipated for the Registry itself

# Stakeholder Opportunities

- Candidates
  - Online self-service
  - Real-time scheduling
  - Reduced testing fees
  - Faster feedback on test results
  - Online renewals
  - More email / less snail mail

(More)

# Stakeholder Opportunities

(Continued)

- **Providers**
  - Online employment verification
  - Decreased renewal time
- **Training Programs**
  - More control over testing schedules
  - Faster exam scheduling
  - Online access to candidate/instructor performance
  - Access to training tools
  - Potential for WisCaregiver Program (WCP) integration

# New Testing Fees Starting September

Exam Description	Price
Written and Demonstration/Skills	\$125
Oral and Demonstration/Skills	\$130
Written Only	\$32
Oral Only	\$37
Demonstration/Skills Only	\$93



# Test Advisory Panel (TAP)

- Knowledge and Skills Test Development
  - Series of meetings to develop competency exams
  - Custom fit nationally developed test bank
    - 3000+ knowledge test questions
    - 30+ skill tasks (including specific steps)
  - Results
    - Directly correlate to Wisconsin approved curriculum
    - Meet current practices in Wisconsin
    - Meet all State and Federal regulations
  - Annually review to implement adjustments

# TAP Participation – *Thank you!*

Participant	Organization
Sally Christiansen	Waukesha County Tech College - <i>Retiree</i>
Laura Edwards	Waukesha County Tech College
Kathy Hansen	Madison College
Mary Herker	Quality Healthcare Options
Joan Johnson	J. Johnson Education Center
Paulene Kipke	Quality CNA Training
Bette Schubert	Aurora NA Education Center
Laurie Arkens	OCQ Director, DHS-DQA
Cindy Hintze	NA Training Consultant, DHS-DQA-OCQ
Chrissie Sumenek	Certified Nurse Aide, DHS-DQA-OCQ

*\*Two Nursing Homes and one University rep were also invited but had to decline at the last minute*



# D&SDT - Headmaster

- Paul Dorrance - General Partner
- Teresa Whitney - Director of Company Communications
- Jill Hovest - Program Manager for Wisconsin
- Chad Salois – IT Director
- Company Strengths
  - A Technology Company that provides Competency Testing
  - A Testing Company with State of the Art Technology
  - A Service Company Providing Unmatched Service in our Market Space



# Headmaster Solution

**Associations**

**Providers**  
Long Term Care  
Hospice  
Hospitals  
Caregivers

**Testing Vendor**  
D&SDT

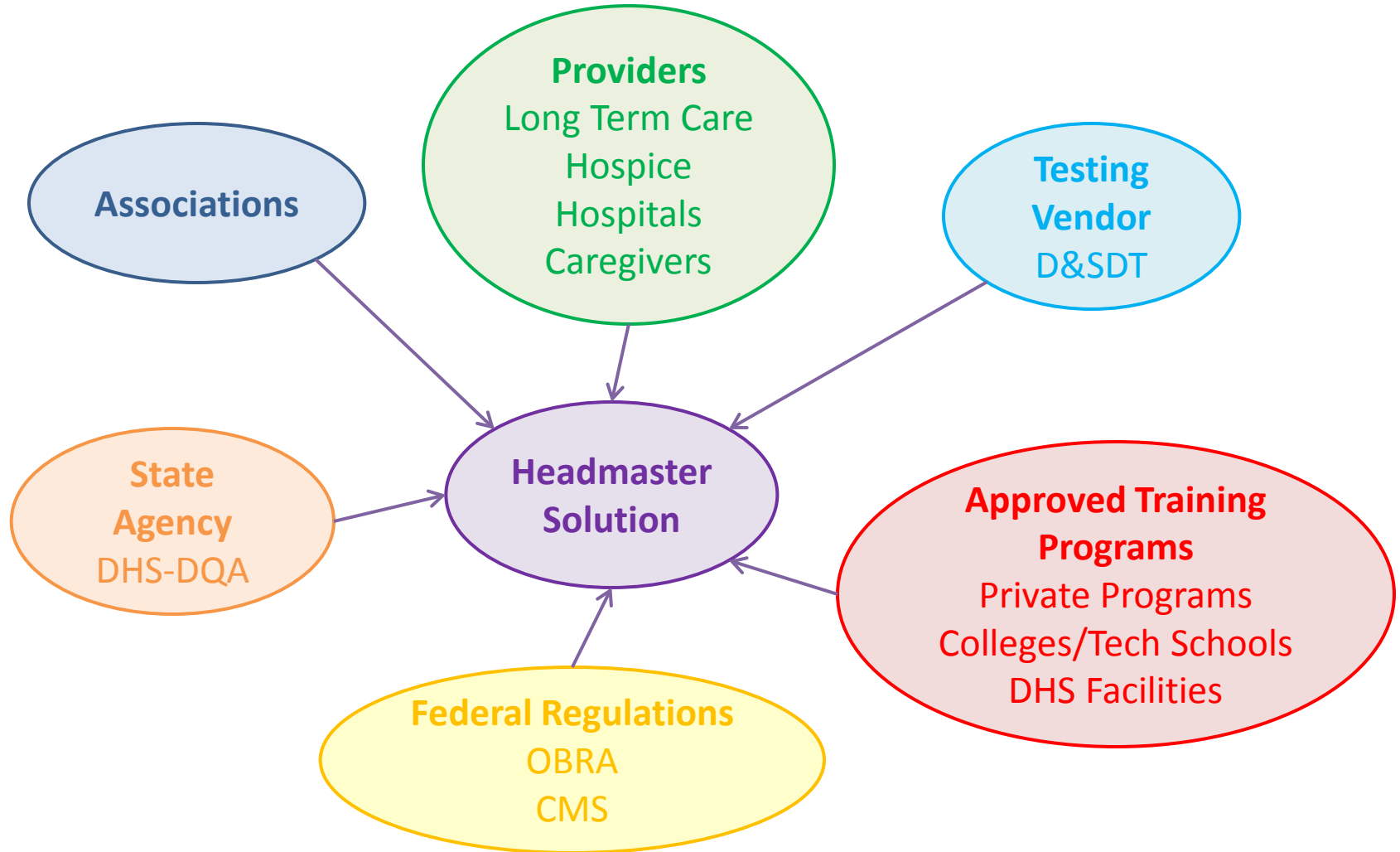
**State Agency**  
DHS-DQA

**Approved Training Programs**  
Private Programs  
Colleges/Tech Schools  
DHS Facilities

**Federal Regulations**  
OBRA  
CMS

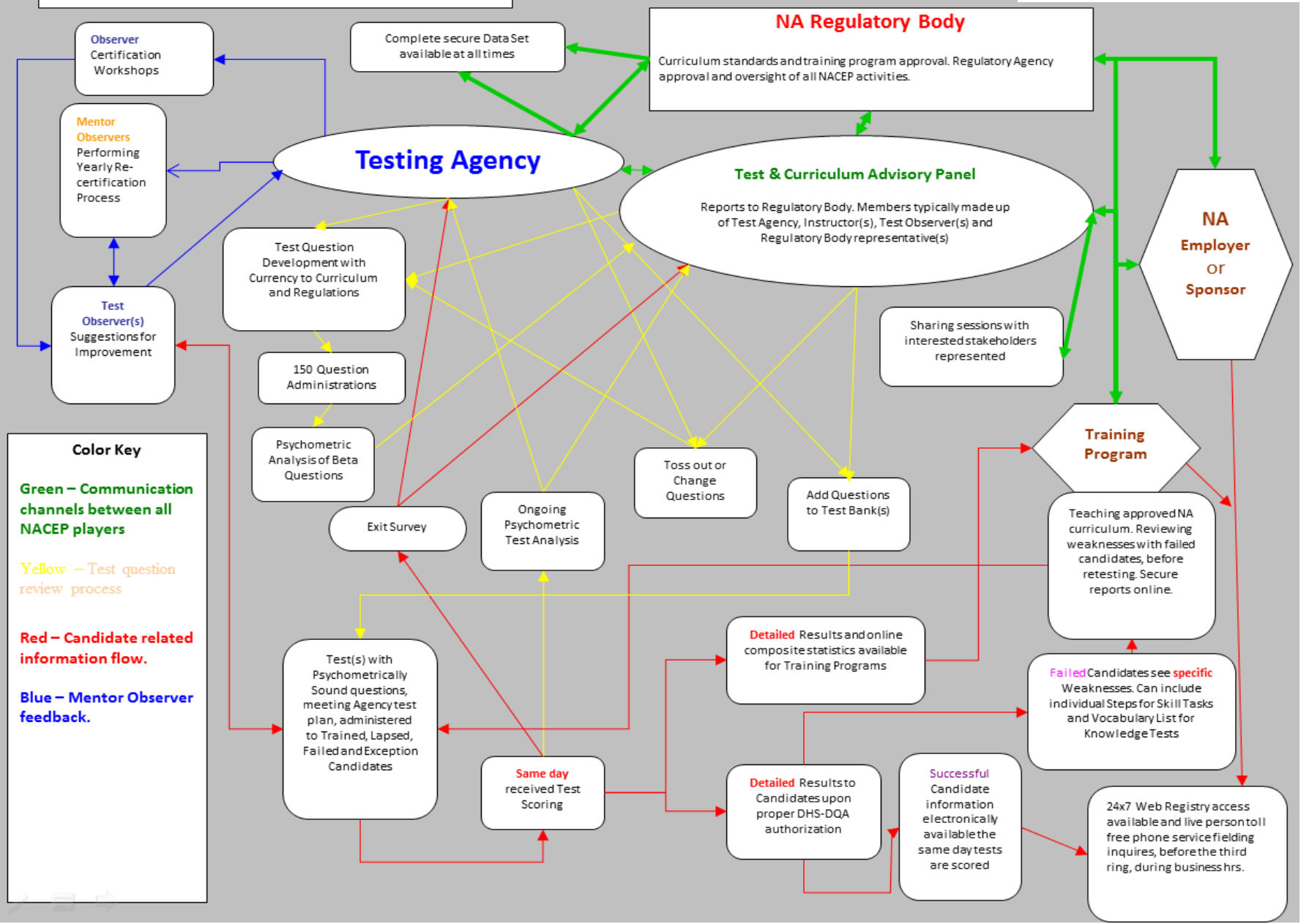


# Headmaster Solution





### D&S DT's Complex Adaptive System Test Model (CAST)





# Unique Competency Testing

- Customized test current to approved Wisconsin Nurse Aide curriculum
  - Initial Test Advisory Panel (TAP)
  - Annual review of all feedback loops (and as needed)
  - Recommendations to DHS staff
  - Approved adjustments implemented in timely fashion
  - Data analysis feedback to track impact of adjustments



# Detailed Feedback to Stakeholders

- Candidates receive detailed, timely feedback
- Agencies access statewide data 24x7
- Training program information
  - By instructor – detailed to steps missed and most missed vocabulary words
  - By program – showing variance from statewide norms
- Employers efficiently verify work experience online during the Registry Renewal Process





# Training Programs Testing

- Upon completion of training:
  - Set up and schedule their own test events
  - Sequence testing into their programs availability schedule
  - Sync an Independent three person Test Team to their facility schedule
- Two flight testing model advantages
  - Simultaneous Knowledge and Skill testing
  - Reduced impact on test venues
  - Lowered anxiety levels with four hour test flights and reduced number of candidates at the test site



# Instructor Steps to Success

- First Day of Class:
  - Start the Candidate's Record in TMU
  - Tell Candidates to complete their demographic information in response to their TMU email/text
- First Week of Class:
  - Verify Name on Candidate's ID Matches Name in TMU
    - This insures the candidate can be admitted to a test event with their ID
- End of Class:
  - Fill in Date of Successful Completion of Training
  - Electronically Sign the Attestation
- Candidate May Immediately Schedule into a Test Event



# Hdmaster.com



### On-Line CNA Practice Exams



**NOW AVAILABLE!**  
Med Aide Practice Exams!

Order an individual test or set up a group testing account.

Complete an exam from an individual membership.

Begin or complete an exam from a group account.

Try your luck with today's free question of the day.

Try our free ten item sample test.

Find out more about content, pricing, ordering and use.

See what customers have said about the practice exam!

Forgot your pin? Click here!

**cheduled exam**

Please click [here](#) to see where and when your next test is scheduled.

### Licensing/Certification



#### Nurse Aide

ARIZONA CNA

MONTANA

NEW HAMPSHIRE

NEVADA

NORTH DAKOTA

NEW JERSEY SKILLS

OHIO STNA

OKLAHOMA LTC - OSU Only

OKLAHOMA LTC / HHA (Deeming)

OREGON

SOUTH DAKOTA

TENNESSEE

UTAH

WISCONSIN

Sample CNA/STNA Training Reports

#### Medication Assistant

ARIZONA CMA

ARKANSAS CMA

MASSACHUSETTS MAP TESTING & REGISTRY

MONTANA MA I & II

NEVADA MA-C

OHIO MA-C

OKLAHOMA MA

OREGON CMA

#### Ohio

OHIO LEAD

General X-Ray Machine Operator

Ohio DSW

#### Facility Administrator

IDAHO

### Software



#### Assisted Living

Arizona Assisted Living Caregiver

Arizona Assisted Living Manager

#### Iowa Pilot Testing

Iowa Direct Care Professionals

#### On-line Testing

WebETest ©, one of our web-based software packages, is used in conjunction with Testmaster© to register candidates, deliver content, and submit exam results to regulatory agencies and registries for these **on-line testing clients**: [Ohio DSW](#), [Utah](#), [Iowa](#), [Ohio](#), [Nevada](#), [North Dakota](#), [Montana](#), [Tennessee](#), [Ohio Lead](#), [Oklahoma](#), [Oklahoma Home Health](#), [Oklahoma Insulin](#), [Oklahoma Med Aide](#), [New Jersey CNA](#), [Idaho AL Fac Admin](#), [Beta](#)

#### Additional Services



Caregiverlist connects your job application with licensed senior home care agencies.

### Hardware/Networking



Our technical staff can assist you in finding, implementing, and maintaining the [hardware](#) solutions that are right for *you*. We specialize in [network installation](#) and maintenance. Ask Chad or Loren about a Linux server!

#### Development

Do you have exams, surveys, or data that you would like to make available on line? We can provide you with a data host, software, and the technical assistance...

- job analysis,
- webpage design,
- item writing workshops,
- on-line item development,
- psychometric evaluation

...required to make that happen. Try the CNA sample test to the left, and imagine how we could implement your exams.





# System Demonstration TestMaster Universe© (TMU©)



Login

Username or Email

Password

Remember Me

[Login](#) [Forgot Your Password?](#)

Search Registry

Name ▾  [Search](#)

July 2018

today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26 12a  Okuneva	27	28
29	30	31	1	2	3	4
5	6	7	8 6a Ciaraview Russe	9	10 6p Lake Savannah C	11

■ Nurse Aide ■ Past Events




## What can you do?

- Spread the word...test teams are needed
- Become test sites...consider opening up to regional seats
- Be patient ...change takes time
- Contribute to our newsletters
- Understand the new process
- Contribute ideas to improve the process

*We're all in this together* 😊

# Stay tuned for DHS updates

<https://www.dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm>



**WISCONSIN DEPARTMENT**  
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About DHS | Data & Statistics | Diseases & Conditions | Health Care & Coverage | Long-Term Care & Support | Prevention & Healthy Living | Partners & Providers | Certification, Licenses & Permits

Topics A-Z: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z


Home > Certification, Licenses & Permits > Caregivers > Nurse Aide Training and Registry Information

- Caregiver Program
- Caregiver Background Check Process
- Caregiver Misconduct Registry
- Caregiver Misconduct Reporting
- Feeding Assistant Program
- Medication Aides - Nursing Home/Hospice
- Nursing Aide Program >**
- Nurse Aide Training & Registry

## Nurse Aide Training and Registry Information



Beginning in 1990, the federal government required all states to establish a “Registry” of persons who were eligible to work as a nurse aide in federally regulated facilities. The Wisconsin Nurse Aide Registry lists the names of nurse aides who, through training, testing and experience, meet federal and/or state requirements to work in Wisconsin. Federal regulations require all states to keep such a list. Wisconsin’s Nurse Aide Registry is maintained by Pearson VUE. (See Registry Services below to search the registry.)



**New Vendor**

[The management and administration of the Nurse Aide Registry and Training will transition to a new vendor on September 1, 2018.](#)

# Wrap up / Questions



*Thanks and have a good afternoon!*