

**MASSACHUSETTS
NURSE AIDE STATE TESTING
CANDIDATE INFORMATION GUIDE**

AMERICAN RED CROSS TESTING OFFICE
143 MAIN STREET
CAMBRIDGE, MA 02142
(800) 962-4337/ (781) 979-4010
Fax: (781) 979-4014

www.redcross.org/ma/boston/testing
matesting@redcross.org

TABLE OF CONTENTS

<u>GENERAL INFORMATION</u>	4
What is the Nurse Aide Competency Evaluation?	4
Who is required to be listed on the Nurse Aide Registry?	4
How to be listed on the Nurse Aide Registry	4
How to apply for testing	5
How long does it take to get scheduled?	6
What you need to know about the test day	6
Additional information about testing	6
Test fees	7
If you have a disability	7
Permitted and prohibited aids	7
Obtaining test results	7
<u>ELIGIBILITY AND DOCUMENTATION REQUIREMENTS</u>	8
<u>RESCHEDULING TESTS</u>	10
To reschedule a test you missed	10
To reschedule a test you failed	10
<u>REQUESTS FOR REFUNDS</u>	11
<u>CHANGES IN INFORMATION</u>	12
How to report a change after you have been certified	12
<u>HOW TO REQUEST A DUPLICATE CERTIFICATE</u>	13
<u>REGISTRY RENEWAL</u>	14
<u>SAMPLE TESTS AND PREPARATION</u>	15
Knowledge Test Specifications	15
Sample Knowledge Test	18
Preparing for the Clinical Skills Test	24
Sample Clinical Skills Test	29

GENERAL INFORMATION

What is the Nurse Aide Competency Evaluation?

The Nurse Aide Competency Evaluation (NACE) has two parts—the knowledge test, consisting of 60 multiple choice questions; and the clinical skills test, in which you are given a scenario and asked to simulate providing care for a resident.

The knowledge test is administered in a group setting. The time limit for the knowledge test is two (2) hours. It can be administered either written or orally. The oral test is administered using a CD player. Oral tests are only conducted at ARC Regional test sites.

The clinical skills test is taken individually, so that the RN test administrator can evaluate each person's abilities in a one-on-one environment.

Though they are taken on the same day, both tests are independent of the other; therefore, if you receive notice that you fail in one test, you only have to retake the test you fail. Successful completion of both tests is required.

You are allowed four (4) chances to pass the knowledge test and three (3) chances to pass the clinical skills test. If you do not pass the test in the allowed number of times, you must retake and successfully complete a nurse aide training course before taking the test again.

Who is required to be listed on the Nurse Aide Registry?

All individuals who work as nurse aides in nursing homes must be listed on the Nurse Aide Registry. If an individual performs nurse aide duties in a nursing home, no matter what their title is or how often they work, they must be listed in good standing on the Nurse Aide Registry. Before hiring an experienced nurse aide, nursing homes must check that the individual is listed on the Nurse Aide Registry.

How to be listed on the Nurse Aide Registry

Once you pass the state-approved test, your name will be listed on the Nurse Aide Registry, and you will receive a certificate and a wallet-card. Nurse aides from other states who are listed on that state's registry may apply for reciprocity and be listed on the Massachusetts Nurse Aide Registry without completing a new training program or passing a competency evaluation. To apply for reciprocity you must contact the ARC testing office for an application or go to www.redcross.org/ma/boston/testing to download a reciprocity application. Nurse Aides listed on the MA Nurse Aide Registry who has moved out of state and return to Massachusetts must contact the ARC Testing office for a MA Nurse Aide Renewal application or download the application from www.redcross.org/ma/boston/testing.

How to apply for testing

To take the Nurse Aide Competency Evaluation, you must meet training requirements. If you have finished a MA Department of Public Health approved training program, you will be eligible to take the test. When you apply, you will have to provide documentation of eligibility. See **Eligibility and Documentation Requirements** for the type of documentation needed. To obtain an application you can call the ARC Testing Office to have it mailed or e-mailed to you, or you can download it by going to the ARC website www.redcross.org/ma/boston/testing .

All testing is scheduled through the American Red Cross Testing Office.

1. Complete an Application Form. Directions for completion are on the back of the Application. *You must sign the application.* **Very important: Your signature means that you agree to the following:**

I am the person whose name and personal information appears on this application. To the best of my knowledge, the information contained herein is true and accurate. I understand that if any of the information contained herein is not true, is misrepresented, or is intentionally incomplete or inaccurate, any and all test scores shall be forfeit and any resulting registration as a certified nurse aide shall, automatically and without more, be rendered null and void.

Further, I give the American Red Cross authority to forward and/or transmit this data to my training program and to the Massachusetts Department of Public Health (DPH) for inclusion on the Nurse Aide Registry. I understand that should there be any change to the personal information included herein, I am required to report those changes to the DPH within thirty (30) days of the change.

Note: Your social security number must be on the application in order to be listed on the Massachusetts Nurse Aide Registry.

2. Attach a copy of your eligibility documentation. See **Eligibility and Documentation Requirements**.
3. Attach a money order or cashier's check made out to American Red Cross. We cannot accept personal checks. See **Test Fees** for information about pricing.

Send completed application, documentation, and payment to:

**American Red Cross Testing Office
Nurse Aide Program
143 Main Street
Cambridge, MA 02142**

If you have any questions, please call (800) 962-4337.

If the above steps are not complete, the application, documentation, and payment will be returned for correction.

How long does it take to get scheduled?

If the application is complete and the required documentation is provided, you will be scheduled within 26 days of the day we receive your application. You will receive a written notification in the mail 7-10 days before the test date.

What you need to know about the test day

1. Arrive at the test site 15 minutes before the time scheduled.
2. Bring two (2) forms of identification. One must be a current and clear photo ID. **The only acceptable forms of photo ID are a current passport, a valid and current permanent resident card, state issued driver's license, military ID or a Registry of Motor Vehicle-issued photo ID. No other forms of photo ID will be accepted. In addition, all information on your application MUST match all information on both of your IDs. For example, the address on your application must match the address on the ID. The other ID may be anything showing your name and address such as a utility bill, debit card statement etc. YOU WILL NOT BE TESTED IF THE INFORMATION ON YOUR IDs DO NOT MATCH THE INFORMATION ON YOUR APPLICATION**

Note: When you are using a RMV driver's license or photo-issued ID as your identification and have a change of address you must notify the RMV and follow the directions given.

3. Bring a watch with a second hand and an actor for the skills test. The actor must be at least 18 years old, and must be someone who will not be taking the test within the next six (6) months. Have the actor bring a toothbrush and a comb. You will have 20 minutes for the skills test.
4. You are not required to wear a uniform. Appropriate street clothes are acceptable.

Additional information about testing

The American Red Cross Testing Office reserves the right to photograph any candidate who is eligible to take the Nurse Aide Competency Evaluation. In most instances, you will receive your **Effective July 1, 2011 you will no longer receive your preliminary results the day of your test. If you pass the knowledge and clinical portions of the test your certificate will be mailed to you within 3 weeks. If you do not pass the test you will receive a letter within 3 weeks indicating what you need to retake. See Obtaining Test Results for information on obtaining results.**

If you do not bring two (2) forms of identification (one with a current and clear photo), and an actor for skills testing, you will not be tested and will have to reschedule. See **Rescheduling Tests** for information on rescheduling and fees.

If you arrive late or do not have proper identification, you will not be tested and will have to reschedule. See **Rescheduling Tests** for information on rescheduling and fees.

NOTE: If you are late or absent for the written test, you can still take the clinical skills test.

Test fees

Both tests (knowledge and clinical), written administration..... \$93.00

Both tests (knowledge and clinical), oral administration.....\$103.00

If you have a disability

We will make all reasonable arrangements to accommodate your needs if you have a disability. We do require, however, that if you request special accommodations, the request be accompanied by a letter from an appropriate health professional documenting the nature of the disability, and a letter from you describing the special arrangements being requested.

Permitted and prohibited aids

You may bring a hard or paperback dictionary or ruler for the written exam. If you are visually impaired, you may bring a magnifying glass or reading box. You may not have any other books, papers of any kind, calculators, or electronic dictionaries with you during the testing.

Obtaining test results

Please note: Effective July 1, 2011 you will no longer receive preliminary results the day you take the test. If you pass the knowledge and clinical portions of the test your certificate will be in the mail within 3 weeks. If you do not pass you will receive a letter within 3 weeks indicating what you need to retake. **You will not receive results over the phone.**

ELIGIBILITY AND DOCUMENTATION REQUIREMENTS

You are eligible to take the nurse aide tests by completing a state-approved training program. Certain employment and training experience will substitute for training. This list describes each category of eligibility and its required documentation.

A. MDPH-Approved Training Program

Documentation:

- Certificate of Completion with valid approval number printed on it. Check with the training instructor to make sure the number is accurate.

OR

- Letter from training program, on letterhead, confirming that you have passed the course. The letter must be signed and include a valid approval number, the candidate's name, and the date he or she passed the course.

B. Seventy-five (75) hours of Accredited Nursing School Clinical Training

An accredited nursing school is any nursing school whose degree qualifies a graduate to take the nursing boards in Massachusetts.

Documentation:

- A signed letter from the nursing school confirming that you successfully completed 75 hours of clinical training, including the course name and dates.

OR

- A transcript documenting an appropriate course title. If the course title does not indicate clinical training, please attach the course description. The number of hours of clinical experience must be included in the description.

C. Nursing Home Work Experience as of December 19, 1989

If you were employed by a nursing home in Massachusetts on December 19, 1989 and had worked at that home as a nurse aide for at least two years, you can take the nurse aide tests without further training.

Documentation:

- You must submit a signed letter from a nursing facility that documents your employment for twenty-four (24) consecutive months, as of December 19, 1989.

In the following cases, you must obtain documentation approved by MDPH *BEFORE* submitting your application for testing.

D. 100-Hour Training Program completed before July 1, 1989

If you passed a 100-hour nurse aide training course before July 1, 1989, you do not need further training in order to take the nurse aide tests.

Documentation:

- Request a Testing Eligibility Application from the MDPH or the American Red Cross Testing Office. Submit it to the MDPH *BEFORE* submitting the application form for testing. MDPH will inform you of its decision within seven (7) working days. If approved, MDPH will return the Testing Eligibility Application to you. Submit it with the Nurse Aide Testing Application.

E. Health Care Aide Training Combined with Work Experience

If you have completed a health care aide training program in the past five (5) years, and have worked as a health care aide for more than two years since passing the course, you may request permission to test without further training. Applications will be reviewed on an individual basis. Approval will be based on how similar the training program was to nurse aide courses, and how similar the work experience was to nurse aide experience.

Documentation:

- Request a Testing Eligibility Application from the MDPH or the American Red Cross Testing Office. Submit it to the MDPH *BEFORE* submitting the application form for testing. MDPH will inform you of its decision within seven (7) working days. If approved, MDPH will return the Testing Eligibility Application to you. Submit it with the Nurse Aide Testing Application.

Recent graduates of nurse aide training programs have the greatest chance of success for passing the nurse aide tests. If you have not had recent nurse aide training, but qualify to take the test under the categories above, please refer to the **Sample Tests and Preparation** section contained in this General Information Guide.

For further information or questions, contact:

American Red Cross Testing Office
Nurse Aide Program
143 Main Street
Cambridge, MA 02142
(800) 962-4337

RESCHEDULING TESTS

To reschedule a test you missed

If you miss the original scheduled exam, we will keep your application on file up to one year from the original test date. After a year, you will have to reapply, with the full fee.

1. Send a letter stating that you want to be rescheduled. Include the following information:
 - Your name, your address and your social security number
 - Where you were scheduled to take the exam
 - Date you were scheduled to take the exam
 - What location you would like to be tested
 - Any dates you will not be available to be tested
2. Attach a money order or cashier's check made out to American Red Cross. We cannot accept personal checks. Missed exam fees are as follows:

• Knowledge and clinical skills tests	\$40.00
• Knowledge test (same price for written and oral)	\$20.00
• Clinical skills	\$20.00

These fees may be waived only in the case of a documented emergency.

To reschedule a test you failed

1. Complete the Test Retake/ Reschedule Form, or send a letter with the following information:
 - Your name, your address and your social security number
 - Where you took the exam
 - Date you took the exam
 - What location you would like to be re-tested
 - Any dates you will not be available to be tested

Note: You can download the Retake/Reschedule Form from www.redcross.org/ma/boston/testing

2. Attach a money order or cashier's check made out to American Red Cross. Retesting fees are as follows:

• Knowledge (written) and clinical skills	\$93.00
• Knowledge (written) only	\$47.00
• Knowledge (oral) only	\$57.00
• Clinical skills only	\$46.00

In both cases, send the required information and payment to:

American Red Cross Testing Office
Nurse Aide Program
143 Main Street
Cambridge, MA 02142

You will be scheduled within 26 days of the day we receive your letter. You will receive a written notification in the mail 7-10 days before your test date.

REQUESTS FOR REFUNDS

Requests for refunds must be in writing, and will be honored for up to one year from the original test date. Please note that if you have been scheduled for a test, a fee for processing the application and scheduling the test will be deducted.

CHANGES IN INFORMATION

How to report a change after you have been certified

It is important to report any changes in your name, address, telephone number or social security number. Please send any change of information to:

Massachusetts Nurse Aide Registry
Division of Health Care Quality
Department of Public Health
99 Chauncy Street
2nd Floor
Boston, MA 02111
(617) 753-8143

Please remember, any changes in name or social security number MUST be accompanied by the required documentation.

- Documents required to process a **name** change: marriage license or divorce decree
- Documents required to process a **social security number** change: a photocopy of **BOTH** the old social security card and the new social security card

HOW TO REQUEST A DUPLICATE CERTIFICATE

If you have misplaced your Nurse Aide certificate, you may request a duplicate certificate. Send in your name, address, and social security number. Be sure to state that this is for a CNA license. With this information, include a \$20.00 money order or cashier's check written to:

American Red Cross Testing Office
Nurse Aide Program
143 Main Street
Cambridge, MA 02142

REGISTRY RENEWAL

How to renew your registry listing

About 45 days before your Registry listing expires, the American Red Cross Testing Office will send you a reminder with instructions for obtaining a Registry Renewal form. Your current or recent employer should complete the form and you should return the completed form to the American Red Cross Testing Office.

The registry listing is valid for two years. If you have worked doing nursing-related services, for at least one 8 hour period during your 2-year Registry period, you are eligible to renew. (**IMPORTANT: you must meet the criteria below to be eligible**) The expiration date for a new certificate will be determined by adding two (2) years to the last known date of employment.

Lapses greater than 24 months

If there is a break greater than 24 months in your employment as a Nurse Aide, both the knowledge and clinical skills test must be taken again in order to remain active on the Massachusetts Nurse Aide Registry. Please send a copy of the expired Nurse Aide Certificate or a letter of confirmation from the MDPH with a testing application form and money order made out to the American Red Cross with the correct fee (see **Test Fees**).

Injury prevention, safety and emergencies

- Body Mechanics
- Identifying potential hazards to residents
- Knowledge of proper use of resident's equipment
- Fire protection and burns
- Falls, Seizures, Oxygen use
- Choking-Heimlich maneuver

Prevention and control of infection

- How microorganisms cause infections
- Strategies for breaking the chain of infection transmission
- Standard Precautions
- Special equipment and supplies for infection prevention and control
- Symptoms of common infections
- Isolation procedures

Resident's Rights

- Recognition of resident's rights, which are:
- Consequence of not assuring resident's rights
- Reporting violation of resident's rights

Basic nursing skills

- Height and weight
- Vital signs
- Intake/Output
- Bed making
- Collecting specimens
- Application of support hose and elastic stocking
- Hot and cold applications
- Nonprescription preparations
- Assisting with an ostomy
- Caring for the resident's environment
- Caring for the resident when death is imminent
- Acute and chronic illness, disease, or problems
- Observing and reporting potential health problems

Personal care skills

- Bathing
- Oral hygiene
- Grooming

- Dressing and undressing
- Nutrition
- Assisting residents with meals
- Fluids
- Assisting with elimination
- Position, transfer, and turning
- Caring for resident's environment and belongings
- Skin care

Communication skills to promote a positive atmosphere

- Basic human needs and principles of communication
- Confidentiality, ethics, and issues of resident rights
- Call lights
- Helping residents do more for themselves
- Communication with residents with visual or hearing impairment
- Communicating with depressed residents
- Communicating with residents with dementia
- Communicating with friends and relatives
- Responding to sexual advances or physical abuse
- Responding to demanding residents

Restorative care

- Application of assistive devices
- Range of motion exercises
- Walking with a resident
- Bowel and bladder training
- Self care
- The aging process

Responding to typical resident behaviors

- Anger
- Combativeness
- Confusion
- Delusions
- Depression
- Hallucinations
- Hoarding
- Suspiciousness
- Wandering

SAMPLE TESTS AND PREPARATION

These sample tests are provided to let you know what to expect on the American Red Cross Nurse Aide Competency Evaluation (NACE), and to help you prepare.

The knowledge test is based on a study of the knowledge and clinical skills needed to perform competently on the job. The test was written according to the Test Specifications that follow.

Knowledge Test Specifications

Note: The number in the parentheses represents the percent of the test that will have questions pertaining to that category.

Injury prevention, safety and emergencies (15%):

- A. Body Mechanics
- B. Identifying potential hazards to residents
- C. Knowledge of proper use and maintenance of resident's equipment
- D. Fire protection and burns
- E. Falls
- F. Seizures
- G. Oxygen use
- H. Choking-Heimlich maneuver

Prevention and control of infection (15%):

- A. How microorganisms cause infections
- B. Strategies for breaking the chain of infection transmission—hand washing, using barriers
- C. Cleaning, disinfection and sterilization
- D. Standard Precautions
- E. Protection against blood borne infections
- F. Special equipment and supplies for infection prevention and control
- G. Symptoms of common infections
- H. Isolation procedures

Resident's Rights (13%):

- A. Recognition of resident's rights, which are:
 - 1. Right to exercise one's rights
 - 2. Right to privacy and confidentiality
 - 3. Right to information
 - 4. Right to choose
 - 5. Right to notification of change
 - 6. Protection of personal funds
 - 7. Grievance rights
 - 8. Transfer and discharge rights
 - 9. Right to be free from restraint and abuse
- B. Consequence of not assuring resident's rights
- C. Reporting violation of resident's rights

Basic nursing skills (13%):

A. Routine responsibilities and procedures

1. Height and weight
2. Vital signs – Temperature, Pulse, Respiration, Blood Pressure
3. Output
4. Bed making – unoccupied and occupied bed
5. Collecting specimens
6. Application of support hose and elastic stocking
7. Hot and cold applications
8. Nonprescription preparations
9. Assisting with an ostomy
10. Caring for the resident's environment
11. Caring for the resident when death is imminent

B. Acute and chronic illness, disease, or problems

1. Observing and reporting potential health problems
2. Cancer
3. AIDS
4. Musculoskeletal system – Arthritis, Osteoporosis, Fractures
5. Integumentary system – Dry skin, pressure sores, contact dermatitis
6. Endocrine system – Diabetes
7. Sensory system – Hearing loss, Cataracts, Blindness
8. Digestive system – Constipation, Diarrhea, Bowel Incontinence
9. Urinary system – Urinary Tract Infections, Urinary Incontinence, Urinary Retention, Catheter Care, Perineal Care.
10. Nervous system – Alzheimer's, Multiple Sclerosis, Parkinson's Disease, Cerebral Palsy
11. Respiratory system – Colds, Pneumonia, Chronic Obstructive Pulmonary Disease
12. Circulatory system – Congestive Heart Failure, Peripheral Vascular Disease, Coronary Artery Disease, Stroke

Personal care skills (12%):

- A. Bathing—bed bath, tub bath, whirlpool bath, back rub, shampooing and conditioning hair
- B. Oral hygiene – brushing, flossing, denture care, mouth care for comatose residents
- C. Grooming – hair, nails, shaving, foot care
- D. Dressing and undressing
- E. Nutrition – supplements and special diets
- F. Assisting residents with meals
- G. Fluids
- H. Assisting with elimination – bedpans, urinals, and commodes
- I. Position, transfer, and turning
- J. Caring for resident's environment and belongings
- K. Skin care

Communication skills to promote a positive atmosphere (10%):

- A. Basic human needs and principles of communication – physical, security, social, status, sexual, spiritual, and self-fulfillment needs
- B. Confidentiality, ethics, and issues of resident rights
- C. Call lights
- D. Helping residents do more for themselves
- E. Communication with residents with visual or hearing impairment
- F. Communicating with depressed residents
- G. Communicating with residents with dementia
- H. Communicating with friends and relatives
- I. Responding to sexual advances or physical abuse
- J. Responding to demanding residents
- K. Communicating about yourself

Restorative care (8%):

- A. Application of assistive devices – walkers, canes, prosthetic, orthotic and positioning devices
- B. Range of motion exercises
- C. Walking with a resident
- D. Bowel and bladder training
- E. Self care
- F. The aging process

Responding to atypical resident behaviors (7%):

- A. Anger
- B. Combativeness
- C. Confusion
- D. Delusions
- E. Depression
- F. Hallucinations
- G. Hoarding
- H. Suspiciousness
- I. Wandering

Role of the nurse aide (7%):

- A. Personal health and safety
- B. Confidentiality, ethics, values, and legal issues
- C. Members of the health care team
- D. Admission, discharge, and transfer of residents
- E. Working with family

Sample Knowledge Test

Use the answer sheet to mark the answer to each question. Mark the letter of the option that best answers each question.

1. A resident has just been admitted to your nursing facility. The resident is sitting in the room with the resident's roommate. When you enter the room for the first time, what should you do first?
 - A. Introduce the resident to the roommate.
 - B. Explain that you will put the resident's clothes away.
 - C. Explain that you need to check the resident's vital signs.
 - D. Introduce yourself and explain that you are a nurse aide.

2. A resident has diarrhea and has soiled the bed. What should you do to control the spread of infection?
 - A. Wear gloves.
 - B. Wear a facemask.
 - C. Give the resident an alcohol rub.
 - D. Clean the rectal area with alcohol.

3. A resident complains to you about the facility's policy requiring that no one watch television in the day room after 12:00 midnight. What should you do?
 - A. Ignore the complaint.
 - B. Report the complaint to the charge nurse.
 - C. Joke with the resident to relieve the resident's stress.
 - D. Tell the resident that the policy was set to be fair to all people.

4. After brushing the dentures of a resident, you remove and discard your gloves. Before giving care to your next resident, what should you do?
 - A. Wash your hands.
 - B. Open the resident's window
 - C. Go to the next resident's room as fast as possible.
 - D. Tell the charge nurse that you have completed your work.

5. Which of the following is true regarding the use of side rails on a bed?
 - A. Side rails should be raised at night.
 - B. Side rails on one side of a bed should be raised at all times.
 - C. Side rails should not be raised unless stated in the care plan.
 - D. Side rails should be raised on both sides when making an occupied bed.

6. A new resident asks, "What do I do if I do not feel well at night?" What should you say?
 - A. "Let me explain how the call light works."
 - B. "You should ask your roommate for help."
 - C. "I will show you where the nursing station is."
 - D. "Don't worry someone will take care of you."

7. For most residents, normal respiration ranges between
 - A. 8 to 16 inspirations per minute.
 - B. 16 to 20 inspirations per minute.
 - C. 20 to 28 inspirations per minute.
 - D. 28 to 30 inspirations per minute.

8. What should you do when speaking with a resident with a hearing problem?
 - A. Speak as loud as possible.
 - B. Use gestures to give useful clues.
 - C. Say whatever you have to say only once.
 - D. Use as few words as possible in your conversation.

9. While caring for a resident you hear the fire alarm ring. What should you do first?
 - A. Leave the room and look for the fire.
 - B. Ask the charge nurse what you should do.
 - C. Begin gathering the resident's personal items.
 - D. Close the resident's door and any open windows.

10. While helping a resident, the resident hits you. What should you do?
 - A. Pretend it did not happen.
 - B. Leave the room immediately.
 - C. Report the incident to the charge nurse.
 - D. Sternly tell the resident not to hit you ever again.

11. What can you best do to help a resident who has pneumonia?
 - A. Avoid bathing the resident.
 - B. Restrict fluids for the resident.
 - C. Encourage the resident not to breathe deeply or cough.
 - D. Monitor the resident's symptoms and report the slightest change.

12. What step is most important in bladder training?
 - A. Restricting the resident's fluid intake.
 - B. Keeping the bedpan near the resident's bed.
 - C. Eliminating coffee from the resident's diet.
 - D. Keeping the time schedule outlined in the resident's care plan.

13. When should you use a rectal thermometer to take a resident's temperature?
 - A. When the thermometer is not sterile.
 - B. When instructed by the charge nurse.
 - C. When another nurse aide instructs you to.
 - D. Whenever possible since it is more accurate.

14. A resident has difficulty remembering what day it is and where the resident is. How can you best help the resident?
- A. Agree with whatever the resident says.
 - B. Keep the resident from talking about the past.
 - C. Joke with the resident about the resident's forgetfulness.
 - D. Tell the resident often what day it is and where the resident is.
15. What can be done to prevent injury to the bladder opening from pressure on a catheter for a female resident?
- A. Fasten the catheter to the resident's leg.
 - B. Fasten the drainage bag to a bed rail.
 - C. Ask the resident to hold the drainage bag.
 - D. Tape the catheter to the resident's abdomen.

Sample Test Answer Sheet

- 1) A B C D
- 2) A B C D
- 3) A B C D
- 4) A B C D
- 5) A B C D
- 6) A B C D
- 7) A B C D
- 8) A B C D
- 9) A B C D
- 10) A B C D
- 11) A B C D
- 12) A B C D
- 13) A B C D
- 14) A B C D
- 15) A B C D

Answers to multiple-choice questions:

1. D
2. A
3. B
4. A
5. C
6. A
7. B
8. B
9. D
10. C
11. D
12. D
13. B
14. D
15. A

Interpreting your score:

This sample test is intended only to provide you with examples of the kinds of questions that are asked. It is not a thorough and complete assessment of your knowledge. The Knowledge Test is both more comprehensive and reliable than is the sample test. Nevertheless, the following guidelines are offered to help you better prepare for the Knowledge Test.

Interpretations:

SCORE	MEANING
14-15	You have a very good chance of passing the multiple-choice part of the certification exam. Before you take your test, be sure to review what you learned in your training program.
12-13	You have a good chance of passing the multiple choice part of the certification exam, but you need a good review of what you learned in your training program before taking the exam. Concentrate your preparation on understanding the principles behind what you have learned.
0-11	You need to spend several hours reviewing the material your instructor covered in the training before you take the exam. If English is not your native language, you may need to improve your English language skills. Nurse aides need a firm command of English to comprehend the test, understand written directives, and to communicate with residents in a nursing facility. If English is your native language, review all of the specific procedures that are in your text, know when they are used, and understand why each procedure is performed as it is.

Preparing for the Clinical Skills Test

The best thing you can do to get ready for the test is to listen, study, and learn as much as you can from your training program. You should review all the skills in your textbook. Make sure the textbook covers all the skills listed below.

You will be tested on your ability to take instruction from the charge nurse, ability to document tasks, hand washing or use of gloves, and indirect care skills. In addition, you will be tested on two more skills, randomly selected from the list that follows.

You should practice each skill using the guidelines below. Be sure you know what to do for each skill. You can practice with other students or your family. Ask your training program instructor for help with anything you do not understand or have difficulty doing.

Carrying out instructions from the charge nurse

- Perform the tasks assigned

Documentation

- Record the tasks in the proper location, using the correct code, on the ADL Flow sheet. Initial and sign where required

Hand washing

- Wet your hands adequately to create lather with soap
- Wash all surfaces of the hands—palms, backs, wrists, between fingers, and under nails
- Use standard precautions. For example, you should not touch the inside of the sink, you should rub your hands together for at least ten (10) seconds, and you should turn off the faucet with a dry paper towel.

Indirect skills

- Ask permission to enter a resident's room
- Identify the resident
- Identify yourself
- Give clear directions
- Communicate in a friendly way
- Consider the resident's and your safety
- Use standard precautions
- Consider a resident's privacy
- Ask permission to provide care with consideration of the resident's rights
- Make the resident comfortable when you are finished
- Place the call light within the reach of the resident

Bathing

- Consider the resident's privacy and dignity
- Bathe the body in the correct order; i.e., face first, rectum last

- Consider your own safety – use good body mechanics, raise the bed to a comfortable height, etc
- Consider the resident's safety – turn the resident toward yourself, check the water temperature, etc
- Use standard precautions

Perineal Care

- Consider the resident's privacy and dignity
- Use standard precautions

Catheter Care

- Gather supplies
- Consider the resident's privacy and dignity
- Use standard precautions

Use of Bedpan

- Consider the resident's privacy and dignity
- Make the resident comfortable – elevate the head of the bed, help the resident into the proper position, etc
- Offer toilet tissue
- Consider the resident's safety
- Use standard precautions
- Discard contents appropriately

Brushing Teeth

- Use standard precautions
- Assemble the appropriate equipment
- Brush all surfaces

Denture Care/Mouth Care

- Prepare equipment
- Remove the dentures properly
- Use standard precautions
- Consider the temperature of the water used for cleaning
- Protect the dentures from breaking in the sink
- Clean all surfaces of the mouth
- Properly dispose of all items

Empty Drainage Bag

- Use the proper equipment for measurement
- Use standard precautions when opening and closing valve
- Read the measurement accurately
- Record accurately

Feeding—Partial Assistance

- Provide a proper setting
- Communicate with the resident about needed assistance
- Encourage independence
- Offer fluids as requested
- Consider safety measures – temperature of the food, allowing enough time to swallow, etc
- Record percent (%) consumed

Grooming – Hair Care

- Discuss the resident's style preference
- Handle the resident gently
- Communicate with the resident
- Clean equipment

Grooming – Nail Care

- Discuss nail length preference
- Clean (soak) nails properly
- Use equipment/supplies (emery board, orange stick, lotion) properly
- Finish with neat, clean nails with no rough edges

Pulse and Respiration

- Explain the procedure
- Measure accurately
- Record accurately

Blood Pressure

- Explain the procedure
- Measure and record accurately

Transfer

- Explain the procedure
- Position the bed and wheelchair properly
- Consider safety-lock the wheelchair, adjust the height of the bed, position the resident properly, use proper body mechanics, etc
- Communicate clearly
- Move smoothly
- Position the resident correctly
- Consider the resident's comfort and safety when you finish the transfer

Back Rub

- Consider the resident's privacy
- Position the resident properly
- Warm the lotion
- Move smoothly

Making an Unoccupied Bed

- Raise the bed to a comfortable working position
- Use good body mechanics
- Use standard precautions – roll "dirty" linen away from yourself, discard linens properly, etc
- Finish with a neat, clean, wrinkle-free bed

Transfer to Bedside Commode

- Consider the resident's privacy
- Explain the procedure
- Position the bed and commode properly
- Consider safety – secure the commode, adjust the height of the bed, position the resident properly, use proper body mechanics, etc
- Communicate clearly
- Move smoothly
- Position the resident correctly
- Consider the resident's comfort and safety when you finish the transfer
- Offer toilet tissue
- Use standard precautions
- Discard contents appropriately

Choking

- Assess the situation by asking questions: "Can you speak? Can you cough?"
- Explain the Heimlich Maneuver
- Demonstrate the proper technique

Undressing/Dressing

- Offer choice
- Consider the resident's privacy
- Dress resident's weak side first if applicable
- Undress resident's strong side first if applicable

Height

- Read and record accurately

Weight

- Know how to use the scale
- Be able to read and record measurements

Feeding – Complete Assistance

- Provide a proper setting
- Communicate with the resident about needed assistance
- Encourage independence
- Offer fluids as requested
- Consider safety measures – temperature of the food, allowing enough time to swallow, etc
- Record percent (%) consumed

Making an Occupied Bed

- Raise the bed to comfortable working position
- Use good body mechanics
- Turn the resident safely (toward yourself)
- Consider the resident's safety and comfort at all times
- Use standard precautions – roll "dirty" linen away from yourself, discard linens properly, etc

Oral Temperature (non-mercury)

- Use Thermometer Sheath
- Be able to read and record the measurement

Position in Bed (Turning the Resident onto Side)

- Gather all materials (adequate number of pillows)
- Turn the resident safely (toward yourself)
- Position all parts of the resident's body (knees, arms, etc.)
- Consider the resident's safety and comfort at all times
- Position resident on the correct side

Range of Motion

- Provide adequate support of extremities
- Check the resident's comfort
- Put all joints through range of motion at least two times

Collecting Urine Sample

- Gather the correct supplies
- Use standard precautions

Sample Clinical Skills Test

You will take the clinical skills test individually, with only the Test Administrator and your actor. You will be performing skills on the actor, who will play the role of a resident. The test administrator will give the actor instructions based on the skills you will be performing.

The test asks you to simulate care typically given to a resident. The test administrator will guide you to the area where the test will be conducted, and will give you directions. You are encouraged to write down your assignment. If you fail to perform all of the skills requested, you will fail the test.

Clinical Skills You Should Know

- Carrying out instructions received from the charge nurse
- Documenting that care has been provided
- Hand washing
- Indirect care (what is done before and after care giving)
- Putting on and removing gloves
- Bedpan
- Dressing and undressing
- Height
- Weight
- Hair care
- Back rub
- Collecting a urine sample
- Respiration
- Intake/Output
- Perineal care
- Positioning
- Dentures and mouth care
- Oral hygiene
- Transfer
- Commode
- Pulse
- Nail care
- Range of motion
- Assistance with feeding
- Bathing
- Empty drainage bag
- Bed making
- Temperature (non-mercury)
- Choking
- Blood pressure
- Catheter care

Carrying out instructions from the charge nurse, documentation, indirect care and either hand washing or use of gloves will always be tested. In addition, you will be asked to perform two other skills. The skills will be randomly selected from the list above.

Indirect care skills are the things you do before and after each skill, such as asking permission to enter a room, considering the resident's privacy, and making a resident comfortable before he or she leaves the room.

The following is a sample clinical skills test.

SCENARIO

Candidate Chris Powers Date 5/14/06
Test Administrator Marian Smith, RN Test site Boston Red Cross

Describe the testing environment to the candidate—Privacy curtain, call light, bed controls, supplies, etc.

Read directions to the candidate inside the testing room (ACTOR REMAINS OUTSIDE ROOM)

HERE IS A PENCIL, PAPER, AN ACTIVITIES OF DAILY LIVING FLOWSHEET AND A SKILLS DIRECTION CARD. YOU MAY WRITE DOWN YOUR ASSIGNMENT.

FOR THIS TEST YOU ARE TO PRETEND IT IS YOUR FIRST DAY AT A NURSING FACILITY AND YOU WILL BE GIVEN YOUR ASSIGNMENT FROM THE CHARGE NURSE.

YOUR ASSIGNMENT IS AS FOLLOWS:

1. WASH YOUR HANDS AT THE SINK, THEN
2. CLEAN AND SMOOTH THE EDGES OF THE RESIDENT'S NAILS (YOU DO NOT NEED TO CLIP), THEN
3. PERFORM PASSIVE RANGE OF MOTION EXERCISES ON THE RESIDENT'S LEFT SHOULDER, ELBOW, WRIST AND FINGERS TWO TIMES EACH.

YOU MAY USE THE SIDE RAIL TO ASSIST WITH MOVEMENT ONLY. THERE ARE NO DOCTOR'S ORDERS FOR SIDE RAILS.

YOU ARE ALSO BEING TESTED ON:

- RESIDENTS RIGHTS
- INFECTION CONTROL
- COMMUNICATION

YOU DO NOT NEED TO WASH YOUR HANDS AGAIN AFTER THE FIRST TIME, BUT THROUGHOUT THE TEST YOU MUST TELL ME WHEN YOU WOULD.

(Review the flowsheet with the candidate.) DOCUMENT BY PLACING THE CORRECT CODE IN THE BOX ON THE DAY AND SHIFT AND PLACE YOUR INITIALS AND SIGNATURE IN THE PROPER LOCATION ON THE FLOWSHEET. YOU ARE WORKING THE 7-3 SHIFT. USE TODAY'S DATE (Give today's date) WHEN DOCUMENTING ON THE ADL FLOWSHEET. DO YOU HAVE ANY QUESTIONS ABOUT YOUR ASSIGNMENT OR DOCUMENTATION?

YOUR ACTOR WILL BE TAKING THE PLACE OF THE RESIDENT. PRETEND YOU ARE SEEING (him or her) FOR THE VERY FIRST TIME AND THAT YOU DO NOT KNOW THE RESIDENT. YOUR RESIDENT'S NAME IS (give the name of the actor).

BRING IN ACTOR:

Directions for the actor—PLEASE PUT THIS GOWN ON. THE CANDIDATE WILL BE DOING THE FOLLOWING SKILLS—CLEANING AND SMOOTHING YOUR NAILS AND DRESSING YOU IN A BLOUSE/SHIRT. FOLLOW ONLY THE DIRECTIONS THE CANDIDATE GIVES YOU. PLEASE DO NOT CORRECT, CUE, OR ASSIST THE CANDIDATE DURING THE TESTING PROCESS. IF YOU DO, I WILL STOP THE TEST AND THE CANDIDATE WILL BE ASKED TO RESCHEDULE THE TEST. DO YOU HAVE ANY QUESTIONS?

AFTER YOU HAVE COMPLETED YOUR ASSIGNMENT, YOU WILL LEAVE THE ROOM TO CARE FOR SOMEONE ELSE. DOCUMENT ONLY THE SKILLS YOU PERFORMED ON THE ADL FLOWSHEET. DO YOU HAVE ANY QUESTIONS? (answer questions) THE TEST WILL BEGIN NOW.

Scoring the clinical skills test

The clinical skills test does not require you to perform the tasks in any specific way. The scoring is based on the out-come of the tasks. If a candidate makes any error in section one, the candidate fails the test. If a candidate makes three or more errors in section two, the candidate fails.

SECTION ONE ERRORS -- If the candidate commits any of the errors listed below, the candidate fails the clinical skills test. Check those errors the candidate made and elaborate on them in the space at the bottom

- Failed to perform tasks assigned—hand washing, nail care, and passive range of motion
- Failed to understand safety principles. Describe: _____
- Failed to leave call light accessible.

Infection control

- Failed to clean all surfaces of the hands and nails for at least 10 seconds
- Failed to demonstrate understanding of clean vs. dirty. Describe: _____

Range of motion

- Failed to perform passive range of motion exercises on the left side.
- Mishandled resident's body. Describe: _____

SECTION TWO ERRORS -- If the candidate commits **three** or more of the errors listed below, the candidate fails the clinical skills test. Check those errors the candidate made and elaborate on them in the space at the bottom

Indirect care

- | | |
|--|---|
| <input type="checkbox"/> Failed to knock on the door. | <input type="checkbox"/> Failed to identify self |
| <input checked="" type="checkbox"/> Failed to verify identity of the resident. | <input checked="" type="checkbox"/> Failed to provide privacy |
| <input type="checkbox"/> Failed to explain what candidate was going to do. | <input type="checkbox"/> Used side rails as a restraint |

Hand washing

- Failed to dry hands thoroughly after washing them.
- Failed to use paper towel to turn off water.
- Failed to dispose of paper towel in wastebasket.
- Failed to state they would wash their hands before and after each skill as needed.

Nail care

- Failed to clean under the nails.
- Failed to smooth rough edges.

Range of Motion

- Failed to perform passive flexion and extension on the left shoulder, elbow, wrist and fingers at least two times.

Documentation

- Failed to document tasks in the proper location on the ADL Flowsheet (Minimum requirement-documents on the correct day, shift, and skill and also must initial and sign in the proper location on the ADL Flowsheet.)

Explanation -- If the candidate failed the test, write a detailed description of the errors that the candidate made.

OF SECTION ONE ERRORS 0

OF SECTION TWO ERRORS 2

PASS FAIL

