

NNAAP

National Nurse Aide Assessment Program

An NCSBN® Examination



**Pearson
VUE**

Colorado NURSE AIDE

written (or oral) examination
& skills evaluation

Candidate Handbook

SEARCH

July 2018

QUICK REFERENCE

STATE BOARD OF NURSING

Nurse Aide Registry

1560 Broadway, Suite 1350

Denver, CO 80202

(303) 894-2430

Hours of Operation 8:00 a.m. – 5:00 p.m.

(Mountain Standard Time)

Contact State Board of Nursing to:

- Clarify information about the Registry
- Obtain information regarding endorsement from other states
- Obtain information on continued certification on the Registry
- Download an application for certification by endorsement or reinstatement
- Request a duplicate certificate
- Change your current address or name *after* certification
- Apply for certification after surrender or revocation

PEARSON VUE®

Colorado NNAAP®

3131 South Vaughn Way

Suite 205

Aurora, CO 80014

(888) 274-5050

Fax: (720) 748-0169

Hours of Operation 8:00 a.m. – 5:00 p.m.

(Mountain Standard Time)

Call Pearson VUE Colorado office to:

- Ask questions about online registration
- Obtain information regarding your Score Report
- Change your current address or name *before* certification
- Obtain information regarding your examination
- Obtain information regarding an accommodation for testing under the Americans with Disabilities Act (ADA) guidelines
- Obtain a Candidate Handbook

Go to Pearson VUE's website

(www.pearsonvue.com) to:

- Register online at <https://i7lp.integral7.com/cona>
- Download a Candidate Handbook
- Download Spanish Skills Listing
- View Regional Test Sites
- Download a Nurse Aide Practice Written Examination
- View Frequently Asked Questions

PEARSON VUE REGISTRATION AND SCHEDULING SERVICES

Bloomington Office

Colorado Nurse Aide Program

(877) 333-5707

Hours of Operation

Monday – Friday 8:00 a.m. – 11:00 p.m.

Saturday 8:00 a.m. – 5:00 p.m.

Sunday 10:00 a.m. – 4:00 p.m.

(Central Time Zone)

To contact a customer service representative after hours: Call (877) 333-5707 or email pearsonvuecustomerservice@pearson.com

Call Pearson VUE Bloomington office to:

- Schedule, reschedule, or cancel an examination

Go to Pearson VUE's website

(www.pearsonvue.com) to:

- Register online at <https://i7lp.integral7.com/cona>

Quick Reference Page iii

Pearson VUE does not discriminate on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristics.

Copyright © 2018 Pearson Education, Inc., or its affiliates. All Rights Reserved.

NNAAP® Written Exam Content Outline and Practical Skills Listing
Copyright © 2016–2018 National Council of State Boards of Nursing, Inc. (NCSBN®). All rights reserved.

TABLE OF CONTENTS

QUICK REFERENCE.....INSIDE FRONT COVER

INTRODUCTION..... 1

- National Nurse Aide Assessment Program (NNAAP®)1
- Exam Overview2

ELIGIBILITY..... 2

- Eligibility Routes3–4

APPLICATION AND SCHEDULING 5

- Online Application and Exam Scheduling.....5
- Address & Name Changes6
- Exam Fees6
- ADA Accommodations..... 7
- Healthcare Professions Profile Requirement.....7
- Immigration Act..... 8
- Exam Scheduling..... 9
- Authorization to Test Notice9
- Test Sites9

CANCELLATION AND RESCHEDULING 10

- Refunds10
- Absence Policy.....10
- Weather Emergencies11

EXAM DAY..... 11

- Checking In11
- What to Bring.....11
- Proper Identification12
- Security and Cheating.....12
- Testing Policies13
 - Lateness.....13
 - Electronic Devices13
 - Personal Belongings/Study Aids.....13
 - Eating/Drinking/Smoking.....13
 - Misconduct13
 - Guests/Visitors13

WRITTEN (OR ORAL) EXAM..... 14

continued next page

WRITTEN (OR ORAL) EXAM CONTENT OUTLINE	15
SAMPLE QUESTIONS	16
SELF-ASSESSMENT READING TEST	17–20
SKILLS EVALUATION.....	21
What to Expect.....	21
Setting.....	21
Who Will Act as a Client?.....	21
Candidate Volunteer Requirements.....	21
Candidate Dress Requirements.....	21
The Tasks	22
Recording a Measurement.....	23
Sample of Recording Sheet for Measurement Skills.....	24
Tips for the Skills Evaluation.....	25
SKILLS LISTING.....	26–40
EXAM RESULTS.....	41
Written (Or English or Spanish Oral) Examination.....	41
Skills Evaluation.....	41
SCORE REPORTING	42
Failing	42
How to Read a Failing Score Report	42
Passing.....	43
Duplicate Score Report	43
GRIEVANCE PROCESS.....	44
THE REGISTRY	45
If You Change Your Name or Address.....	45
FREQUENTLY ASKED QUESTIONS.....	47–48

APPENDIX

- A: Request for Duplicate Score
 Report Form..... back of handbook
- B: Change of Address or Name
 After Certification Form..... back of handbook

INTRODUCTION

This handbook is for candidates who want to be certified as nurse aides in Colorado. It describes the steps you, the candidate, must follow to apply for and test in the National Nurse Aide Assessment Program (NNAAP®). Please read this handbook completely and refer to it as much as you need.

The State Board of Nursing has contracted with Pearson VUE, a nationally recognized leading provider of assessment services to regulatory agencies. Pearson VUE will create, score, and report the results of the Written Examination and Skills Evaluation you must take to become certified as a nurse aide. Pearson VUE will also help you apply to take the exam (both parts). If you pass the exam and meet all other requirements, Pearson VUE will submit your name to the State Board of Nursing for placement on the Colorado Nurse Aide Registry. Once you are certified and placed on the Registry you will be required to log into the Colorado State Board of Nursing website at https://www.colorado.gov/pacific/DORA/DPO_Print_License and print out your license. Your license will no longer be mailed to you. The phone number and address of Pearson VUE are listed in the Quick Reference section of this handbook.

NATIONAL NURSE AIDE ASSESSMENT PROGRAM (NNAAP®)

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87), was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for nurse aides who work in such facilities. Each state is responsible for following the terms of this federal law.

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a certified nurse aide in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse aide evaluation requirement of federal and state laws and regulations. Pearson VUE is the authorized administrator of the NNAAP in your state.

The NNAAP Examination is an evaluation of nurse aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral)

Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of an entry-level nurse aide.

EXAM OVERVIEW

There are two parts to the NNAAP Examination, the Written (or Oral) Examination and the Skills Evaluation. Both will be administered on the same day. You must pass both parts in order to be certified and listed on the Colorado Nurse Aide Registry.

The Written Examination consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

An oral examination available in either English or Spanish may be taken in place of the Written Examination if you have difficulty reading English. The Oral Examination consists of sixty (60) questions and ten (10) multiple-choice reading comprehension questions provided on an MP3 player. You will be asked to listen to the Oral Examination and follow along in the test booklet as the questions are read aloud on the MP3 player. If you want to take the Oral Examination, you must request it when you schedule your exam(s). Please note that an Oral exam is NOT considered an ADA accommodation.

During the Skills Evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Nurse Aide Evaluator. You must perform all five (5) skills correctly in order to pass the Skills Evaluation. A complete listing of the skills is shown on pages 26 to 40.

See *The Written (or Oral) Exam* and *The Skills Evaluation* for more details about the NNAAP Examination.

ELIGIBILITY

Before you can take the nurse aide exam, you must find out if you are eligible, or qualified. To determine your eligibility status, please choose the route that applies to you by reviewing the eligibility routes listed below. After you have identified the correct eligibility route, the information that follows will direct your next steps as well as what you must do to take the NNAAP® Exam. If you are not certified within two (2) years (24 months) after Pearson VUE receives your application, your application will expire. You will then need to re-apply and send in any required documentation as needed.

ELIGIBILITY ROUTES

E1 NEW NURSE AIDE

You must have completed a state-approved training program. (You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.)

Note: Eligibility Route E2 was deliberately omitted from this handbook.

E3 LPN, RN, LPT, OR MILITARY EQUIVALENT STUDENT WHO HAS NEVER BEEN LICENSED

You must have successfully completed five (5) semester credits of nursing fundamentals in a Practical Nursing, Registered Nurse, or Psychiatric Technician program. You must provide a transcript or a verification letter from the school where you earned the credits. (You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.)

E4 LPN, RN, OR LPT STUDENT WITH AN ACTIVE OR EXPIRED LICENSE FROM ANY U.S. STATE OR TERRITORY

You must attach a copy of your license or transcript proving that you completed a RN, LPN, or LPT nursing program. You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.

E5 NURSE WHO WAS TRAINED OUTSIDE OF THE UNITED STATES OR U.S. TERRITORIES

You must provide translated transcript(s) demonstrating five (5) semester credits of nursing fundamentals or its equivalent in a Practical Nursing, Registered Nurse, or Psychiatric Technician program. (You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.)

E6 NURSE AIDE WHO WAS TRAINED IN ANOTHER STATE AND DOES NOT HOLD A CURRENT NURSE AIDE CERTIFICATE

You must provide proof that you completed a state-approved nurse aide training program. Contact Pearson VUE for more information. You must pass the nurse aide exam within twenty-four (24) months after Pearson VUE receives your application.

Eligibility Routes continue next page

E7 RN, LPN, OR LPT WITH ACTIVE DISCIPLINE

You must attach a copy of your most recent nursing license. You must check “Yes” under Screening Question 8 on the application and provide an explanation. Your application will require review by the Nurse Aide Advisory Committee which may increase your application processing time. You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.

E8 CERTIFIED NURSE AIDE (CNA) WHOSE LICENSE WAS REVOKED OR SURRENDERED

There is a one-year waiting period after a revocation and a two-year waiting period after surrendering a CNA certification before you can re-apply. You must complete re-training at an approved training program within two years prior to applying by examination and supply proof of training. You must check “yes” to Screening Question 8 on the application and provide a written explanation. You must submit a letter to the Board with your application requesting permission to re-test. Your application and supporting documentation will require review by the Nurse Aide Advisory Committee which will increase the application processing time. You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.

Note: Eligibility Route E9 was deliberately omitted from this handbook.

Note: Eligibility Route E10 was deliberately omitted from this handbook.

E11 NURSE AIDE WHO IS REINSTATING BY EXAMINATION BUT HAS NOT WORKED AS A NURSE AIDE FOR PAY FOR AT LEAST EIGHT (8) HOURS IN THE LAST 24 MONTHS

You must attach a copy of your most recent nurse aide certificate or a copy of your Certificate of Completion from a state-approved training program. You must pass the nurse aide exam within two (2) years (24 months) after Pearson VUE receives your application.

APPLICATION AND SCHEDULING

ONLINE APPLICATION AND EXAMINATION SCHEDULING

Completing the online application is quick, convenient, and an environmentally responsible way to apply for your examination. This process will eliminate the transit time associated with mailing a paper application. First time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (*), on the online form to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

APPLICATION

- To access the online registration form go to: www.pearsonvue.com/co/nurseaides.
- You are responsible for completing all appropriate sections of the online application. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application.

EXAM SCHEDULING

- You must schedule your examination at least twelve (12) calendar days in advance, not including the date of the test.
- Payment for your exam(s) will be done electronically through the online scheduling system. All payments must be in the form of a credit card or pre-paid debit card (American Express, Master Card, Visa), a gift card, or via an electronic voucher. Personal checks and cash will be NOT be accepted. **Fees are non-refundable and non-transferable once submitted.**

If you have questions about the application process, please contact the Pearson VUE Colorado office at (888) 274-5050 between 8:00 am and 5:00 pm (Mountain Time Zone). If you have questions about the scheduling process, please contact a Pearson VUE representative at (877) 333-5707 between 8:00 a.m. and 11:00 p.m. (Central Time Zone).

If you do not pass both portions of the exam within two (2) years after completing your online application, you must submit a new online application and fee. If you fail either part or both parts of the exam three (3) times you must

re-train at a state-approved Nurse Aide Training Program before taking the exam again.

Since you are the nurse aide applicant, you must fill out the application yourself. You may ask someone from your Training Program or your employer for assistance in completing your online application. You may also call a Pearson VUE Customer Care Representative for assistance at (877) 333-5707 outside of our normal business hours (see page iii of Quick Reference). You may need to submit additional documents with the application depending on the eligibility route you followed on pages 2–4. Failure to submit appropriate documentation, if needed, may delay approval of your online application and exam scheduling.

Any additional documentation must be approved by Pearson VUE before your application will be approved. Note: You will not be able to schedule your exam(s) until your application is approved.

You can either upload your documents electronically through the online application system or fax/mail them to:

Pearson VUE/NNAAP
3131 S Vaughn Way, Ste 205
Aurora, CO 80014
Fax: (720) 748-0169

ADDRESS & NAME CHANGES

If you must change your name or address after creating your profile, or any time before you become certified you can update your address online through your profile page. However, you must contact the the Pearson VUE Colorado office to change your name. You cannot change your name online.

EXAM FEES

If you are taking the exam for the first time, you must pay for both the Written or Oral Examination and the Skills Evaluation.

EXAMINATION	TOTAL FEE
Written and Skills together	\$135
Oral–English and Skills together	\$135
Oral–Spanish and Skills together	\$135
Written only	\$50
Oral–English only	\$50
Oral–Spanish only	\$50
Skills only	\$85

Payment must be in the form of a credit card or pre-paid debit card (American Express, Master Card, Visa), a gift card, or via an electronic voucher. Personal checks and cash will be NOT be accepted. **Fees are non-refundable and non-transferable once submitted.**

ADA ACCOMMODATIONS

Pearson VUE complies with the Americans with Disabilities Act (42 U.S.C. Section 12101 *et seq.*). If you have a disability, you may ask for special testing when you apply for your examination online. Please follow the requirements as specified. After a request has been approved, the Nurse Aide Evaluators who give the exam will be ready to meet your needs if you are disabled. **All requests must be approved in advance by Pearson VUE.** No changes will be made at a test site if they have not been approved and arranged before the exam is scheduled. If you need special arrangements but have not requested them before testing, you will not be allowed to test and will be counted as absent.

HEALTHCARE PROFESSIONS PROFILE REQUIREMENT

The Michael Skolnik Medical Transparency Act (section 24-34-110, C.R.S.) requires certified nurse aides to create and keep current an online Healthcare Professions Profile. To create your profile, you will answer “yes/no” questions about your education, employer, disciplinary actions in any state, felony convictions, and crimes of moral turpitude. You can also enter information about awards and charity/volunteer work.

If you answer yes to: 1) disciplinary actions and/or restriction/suspension of a CNA license; and/or 2) felony conviction (or crime of moral turpitude) you have to send a copy of the final document to the Division of Professions and Occupations.

CONTINUES ON FOLLOWING PAGE

That document will be posted online with your Healthcare Professions Profile and can be viewed by the public. When your information changes you must update your online Profile within 30 days. If you do not meet these requirements, you can receive an administrative fine and will not be able to renew your CNA license. If you have questions, or need to update your Healthcare Professions Profile, please see the DORA website at www.dora.colorado.gov/professions/hppp or call the HPPP Helpdesk at 303-894-5942 or by email at dora_dpo_hppp@state.co.us

IMMIGRATION ACT

Effective January 1, 2007, HB 06S-1009 requires that the Division of Professions & Occupations will only issue or renew a license or registration if the individual is lawfully present in the United States. The law further requires the Division of Professions & Occupations to immediately deny or not renew any license/registration upon determining that the individual is unlawfully present in the United States. Additionally, the law requires individuals prove their identity with a **secure and verifiable** document.

For candidates making application, the **Affidavit of Eligibility** is now included in the online application process. You will be required to answer all questions completely before your application can be approved. Along with this you will be required to submit information from one of the following secure and verifiable documents:

- Driver's License or permit
- Government Issued ID card
- Valid U.S. military ID/common access card
- Colorado Department of Corrections inmate ID
- Tribal ID card
- U.S. Passport
- Certificate of Naturalization
- Certificate of (U.S) Citizenship
- Valid Temporary Resident Card
- Valid I-94 issued by Canadian government
- Valid I-94 with refugee/asylum stamp
- Valid I-766 (Employment Authorization Card)
- Valid I-551 (Resident Alien or Permanent Resident Card)
- Valid foreign passport with an unexpired visa with proper classification for work authorization, and an unexpired I-94
- Valid foreign passport bearing an unexpired "Processed for I-551" stamp or with an attached unexpired "Temporary I-551" visa

EXAM SCHEDULING

For more information about scheduling, or how to register for the examination online, please visit:

www.pearsonvue.com/co/nurseaides.

AUTHORIZATION TO TEST NOTICE

Your authorization to test notice will be in the form of an email that will be generated after you schedule your exam(s) online. The email will contain important information about your examination.

TESTING LOCATIONS

The nurse aide examination (both parts) will be given at a Regional Test Site. Please visit www.pearsonvue.com or call (877) 333-5707 to determine the schedule of the test site most convenient to you.

CANCELLATION AND RESCHEDULING

If you are unable to attend your scheduled examination, you must call Pearson VUE at least seven (7) calendar days in advance of your examination date (not including the day of your exam) to reschedule. If you do not call Pearson VUE at least seven (7) calendar days in advance of your examination date to reschedule (not including the date of your exam), and do not show up for your scheduled examination, your exam fee will NOT be refunded and you cannot transfer the fee to another exam date. You may not give your exam date to another person.

If your employer paid your exam fee, you should notify your employer if you are absent, if you ask for a new exam date, or if you were denied admission to the exam.

REFUNDS

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

ABSENCE POLICY

Since unexpected situations sometimes occur, Pearson VUE will consider excusing an absence from a scheduled examination in certain situations. Acceptable excused absences are as follows:

- Illness — Candidate or an immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

To request an excused absence you must contact Pearson VUE customer service at (877) 333-5707. At that time you will be given instruction on faxing all required documentation as needed. Requests for excused absences must be received within ten (10) business days following the scheduled examination. Your request must include verification from the cause of your absence. For example, if you are absent because of jury duty, you must supply a copy of the court notice. In the case of illness a verification from your medical provider must be included in your request. Please note resolution takes approximately 3–5 business days to process and complete once documentation has been received.

WEATHER EMERGENCIES

Exams may be delayed or cancelled if severe weather or a natural disaster makes the test site unsafe or impossible to reach. If you think the exam may be cancelled due to severe weather or a natural disaster, call Pearson VUE Bloomington office at (877) 333-5707. If the exam is cancelled, you may take the exam on another day at no additional cost.

EXAM DAY

CHECKING IN

You must arrive 30 minutes prior to your scheduled time for BOTH the written examination and for the skills evaluation. If you are late for the written examination you will not be allowed to test and your fees will not be refunded. If you missed your written examination and are scheduled for a skills evaluation, please arrive 30 minutes prior to your scheduled time. Skills Evaluation test times are approximate, and vary depending on the number of candidates scheduled. Please plan to spend all day at the testing facility to complete both the written and skills examinations.

You will be required to check in for both the written examination and for the skills evaluation. You will be required to present proper identification.

WHAT TO BRING

You MUST bring the following items with you to the test site:

- **Two (2) forms of proper identification (see “Proper Identification” section on page 12)**
- Three (3) No 2 pencils (sharpened)
- Eraser
- Watch with a second hand

No other materials will be allowed.

PROPER IDENTIFICATION

Candidates are required to bring:

- **Two (2) forms of current, not expired, signature-bearing identification.** One **MUST** be a government-issued photo identification (for example: driver's license). Please note: **THE SIGNATURES ON THE TWO (2) IDs MUST MATCH. If you come to the test site without the proper ID, you will not be allowed to take the exam and you will lose your exam fee.** Examples of proper identification include current, not expired:

- Driver's license
- Signature-bearing Social Security Card
- Clinic Card
- Credit Card
- Library Card
- State-issued identification card
- Passport

The name on your identification must be the same as the name you used on the application to register for the examination. If your name is different, you will not be allowed to test.

SECURITY AND CHEATING

If you give help to or receive help from anyone during the NNAAP Examination, the examination will be stopped. The incident will be reported to the State Board of Nursing for review, and your examination will not be scored (see *Testing Policies*).

Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of, or licensed to Pearson VUE. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. ***Anyone who removes or tries to remove examination material or information from the test site will be prosecuted.***

TESTING POLICIES

The following policies are observed at all Regional and In-Facility Test sites.

LATE ARRIVAL

You must arrive at the test center thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test and your examination fee will **NOT** be returned. If you are late for the Written (or Oral) Examination, but arrive on time for the Skills Evaluation, you **WILL** be allowed to take the Skills Evaluation.

If you are late for your Skills Evaluation or do not bring all your required materials, you will **NOT** be allowed to test and you will be required to re-apply and pay another examination fee (see *Cancellation* for more details). Test times are approximate. Please plan to spend all day at the testing facility.

ELECTRONIC DEVICES

Cellular phones or other electronic devices are not permitted to be used and must be turned off during testing. There is no place for storage of personal belongings at the Regional Test Sites.

STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Pearson VUE is not responsible for lost or misplaced items.

EATING/DRINKING/SMOKING

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

MISCONDUCT

If you cause a disturbance of any kind or engage in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the State Board of Nursing. Decisions regarding disciplinary measures are the responsibility of the State Board of Nursing.

GUESTS/VISITORS

Guests, visitors, pets, or children are **NOT** allowed at the Regional or In-Facility Test Sites.

THE WRITTEN (OR ORAL) EXAM

WRITTEN (OR ORAL) EXAM

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. You must request an Oral Examination when scheduling your exam. The Oral Examination is provided on an MP3 player. Earphones are provided at the test center. You will be asked to listen to a recording of the Oral Examination and follow along in the test booklet as the questions are read aloud on the MP3 player.

The Oral Examination consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of these questions is read twice. As each question is read, you will be asked to choose the correct answer and mark it on your answer sheet.

The second part of the Oral Examination has ten (10) multiple-choice questions. These questions test your ability to speak a minimum amount of English by recognizing common words used as a nurse aide in long-term care facilities. Each word is read three (3) times. You are asked to match the word you hear on the recording to the written word in the test booklet. As you find the match, you mark your answer on the answer sheet.

The Written (or Oral) Examination takes two (2) hours to complete. You will be told when fifteen (15) minutes remain in order to finish. Fill in only one (1) oval on the answer sheet for each question. You may write in the test booklet, but markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet.

2016 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

The revised content outline is based on the findings from the *2014 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides* published by the National Council of State Boards of Nursing (NCSBN) in 2015. The examination content outline will be effective January 2016.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (non-scored) items on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

	<i>% of the exam</i>	<i># of questions in the exam</i>
I. Physical Care Skills		
A. Activities of Daily Living.....	14%	9
1. Hygiene		
2. Dressing and Grooming		
3. Nutrition and Hydration		
4. Elimination		
5. Rest/Sleep/Comfort		
B. Basic Nursing Skills.....	39%	23
1. Infection Control		
2. Safety/Emergency		
3. Therapeutic/Technical Procedures		
4. Data Collection and Reporting		
C. Restorative Skills.....	8%	5
1. Prevention		
2. Self Care/Independence		
II. Psychosocial Care Skills		
A. Emotional and Mental Health Needs	11%	6
B. Spiritual and Cultural Needs	2%	2
III. Role of the Nurse Aide		
A. Communication.....	8%	4
B. Client Rights	7%	4
C. Legal and Ethical Behavior.....	3%	2
D. Member of the Health Care Team	8%	5

SAMPLE QUESTIONS

The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

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

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

Correct Answers

SELF-ASSESSMENT READING TEST

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

PART 1: VOCABULARY

- Circle the best answer to each question.
- When you have finished, check your answers using the answer key on page 18.
- Count up the number of correct answers.
- If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.
 - You go to a doctor when you _____.**
(A) feel sleepy (D) need money
(B) need socks (E) need clothes
(C) feel sick
 - A person who flies an airplane is its _____.**
(A) pilot (D) surgeon
(B) steward (E) director
(C) mother
 - You use a _____ to write.**
(A) bow (D) carpenter
(B) calculator (E) needle
(C) pencil
 - To EXIT a room means to _____ it.**
(A) enter (D) read
(B) leave (E) interrupt
(C) forget
 - A wedding is a joyous _____.**
(A) focus (D) occasion
(B) vehicle (E) civilization
(C) balloon
 - To REQUIRE something means to _____ it.**
(A) need (D) understand
(B) have (E) hear
(C) forget

go to next page

7. **You _____ something to find its length.**
(A) slice
(B) lock
(C) measure
(D) force
(E) tape
8. **Soup is served in a _____.**
(A) plate
(B) bowl
(C) fork
(D) chair
(E) closet
9. **To accompany someone means to _____.**
(A) disagree with him
(B) work for him
(C) go with him
(D) speak to him
(E) choose him
10. **A nursing home resident receives _____ from the staff.**
(A) quality
(B) fame
(C) interruption
(D) care
(E) work
11. **Medicine is used to _____ pain.**
(A) widen
(B) conjure
(C) enliven
(D) increase
(E) relieve
12. **To DRENCH the flowers means to _____ them.**
(A) steam
(B) drink
(C) touch
(D) soak
(E) anger
13. **A bicycle is a means of _____.**
(A) nourishment
(B) transportation
(C) prediction
(D) collision
(E) walking
14. **When someone speaks in a whisper, it may be difficult to _____.**
(A) deceive
(B) understand
(C) frighten
(D) estimate
(E) regulate

go to next page

SELF-ASSESSMENT READING TEST

PART 2: COMPREHENSION

In this part of the reading test you will be provided with a series of brief paragraphs. You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

15. **Fish live in _____.**
- (A) cups
 - (B) houses
 - (C) air
 - (D) water
 - (E) fountains
16. **Fish use their _____ to swim.**
- (A) tails
 - (B) heads
 - (C) gills
 - (D) lungs
 - (E) floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

17. **Maria has had experience as a _____.**
- (A) guide
 - (B) farmer
 - (C) driver
 - (D) nurse
 - (E) teacher
18. **She would like to work in _____.**
- (A) an office
 - (B) a library
 - (C) a garden
 - (D) a hospital
 - (E) a supermarket
19. **As a child Maria lived _____.**
- (A) in the city
 - (B) in an apartment
 - (C) on a farm
 - (D) in a large house
 - (E) on the beach

go to next page

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

20. **Carolyn works in a _____.**
(A) hospital
(B) doctor's office
(C) garage
(D) school
(E) library
21. **One of the things Carolyn enjoys is _____.**
(A) working in an office
(B) helping people
(C) reading books
(D) working late hours
(E) driving a car
22. **With her salary she can pay her bills and _____.**
(A) buy furniture
(B) give to charity
(C) save money
(D) buy new clothes
(E) pay for college

*This completes the
Self-Assessment Reading Test.*

Answers

1. C	7. C	13. B	19. C
2. A	8. B	14. B	20. A
3. C	9. C	15. D	21. B
4. B	10. D	16. A	22. C
5. D	11. E	17. B	
6. A	12. D	18. C	

If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.

THE SKILLS EVALUATION

WHAT TO EXPECT

SETTING

The Skills Evaluation is set up to resemble an actual caregiving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment.

See pages 26-40 for the complete skills listing.

You must arrive 30 minutes early. Test times are approximate. Please plan to spend all day at the testing facility.

WHO WILL ACT AS A CLIENT?

The part of the “client” will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills.

CANDIDATE VOLUNTEER REQUIREMENTS

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

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

CANDIDATE DRESS REQUIREMENTS

You **must wear flat, slip-on, non-skid shoes**; a loose-fitting top with short sleeves that can be rolled up to the shoulder, or tank top; and loose fitting pants that can be rolled up. You will be required to put a gown on over your clothing.

Candidates are not to remove clothing down to their undergarments.

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

THE TASKS

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

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

Before your Skills Evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings on pages 26 to 40 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

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

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

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

You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. You will have thirty (30) minutes to demonstrate all five (5) skills.

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

RECORDING A MEASUREMENT

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

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

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

RECORDING SHEET FOR MEASUREMENT SKILLS

Date

Test Site ID

Candidate Name

Candidate ID

Evaluator Name

Evaluator ID

SAMPLE

SKILL TESTED

One box next to the skill being tested must be marked.

Blood Pressure

Radial Pulse

Respirations

Urine Output

Weight (must document the unit of measurement, lb or kg)

CANDIDATE RESULTS	EVALUATOR RESULTS

TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand-washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the *Recording Sheet for Measurement Skills*. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 24 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You **may not bring** any of your own equipment to the test site (i.e. transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- *Where the word "client" appears, it refers to the person receiving care.*

SKILLS LISTING

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

SKILL 1 — HAND HYGIENE (HAND WASHING)

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

SKILL 2 — APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out, at least to the heel
- 5 Places foot of stocking over toes, foot, and heel

Skill continues

- 6 Pulls top of stocking over foot, heel, and leg
- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints
- 8 Finishes procedure with no twists or wrinkles and heel of stocking, if present, is over heel and opening in toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free**
- 9 Signaling device is within reach and bed is in low position
- 10 After completing skill, wash hands

SKILL 3 — ASSISTS TO AMBULATE USING TRANSFER BELT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before assisting to stand, client is wearing non-skid shoes/footwear**
- 4 Before assisting to stand, bed is at a safe level
- 5 Before assisting to stand, checks and/or locks bed wheels
- 6 Before assisting to stand, client is assisted to sitting position with feet flat on the floor**
- 7 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 8 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 9 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 10 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position), and maintaining stability of client's legs by standing knee to knee, or toe to toe with client
- 11 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
- 12 Assists client to bed and removes transfer belt
- 13 Signaling device is within reach and bed is in low position
- 14 After completing skill, wash hands

SKILL 4 — ASSISTS WITH USE OF BEDPAN

- 1 Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before placing bedpan, lowers head of bed
- 4 Puts on clean gloves before placing bedpan under client
- 5 Places bedpan correctly under client's buttocks
- 6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 7 After positioning client on bedpan and removing gloves, raises head of bed
- 8 Toilet tissue is within reach
- 9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
- 10 Signaling device within reach and client is asked to signal when finished
- 11 Puts on clean gloves before removing bedpan
- 12 Head of bed is lowered before bedpan is removed
- 13 Ensures client is covered except when placing and removing bedpan
- 14 Empties and rinses bedpan and pours rinse into toilet
- 15 Places bedpan in designated dirty supply area
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

SKILL 5 — CLEANS UPPER OR LOWER DENTURE

- 1 Puts on clean gloves before handling denture
- 2 Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
- 3 Rinses denture in moderate temperature running water before brushing them
- 4 Applies denture toothpaste to toothbrush
- 5 Brushes all surfaces of denture
- 6 Rinses all surfaces of denture under moderate temperature running water
- 7 Rinses denture cup and lid
- 8 Places denture in denture cup with moderate temperature water/solution and places lid on cup

Skill continues

- 9 Rinses toothbrush and places in designated toothbrush basin/container
- 10 Maintains clean technique with placement of toothbrush and denture
- 11 Sink liner is removed and disposed of appropriately and/or sink is drained
- 12 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

SKILL 6 — COUNTS AND RECORDS RADIAL PULSE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Places fingertips on thumb side of client's wrist to locate radial pulse
- 3 Count beats for one full minute
- 4 Signaling device is within reach
- 5 Before recording, washes hands
- 6 Records pulse rate within plus or minus 4 beats of evaluator's reading**

SKILL 7 — COUNTS AND RECORDS RESPIRATIONS

- 1 Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Counts respirations for one full minute
- 3 Signaling device is within reach
- 4 Before recording, washes hands
- 5 Records respiration rate within plus or minus 2 breaths of evaluator's reading**

SKILL 8 — DONNING AND REMOVING PPE (GOWN AND GLOVES)

- 1 Picks up gown and unfolds
- 2 Facing the back opening of the gown places arms through each sleeve
- 3 Fastens the neck opening
- 4 Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
- 5 Puts on gloves

Skill continues

- 6 Cuffs of gloves overlap cuffs of gown
- 7 **Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove**
- 8 **Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed**
- 9 Disposes of gloves into designated waste container without contaminating self
- 10 After removing gloves, unfastens gown at waist and neck
- 11 After removing gloves, removes gown without touching outside of gown
- 12 While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out
- 13 Disposes of gown in designated container without contaminating self
- 14 After completing skill, washes hands

SKILL 9 — DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Asks which shirt he/she would like to wear and dresses him/her in shirt of choice
- 4 Avoids overexposure of client by ensuring client's chest is covered
- 5 Removes gown from the left (unaffected) side first, then removes gown from the right (affected/weak) side
- 6 Before dressing client, disposes of gown into soiled linen container
- 7 **Assists to put the right (affected/weak) arm through the right sleeve of the shirt before placing garment on left (unaffected) arm**
- 8 While putting on shirt, moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 9 Finishes with clothing in place
- 10 Signaling device is within reach and bed is in low position
- 11 After completing skill, washes hands

SKILL 10 — FEEDS CLIENT WHO CANNOT FEED SELF

- 1 Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before feeding, looks at name card on tray and asks client to state name
- 3 Before feeding client, client is in an upright sitting position (75-90 degrees)**
- 4 Places tray where the food can be easily seen by client
- 5 Candidate cleans client's hands before beginning feeding
- 6 Candidate sits in a chair facing client during feeding
- 7 Tells client what foods and beverage are on tray
- 8 Asks client what he/she would like to eat first
- 9 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
- 10 Offers beverage at least once during meal
- 11 Candidate asks client if they are ready for next bite of food or sip of beverage
- 12 At end of meal, candidate cleans client's mouth and hands
- 13 Removes food tray
- 14 Leaves client in upright sitting position (75-90 degrees) with signaling device within client's reach
- 15 After completing skill, washes hands

SKILL 11 — GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND AND UNDERARM)

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered
- 4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 5 Puts on clean gloves before washing client.
- 6 Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face**

Skill continues

- 7 Dries face with dry cloth towel/washcloth
- 8 Exposes one arm and places cloth towel underneath arm
- 9 Applies soap to wet washcloth
- 10 Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered
- 11 Rinses and dries fingers, hand, arm, and underarm
- 12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 13 Puts clean gown on client
- 14 Empties, rinses, and dries basin
- 15 Places basin in designated dirty supply area
- 16 Disposes of linen into soiled linen container
- 17 Avoids contact between candidate clothing and used linens
- 18 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 19 Signaling device is within reach and bed is in low position

SKILL 12* — MEASURES AND RECORDS ELECTRONIC BLOOD PRESSURE

****STATE SPECIFIC (EVALUATOR: DO NOT SUBSTITUTE THIS SKILL FOR SKILL 23 'MANUAL BLOOD PRESSURE')***

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Has client assume a comfortable lying or sitting position
- 4 Client's arm is positioned at level of heart with palm up and upper arm is exposed
- 5 Selects appropriate cuff size
- 6 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 7 Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over the brachial artery site
- 8 Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children, and adults, selects the appropriate setting
- 9 Pushes start button. If cuff inflates to more than 200 mm Hg then stops machine and uses cuff on client's other arm

Skill continues

- 10 Waits until the blood pressure reading appears on the screen and for the cuff to deflate, then removes the cuff
- 11 Signaling device is within reach
- 12 Before recording, washes hands
- 13 After obtaining reading using BP cuff, records both systolic and diastolic pressures exactly as displayed on the digital screen**

SKILL 13 — MEASURES AND RECORDS URINARY OUTPUT

- 1 Puts on clean gloves before handling bedpan
- 2 Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container
- 3 Rinses bedpan and pours rinse into toilet
- 4 Measures the amount of urine at eye level with container on flat surface (if between measurement lines, round up to nearest 25 ml/cc)
- 5 After measuring urine, empties contents of measuring container into toilet
- 6 Rinses measuring container and pours rinse into toilet
- 7 Before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 8 Records contents of container within plus or minus 25 ml/cc of evaluator's reading**

SKILL 14 — MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Client has non-skid shoes/footwear on before walking to scale
- 3 Before client steps on scale, candidate sets scale to zero
- 4 Asks client to step on center of scale and obtains client's weight
- 5 Asks client to step off scale
- 6 Before recording, washes hands
- 7 Records weight based on indicator on scale. Weight is within plus or minus 2 lbs of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading)**

SKILL 15 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Ensures that client is supine in bed and instructs client to inform candidate if pain is experienced during exercise
- 4 **While supporting the leg at knee and ankle, bends the knee and then returns leg to client's normal position (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting the foot and ankle close to the bed, pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

SKILL 16 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Instructs client to inform candidate if pain experienced during exercise
- 4 **While supporting arm at the elbow and at the wrist, raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**

Skill continues

- 5 **While supporting arm at the elbow and at the wrist, moves client's straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

SKILL 17 — POSITIONS ON SIDE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before turning, lowers head of bed
- 4 Raises side rail on side to which body will be turned
- 5 Candidate assists client to slowly roll onto side toward raised side rail
- 6 Places or adjusts pillow under head for support
- 7 Candidate repositions arm and shoulder so that client is not lying on arm
- 8 Supports top arm with supportive device
- 9 Places supportive device behind client's back
- 10 Places supportive device between legs with top knee flexed; knee and ankle supported
- 11 Signaling device is within reach and bed is in low position
- 12 After completing skill, washes hands

SKILL 18 — PROVIDES CATHETER CARE FOR FEMALE

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area including buttocks before washing

Skill continues

- 6 Exposes area surrounding catheter (only exposing client between hip and knee)
- 7 Applies soap to wet washcloth
- 8 While holding catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 9 While holding catheter at meatus without tugging, using a clean washcloth, rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 10 While holding catheter at meatus without tugging, dries at least four inches of catheter moving away from meatus using a dry cloth towel/washcloth
- 11 Empties, rinses, and dries basin
- 12 Places basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 14 Avoids contact between candidate clothing and used linen
- 15 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 16 Signaling device is within reach and bed is in low position

SKILL 19 — PROVIDES FOOT CARE ON ONE FOOT

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot (including between the toes)

Skill continues

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

SKILL 20 — PROVIDES MOUTH CARE

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

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

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Places pad/ linen protector under perineal area including buttocks before washing
- 6 Exposes perineal area (only exposing between hips and knees)
- 7 Applies soap to wet washcloth
- 8 Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with dry cloth towel/washcloth
- 11 After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
- 12 Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke
- 13 Dries rectal area moving from front to back with dry cloth towel/washcloth
- 14 Repositions client
- 15 Empties, rinses, and dries basin
- 16 Places basin in designated dirty supply area
- 17 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 18 Avoids contact between candidate clothing and used linen
- 19 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 20 Signaling device is within reach and bed is in low position

SKILL 22 — TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

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

SKILL 23* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE

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

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

EXAM RESULTS

The Nurse Aide Evaluator may not answer questions about your score report. If you have questions about your Score Report, call PEARSON VUE at 888-274-5050.

WRITTEN (OR ENGLISH OR SPANISH ORAL) EXAM

After you finish the the Written (or English or Spanish Oral) examination, the Nurse Aide Evaluator will fax your answer sheet for scoring. Within approximately ten (10) minutes (from the time the answer sheet was faxed) you will receive an official score report. The score report will indicate whether you passed or failed the Written(or Oral) Examination.

SKILLS EVALUATION

The Nurse Aide Evaluator will also fax your Skills Evaluation results for scoring.

Within approximately ten (10) minutes (from the time the answer sheet was faxed) you will receive an official score report. The score report will indicate whether you passed or failed the Skills Evaluation.

Occasionally, due to technical difficulties, Score Reports may not be received at the test center on the day of testing. If this happens your answer sheet will be mailed to Pearson VUE for handscoring. Your score report will be mailed to you within 5–7 business days after testing.

SCORE REPORTING

Pearson VUE will provide you with your official examination results on the day of testing. If you lose your examination results and need to obtain another copy, please contact Pearson VUE at (888) 274-5050. **Examinations results will not be given over the telephone nor can they be sent to your employer.**

FAILING

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

State and Federal regulations allow you a total of three (3) attempts to pass the examination. The examination includes the Skills Evaluation and the Written (or Oral). If you should fail either part or both parts three (3) times, you will be required to successfully complete a state-approved training program and re-take both parts. You must take and pass both the Written (or Oral) Examination and the Skills Evaluation within a twenty-four (24) month period in order to be placed on the Nurse Aide Registry.

HOW TO READ A FAILING SCORE REPORT

If you do not pass the Skills Evaluation, you will receive a Failing Score Report. The score report will list the five (5) skills that you performed and a score of *Satisfactory* or *Unsatisfactory* for each skill. Any skill with an *Unsatisfactory* result is considered a failed skill. You must receive a *Satisfactory* result on all five (5) skills in order to pass the Skills Evaluation.

Use your failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, especially a Critical Element Step.

The failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked Unsatisfactory. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed and study the steps, especially steps listed as Unsatisfactory on the score report.

In the example below, a candidate received a result of Unsatisfactory on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the Hand Hygiene skill, and review all the steps, especially steps 1, 5, and 10.

NNAAP® Examination Results	
Exam: Skills	Result: Fail
Skills Performance:	
Hand Hygiene <i>1, 5, 10</i>	Unsatisfactory
Provides Mouth Care	Satisfactory
Measures and Records Blood Pressure	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Measures and Records Weight of Ambulatory Client	Satisfactory

A sample of a Failing Score Report

PASSING

After you have successfully passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be placed on your state's registry within 10 business days. To print your certification, go to https://www.colorado.gov/pacific/DORA/DPO_Print_License and print your license. If it has been 10 business days since you passed your exam and evaluation and you are unable to locate your certification, contact the Board of Nursing at 303-894-2186.

DUPLICATE SCORE REPORT

If you lose your Score Report or need a duplicate Score Report, complete the *Request for Duplicate Score Report Form* and mail it to Pearson VUE (see *Appendix A*).

GRIEVANCE PROCESS

All grievances must be in writing and submitted through the online system. The candidate must provide as much detail as possible in the grievance form. The grievance must be submitted within 30 days of the candidate's exam date. After receipt of the grievance form, the complaint will be investigated. Once the investigation is complete, Pearson VUE will send written correspondence back to the candidate informing him/her of the outcome of the investigation. If the grievance is substantiated, the candidate will be allowed to retest at no additional cost.

You can access the grievance form by logging into your account. Once you are in your account, go to Actions on the left side, and select Complete a Form. Under Other Forms you will select the Grievance Form. Please ensure you complete all information in the form and then Submit. You will receive a response within 10 business days of receipt.

REGISTRY

The State Board of Nursing keeps a list of all certified nurse aides. This list is called the Registry. If you pass the nurse aide exam, and meet all other requirements, your name will be added to the Registry.

IF YOU CHANGE YOUR NAME OR ADDRESS

After you have been certified as a nurse aide, you **MUST** inform the State Board of Nursing about any changes in your name or address. To change your address after you have been certified, you may:

- change your address on the State Board of Nursing web site at www.colorado.gov/dora/nursing, *or*
- send a letter to the State Board of Nursing:

**Division of Registrations
State Board of Nursing
1560 Broadway, Suite 1350
Denver, CO 80202**

Name and address changes are required by law to be submitted within thirty (30) days of the change.

The notification should list both the old information and the new information, including your name, address, Social Security number, and telephone number. If you change your name, you must send with your letter a copy of a marriage certificate, divorce decree, passport, or other court document that changes your name.

The Board will not be able to send you a notice to renew your certification if your address on the Registry is incorrect. You risk losing your nurse aide certification if you do not tell the Board of Nursing about an address change.

NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How do I become a CNA?	<ul style="list-style-type: none"> You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination. The time frame for successfully completing both exams varies, by state. Please check with your training program or the Exam Overview section of this handbook.
May I perform the duties of a nurse aide before I am certified?	<ul style="list-style-type: none"> You may NOT work as a certified nurse aide until you are certified in Colorado. If you are directly employed in a skilled nursing facility or managed care facility, AND this is your initial certification as a nurse aide, you may work for up to four months while you complete your certification. This exclusion does not apply to any person who has already been certified as a nurse aide in any state or US territory and allowed their certification to lapse, had their certification suspended or revoked, or had their application denied.
How do I decide which exam to take?	<ul style="list-style-type: none"> Initially, both the Written and Skills exams must be scheduled together. An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains ten (10) reading comprehension questions in which you must identify job-related words.
Is there a time limit in which I must pass both exams?	You must take and pass both the written (or oral) Examination and the Skills Evaluation within a twenty-four (24) month period in order to be placed on the Nurse Aide Registry.

NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none">• Score Reports are provided the day of the examination. If the site experiences technical difficulties with faxing answer sheets, they will be sent to Pearson VUE for hand scoring and results will be mailed within 5-7 business days after testing.• If you passed both parts of the examination, your name will be sent to your state Nurse Aide Registry.
What is the next test date?	<ul style="list-style-type: none">• Please check with your training program, facility or Pearson VUE for a testing schedule.

**Colorado
Nurse Aide****REQUEST FOR DUPLICATE SCORE REPORT**

DIRECTIONS: You may use this form to ask Pearson VUE for a copy of your Score Report. Please print or type all information on the back of this form, or your request will be returned.

Skills Evaluation

Written/Oral Examination

SEND TO: **Pearson VUE Processing Center**
PO Box 822749
Philadelphia, PA 19182-2745

PLEASE COMPLETE BOTH SIDES OF THIS FORM



PLEASE COMPLETE THE FOLLOWING FORM WITH YOUR CURRENT NAME AND ADDRESS. ALL INFORMATION MUST BE COMPLETE AND ACCURATE TO ENSURE PROPER PROCESSING.

Name _____

Street _____

City _____ State _____ Zip _____

Tel. (_____) _____ Pearson VUE Identification Number or Social Security Number _____

IF THE ABOVE INFORMATION WAS DIFFERENT AT THE TIME YOU WERE TESTED, PLEASE INDICATE ORIGINAL INFORMATION. IF YOUR NAME HAS CHANGED, YOU MUST ATTACH A COPY OF A LEGAL DOCUMENT AUTHORIZING THE CHANGE (FOR EXAMPLE, A MARRIAGE CERTIFICATE OR A DIVORCE DECREE).

Name _____

Street _____

City _____ State _____ Zip _____ Tel. (_____) _____

I HEREBY AUTHORIZE PEARSON VUE TO SEND ME AT THE ADDRESS ABOVE A DUPLICATE OF MY SCORE REPORT.

Your Signature _____ Date _____

PLEASE COMPLETE BOTH SIDES OF THIS FORM

TO CONTACT PEARSON VUE

Pearson VUE

3131 S Vaughn Way, Ste. 205

Aurora, CO 80014

Phone: (888) 274-5050

Web Site: www.pearsonvue.com