

**NNAAP**

National Nurse Aide Assessment Program

An NCSBN® Examination



**Credentia**

**Georgia**

**NURSE AIDE**

written (or oral) examination  
& skills evaluation

**Candidate Handbook**

January 2022

verGANA2.0

# QUICK REFERENCE

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## REGISTRATION AND SCHEDULING SERVICES

**Georgia NNAAP®**

(888) 240-0448

Hours of Operation

Monday–Friday 8 a.m. – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 8 a.m. – 4 p.m.

(Eastern Time Zone)

### Call to:

- Schedule, reschedule or cancel an examination
- Request an excused absence
- Ask questions about On-Line Registration
- Obtain information regarding your Score Report
- Obtain information regarding your examination

### Go to Credentia's website at

**[www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga) to:**

- Access your CNA365 Account for registering to take exams or to complete registry functions
- To view most current exam updates
- Download a Candidate Handbook
- View the Nurse Aide Practice Written Examination
- Submit a change of name or address
- Verify your status on the Registry

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## ALLIANT HEALTH SOLUTIONS

**Nurse Aide Program**

P O Box 105753

Atlanta, GA 30348

**[www.mmis.georgia.gov](http://www.mmis.georgia.gov)**

(800) 414-4358

(678) 527-3010 (Local)

**Call for an application for eligibility routes E2, E3, E4, E5 or E6** (see p.3–6)

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

*(Eastern Time Zone)*

- Obtain information regarding filing a Nurse Aide Training Program complaint

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NNAAP® Written Exam Content Outline and Practical Skills Listing  
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# INTRODUCTION

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This handbook is designed for candidates seeking Nurse Aide certification in Georgia. It describes the process of applying for and taking the National Nurse Aide Assessment Program (NNAAP®) Examination.

The Alliant Health Solutions has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Credentia will develop, score, and report the results of the NNAAP® Examination for the Georgia Nurse Aide Registry. Credentia also manages scheduling and administers the examination to qualified individuals.

## **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. Credentia 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

You will be allowed to choose between a Written or Oral Examination. The two parts of the NNAAP Examination process, the Written (or Oral) Examination and the Skills Evaluation. You must pass both parts to be certified and listed on the Georgia 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 English or Spanish may be taken in place of the Written Examination. The English or Spanish Oral Examination consists of sixty (60) multiple-choice questions and ten (10) multiple-choice reading comprehension questions. 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 recording. **If you want to take the Oral Examination, you must request it when you submit your application.**

At 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 successfully demonstrate all five (5) skills 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

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All candidates applying to take the NNAAP Examination in Georgia **MUST** complete an *Application for Registration by Competency Examination* online at: **[www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga)**. Go to the link for Online Registration & Scheduling for additional information. You must pass both portions of the examination within designated time period to be eligible for listing on the GA Nurse Aide Registry. Any candidate registering under any route except E1–New Nurse Aide must also complete an application with Alliant Health Solutions.

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## LIGHT DUTY

Individuals are prohibited from taking the Skills Evaluation if on restricted activity or light duty due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. Candidates who are on light duty are not permitted to take the Skills Evaluation; however, they can take the written/oral exam. Appropriate medical documentation stating return to full, unrestricted duty is required to take the skills evaluation.

## E1 – NEW NURSE AIDE CANDIDATES

All applicants who have successfully completed a Georgia state-approved Nurse Aide training program.

Candidates must pass both portions of the NNAAP examination within (1) year **from the completion date of a training program** or within three (3) test attempts, whichever comes first, in order to be placed on the GA Nurse Aide Registry. If you have not completed testing or passed both portions of the examination within 1 year of completion of training and you change your eligibility route, you **MUST** take **BOTH** portions of the examination.

## E2 – LPN/RN CANDIDATES

Applicants who are currently licensed in Georgia or in another state w/in the U.S.

Candidates must submit the required documents to Alliant Health Solutions in order to be scheduled for the skills and/or written/oral competency examination. Please contact Alliant Health Solutions at 800-414-4358 or 678-527-3010 for a list of the required documents. Candidates must pass both portions of the NNAAP examination within (1) year **from the authorized receipt date** or within three (3) attempts, whichever comes first, in order to be placed on the GA Nurse Aide Registry. You must make an online reservation at least 12 days prior to the test date.

## E3 – OUT-OF-STATE TRAINED NURSE AIDE

Applicants who received training at a state-approved training program in a state other than Georgia and are not yet listed on another state's registry.

Candidates must pass both portions of the NNAAP examination within (1) year **from the completion date of the out of State training program** or within three (3)

test attempts, whichever comes first, in order to be placed on the GA Nurse Aide Registry. Candidates must submit a non-deficient completed reciprocity form to Alliant Health Solutions before the one-year out of State training expiration date in order to be scheduled for the skills and written/oral competency examination. Please contact Alliant Health Solutions at 800-414-4358 or 678-527-3010 for information regarding the reciprocity form. If the reciprocity form is received after the one-year training expiration date, the candidate must re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate). You must make an online reservation at least 12 days prior to the test date.

## **E4 – OUT-OF-STATE TRAINED NURSE AIDE – LAPSED**

Applicants who received training at a state-approved training program in a state other than Georgia whose registration has lapsed.

**NOTE: Candidate must pass both portions of the NNAAP examination within three (3) test attempts and within three (3) years following the last recertification date. The three (3) examination attempts begin from the moment the candidate takes the first examination. You must make an online reservation at least 12 days prior to the test date. If the examination is not passed within three (3) attempts, the candidate must re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate).**

**Candidate must submit a non-deficient completed reciprocity form to Alliant Health Solutions for review. Please contact Alliant Health Solutions at 800-414-4358 or 678-527-3010 for information regarding your reciprocity form. If the reciprocity form is received after the three-year last recertification date, the candidate must re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate). You must make an online reservation at least 12 days prior to the test date.**

## **E5 – GEORGIA LAPSED OR EXPIRED REGISTRATION**

Applicants whose Georgia certification has lapsed or expired.

**NOTE: Candidate must pass both portions of the NNAAP examination within three (3) test attempts and within three (3) years following the last recertification date. The three (3) examination attempts begin from the moment the candidate takes the first examination. If the examina-**

tion is not passed within three (3) attempts, the candidate must re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate).

Candidate must contact Alliant Health Solutions at 800-414-4358 or 678-527-3010 for information regarding the testing process. If the online test application is not received at least 12 days prior to the last recertification date, the candidate must re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate).

## **E6 – RECIPROCITY CANDIDATES**

Applicants who have an unexpired verification on another state's registry, but who have not worked as a nurse aide in the past two (2) years (24 months), or who are listed in the other state as not eligible to work in a Long Term Care Facility.

Candidates must pass both portions of the NNAAP examination within one (1) year of approval to test or within three (3) test attempts, whichever comes first, in order to be placed on the GA Nurse Aide Registry. Candidates must submit a non-deficient completed reciprocity form to Alliant Health Solutions for review. Please contact Alliant Health Solutions at 800-414-4358 or 678-527-3010 for information regarding the reciprocity form. Candidates will be permitted to test within one (1) year from approval date. Candidates may have to re-train and re-test under Eligibility Route E1 (New Nurse Aide Candidate). You must make an online reservation at least 12 days prior to the test date.

# **REGISTRATION AND SCHEDULING**

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## **ONLINE REGISTRATION AND SCHEDULING**

With the Credentia CNA365 system, online registration is quick, convenient and an environmentally responsible way to register for your examination. This process will eliminate the transit time associated with mailing a paper application. A detailed step-by-step reference guide on how to create a CNA365 account and register for exams can be found at [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga).

After completing a Georgia state-approved training

course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, click the "CNA365 Login" button on the top of the Georgia nurse aide website page at [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga).

- Payment is in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For exams at test center locations, you must make an online reservation via a PC (smart phones and tablets are not recommended) at least ten (10) calendar days prior to the test date.
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in CNA365. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application. If you need help or have any questions about the application process, contact a support representative at (888) - 240 - 0048 .

## **EXAM FEES**

The fees listed below have been established for the National Nurse Aide Assessment Program in Georgia

Written Examination	\$27
Oral Examination (English)	\$27
Oral Examination (Spanish)	\$27
Skills Evaluation	\$85

Under federal and Georgia state laws, candidates employed as nurse aides in nursing homes that participate in Medicaid/Medicare programs are prohibited from paying their examination fees. Employers must pay the examination fee and any re-test fee for those candidates in their employ as nurse aides or candidates who have a written commitment or signed acceptance of employment on file in a Medicaid-certified nursing home.

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## EXAM SCHEDULING

Once your online application has been approved, you will be able to schedule for exams in CNA365. A detailed step-by-step reference guide on how to schedule exams can be found at [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga). When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

## ACCOMMODATIONS

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility, hearing, or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

Please visit [www.credentia.com/accommodations](http://www.credentia.com/accommodations) full details on the accommodations process and required supporting documentation.

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## TESTING LOCATIONS

In-Facility Testing (INF) - In facility testing is when your state-approved Training Program Nurse Aide instructor has made arrangements with Credentia to test at your training program on a specific date. Please make certain you know your in facility (INF) Code and test date when you are completing your registration.

## CANCELLATION AND RESCHEDULING

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You may cancel or reschedule an examination online in your CNA365 account. For details on how to cancel or reschedule an examination, visit [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga) and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

**Online Written (or Oral) examinations** must be canceled or rescheduled at least 48 hours before the scheduled examination time.

**Test center examinations** must be canceled or rescheduled at least nine (9) calendar days before the scheduled examination date

If you do not cancel or reschedule your examination within the required timeframes detailed and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

## REFUNDS

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

## ABSENCE POLICY

Candidates who are late or absent from an exam may call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in the candidate's immediate family
- Disabling traffic accident
- Court appearance or jury duty

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- Military duty
- Weather emergency

A case number will be assigned and instructions provided for emailing supporting documentation. **Candidates absent from or late to the exam who have not changed or canceled the reservation according to the Change/Cancel Policy will not be admitted to the exam and will forfeit the exam fee.**

If your examination was scheduled **past the one- or three-year expiration date** (see Eligibility Routes for additional information) and you were unable to attend due to any of the acceptable reasons for rescheduling as listed above, you will be allowed only ONE opportunity to apply for an Excused Absence. Requests for excused absences must be made in writing and received **within ten (10) business days** following the scheduled examination. To request an excused absence you must contact customer service at (888) 240-0448. At that time you will be given instructions on faxing all required documentation as needed. 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.

The decision of Credentia to approve or deny the excused absence will be final.

## **WEATHER EMERGENCIES**

Examinations will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination will be delayed or canceled. Candidates may call (800) 274-2615 for details on delays and cancellations during severe weather. Please check the email account used in your registration record for additional information.

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# EXAM DAY (ONLINE EXAM)

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Take your written/oral exam conveniently from home or with the online proctoring. A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience. Online exams also offer significantly more scheduling flexibility than test center exams to best meet your availability.

Please visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the “Policies & Procedures” link on this webpage to review detailed exam rules and procedures.

## WHAT YOU'LL NEED

- A properly equipped computer - a desktop, laptop, or Chromebook with a single monitor (no smartphones or tablets). Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) to view or download system requirements.
- A private room - if you don't have access to a private room, check with your training program or local library for availability.
- A mobile device - to complete a 360 degree room scan, you'll need a smartphone or tablet (Apple or Android) that can download our free app.

## BEFORE EXAM DAY

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) and select the “Run System Test” button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take your exam.
- Get your ID ready - You are required to bring two (2) forms of official, signature-bearing identification (one of which must be a photo identification). Photocopies of identification will NOT be accepted.

The name on your identification must be the same as the name you used on the application to register for the examination. If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

## ON EXAM DAY

### STEP 1: Prepare your testing space

- Quiet: no background noise and inform members of your household you are taking an exam
- Well lit: proctors must be able to see you and your testing space well.
- Privacy: no one else in the room.
- Remove prohibited items: clear workstation area to expedite room scan
- Restroom/Beverages: use restroom and prepare beverages before exam.

### STEP 2: Have your ID ready

- Have your government issued photo ID with you (see list or proper identification in section above).

### STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.
- If taking an Oral Exam you must use a wired headset.

### STEP 4: Download the ExamRoom 360 app

- Download the ExamRoom 360 app to your smartphone or tablet and have your CNA365 login credentials available (the user name and password for your Credentia CNA365 account). This app is required to complete a 360 degree room scan.

### STEP 5: Check-in for your exam

- When to check-in - you can begin the check in process up to 30 minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) to view or

download detailed check-in procedures.

- How to check-in - go to [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga) and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

## EXAM DAY (TEST CENTER EXAM)

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Please visit [www.credentia.com/test-center-exams](http://www.credentia.com/test-center-exams) for information on what to expect and how to best prepare for your test center exam.

### WHAT TO BRING

You **MUST** have the following items with you when you take the NNAAP Examination:

- Two (2) forms of official (**current, not expired**), legible, signature-bearing identification, one of which must be photo identification
- 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 official signature-bearing identification to the test site, one of which must be a photo identification, and one of which must be a U.S. Government-issued Social Security Card (no letters from the Social Security Office will be accepted). Nurse Aide applicants who are in the armed services may use their current U.S. Military I.D. in place of a Social Security (SS) card. The test taker's SS number must be on the I.D. if used. Sponsor or Dependent Military I.D.s are NOT accepted in place of SS Card, but can be used as a second I.D. (one with photo) when presented with a valid SS card. All identification must be **current (not expired)** and no birth certificates will be accepted. If a candidate fails to present proper identification, he or she may not test. Photocopies of identification will NOT be accepted. Examples of proper photo identification include:

- U.S. Government-issued driver's license
- Georgia-issued voter I.D. card
- Georgia Temporary driver's license
- State-issued identification card
- Passport
- Alien registration card

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- Signed Photo High School I.D. (for high school students)
- Signed Photo University I.D. (for university students)
- U.S.-issued Photo Bearing Signed Military I.D. if not used in lieu of Social Security Card
- Certificate of Naturalization

**If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.**

## **SECURITY AND CHEATING**

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the Alliant Health Solutions 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 the National Council State Board of Nursing. 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 materials or information from the test site will be prosecuted.***

## **TESTING POLICIES**

The following policies are observed at each test site.

### **LATENESS**

Plan to arrive about 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).

## **ELECTRONIC DEVICES**

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing, and there is no place for storage of personal belongings at the 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. Credentia 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 are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and reported to the Department of Health. Decisions regarding disciplinary measures are the responsibility of that agency.

## **GUESTS/VISITORS**

No guests, visitors, pets, or children are allowed at the test sites

# **THE WRITTEN (OR ORAL) EXAM**

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## **WRITTEN EXAM**

The Written Examination has seventy (70) multiplechoice questions. You will have two (2) hours to complete the Written Examination. See Sample Questions for examples of the kinds of questions found on the Written Examination.

## **ORAL EXAM**

An Oral Examination may be taken in place of the Written Examination. You must request an Oral Examination when filling out your application. The Oral Examination  
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consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination. If taking the online proctored exam, not a facility test site exam, you will need your own wired headset. The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of the sixty (60) multiple choice questions is read twice. As each question is read, you are asked to choose the correct answer.

The second part of the Oral Examination has ten (10) multiple-choice questions that test whether you know common words used 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 Spanish Oral Examination, the 10 multiple-choice questions are read in Spanish and you are asked to match the word you hear on the recording to the English word.

# 2016 WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

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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>
<b>I. Physical Care Skills</b>		
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		
<b>II. Psychosocial Care Skills</b>		
A. Emotional and Mental Health Needs .....	11%	6
B. Spiritual and Cultural Needs ....	2%	2
<b>III. Role of the Nurse Aide</b>		
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

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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 (2)-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

1. Circle the best answer to each question.
2. When you have finished, check your answers using the answer key on page 18.
3. Count up the number of correct answers.
4. If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.

**1. You go to a doctor when you \_\_\_\_\_.**

- (A) feel sleepy      (D) need money  
(B) need socks      (E) need clothes  
(C) feel sick

**2. A person who flies an airplane is its \_\_\_\_\_.**

- (A) pilot      (D) surgeon  
(B) steward      (E) director  
(C) mother

**3. You use a \_\_\_\_\_ to write.**

- (A) bow      (D) carpenter  
(B) calculator      (E) needle  
(C) pencil

**4. To EXIT a room means to \_\_\_\_\_ it.**

- (A) enter      (D) read  
(B) leave      (E) interrupt  
(C) forget

**5. A wedding is a joyous \_\_\_\_\_.**

- (A) focus      (D) occasion  
(B) vehicle      (E) civilization  
(C) balloon

**6. 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

# SELF-ASSESSMENT READING TEST

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## 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

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## WHAT TO EXPECT

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. **Please arrive 30 minutes early. Test times are approximate. Please plan to spend the day. See pages 24-39 for the complete skills listing.**

## 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. Please note, you may not receive help from anyone during the Skills Evaluation, and the candidate and the client must speak to one another in English so that the evaluator can understand and correctly score the evaluation. If either candidate gives help or receives help during the test, or the client and candidate are communicating in a language other than English, the test will be stopped.

## 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.

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. In no case may candidates remove clothing down to undergarments. Prior to beginning the exam, you should inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

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 24 to 39 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, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, 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.

*continued on next page*

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 30 minutes to demonstrate all 5 skills. When 25 minutes have elapsed the nurse aide evaluator will advise you that you have 5 minutes left.*

**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 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

*continued on next page*

## 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 22 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.*



## RECORDING SHEET FOR MEASUREMENT SKILLS

Date \_\_\_\_\_

Test Site ID \_\_\_\_\_

**CANDIDATE NAME** \_\_\_\_\_

**CANDIDATE ID** \_\_\_\_\_

EVALUATOR NAME \_\_\_\_\_

EVALUATOR ID \_\_\_\_\_

SAMPLE

### SKILL TESTED

*Evaluator must check one box next to the skill being tested.*

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Blood Pressure | <input type="checkbox"/> Respirations |
|   | <input type="checkbox"/> Urine Output |
| <input type="checkbox"/> Radial Pulse   | <input type="checkbox"/> Weight       |

CANDIDATE RESULTS	EVALUATOR RESULTS

**Credentia**

*continued on next page*

# SKILLS LISTING

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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** (Tested on the candidate volunteer with a clean, unused 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 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 Place 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

## **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 directly, maintaining face-to-face contact whenever possible
- 2 Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol
- 3 Client's arm is positioned with palm up and upper arm is exposed
- 4 Feels for 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 in ears and bell/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 readings**

# SCORE REPORTING

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## EXAM RESULTS

You will receive a notification email from CNA365 when a new exam score has been posted to your online account. To access your score report, please login to your CNA365 account by clicking the “CNA365 Login” button on the top of the Georgia nurse aide website page at [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga) Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365, please contact customer service at (888)-240-0448

## SCORE REPORTING

Credentia will provide you with your official examination results within a few hours after a testing event is completed for the day. Score reports are provided online and are available for you to print or download. Examinations results will not be given over the telephone nor can they be sent by Credentia to your employer.

## 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.

<b>Georgia NNAAP® Examination Results</b>	
<b>Exam: Skills</b>	<b>Result: Fail</b>
<b>Skills Performance:</b>	
<b>Hand Hygiene</b> 1, 5, 10	<b>Unsatisfactory</b>
<b>Provides Mouth Care</b>	<b>Satisfactory</b>
<b>Measures and Records Blood Pressure</b>	<b>Satisfactory</b>
<b>Puts One Knee-High Elastic Stocking on Client</b>	<b>Satisfactory</b>
<b>Assists Client to Ambulate using transfer belt</b>	<b>Satisfactory</b>

*A sample of a Failing Score Report*

## **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, Credentia will send email 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.

For details on how to submit a grievance, visit [www.credentia.com/test-takers/ga](http://www.credentia.com/test-takers/ga) and click on "Grievances" in the Resources section of the webpage. You will receive a response within 30 days of receipt.

# THE REGISTRY

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## CHANGE OF ADDRESS OR NAME

**The Georgia Nurse Aide Registry must be kept informed of your current address and name.**

There is no charge for changing your name or address on the Registry. You may notify the Registry of a name or address change by using the Address or Name Change Reporting Form on the Nurse Aide Registry website ([www.mmis.georgia.gov](http://www.mmis.georgia.gov) and click the **Nurse Aide** tab). Alternately, you may call the Nurse Aide Registry at **(800) 414-4358** or locally at **(678) 527-3010** to change your mailing address on the Registry.

If your name changes at any time after you are placed on the Registry, you must send written notification of this change to the Registry. Please remember, however, that if you changed your name, you **MUST** provide official documentation along with your notification. Written documentation must include 1) a COPY of your signed social security card with the new name on it, AND 2) a COPY of a court-issued marriage certificate, divorce decree, or other legal document that demonstrates the name change. Your notification must include your previous name, current name, mailing address, phone number, and Social Security number. All documents provided to the Registry in support of your name change **MUST** be official and legal documents. Any documents provided may be subject to verification with the issuing source.

**Failure to inform the Registry of an address or name change may jeopardize your listing status.** A correct address is required for you to receive notification for renewal.

If there is a change of name or address, it is the sole responsibility of the CNA to report this change. You must send written notification within ten (10) business days of this change to the Registry. Please notify Alliant Health Solutions as soon as possible if you are not able to make this change within ten (10) business days.

## LISTING RENEWAL

**Nurse aides on the Georgia Nurse Aide Registry must renew their registry listing to remain eligible for employment as a nurse aide.** To be eligible for renewal

based on employment, you must work for pay, performing nursing-related services, for at least eight (8) hours every twenty-four (24) consecutive months under the supervision of a nurse. This employment must be documented and reported to the Nurse Aide Registry prior to each listing expiration date. The listing expiration date is twenty-four (24) months from either the date of your last successful competency examination or last recertification date, whichever is more recent. A new state-approved nurse aide training course and/or competency examination is required if you do not work in a qualifying position for a twenty-four (24)

**Failure to inform the Registry of an address or name change may jeopardize your listing status.** A correct address is required for you to receive notification for renewal.

## RENEWAL NOTICE

Approximately sixty (60) days before the expiration of your Registry listing, the Registry will send a Renewal Application to the mailing address listed for you on the Registry. It is your responsibility to renew by the expiration date, even if you do not receive the Renewal Application from the Registry. If you do not receive a Renewal Application, or you misplace it, a *Nurse Aide Renewal Application* is available on the Registry web site [www.mmis.georgia.gov](http://www.mmis.georgia.gov) (click the **Nurse Aide** tab).

When you receive your Renewal Application, you will need a signature from your current or most recent employer to complete the employment verification section, and you will need to submit a copy of your proof of employment within the renewal period. The date of hire on your Renewal Application **MUST** be a date prior to the date your listing expired.

## RENEWAL FEE

There is **no fee** for re-listing on the Georgia Nurse Aide Registry.

For more information about re-activating a lapsed Nurse Aide Registry listing, please call the Georgia Nurse Aide Registry at **(800) 414-4358** or locally at **(678) 527-3010**.