

**NNAAP**

National Nurse Aide Assessment Program

An NCSBN® Examination



**Pearson  
VUE**

**Texas**

**NURSE AIDE**

written (or oral) examination  
& skills evaluation

**Candidate Handbook**

September 2019

# QUICK REFERENCE

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## TEXAS HEALTH AND HUMAN SERVICES COMMISSION (HHSC)

### Nurse Aide Registry

Mail E-414

PO Box 149030

Austin, TX 78714-9030

*Hours of Operation*

*Monday through Friday 8:00 a.m. to 5:00 p.m.*

*(Central Time Zone)*

**To find out if you are currently listed on the Registry use the following link:**

**<https://i7lp.integral7.com/durango/do/pr/prSearch?ownername=txna&basechannel=default&channel=txna&usertype=admin>**

For best results enter your Social Security Number.

**Call the Texas Nurse Aide Registry at (512) 438-2050 to:**

- Obtain information on official regulations and guidelines for nurse aides
- Clarify information about the Registry
- Change your name once you are on the Registry
- Obtain information about transferring to or from other states
- Obtain waiver information for training completed prior to July 1st, 1989
- Obtain information about continuing your registration on the Registry
- Inquire about special exam requests and services under the Americans with Disabilities Act (ADA) at (512) 438-2017

**Go to the Texas Health and Human Services Commission (HHSC) website to:**

**<https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep>**

- Obtain information about the Nurse Aide Registry
- Obtain information about training and testing

## PEARSON VUE REGISTRATION AND SCHEDULING SERVICES

Texas Nurse Aide Program

866-377-0252

**Hours of Operation:**

**Monday–Friday 8:00 a.m.–10:00 p.m.**

**Saturday 8 a.m.–5 p.m.**

**Sunday 10 a.m.–4 p.m.**

**(Central Time Zone)**

*To contact a customer service agent:*

**Call (866) 377-0252 or email**

**[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)**

**Call Pearson VUE to:**

- Obtain information regarding your Score Report
- Schedule, reschedule or cancel an examination
- Request an excused absence
- Ask questions about Online Registration
- Request a name change prior to testing or certification
- Obtain information regarding your examination
- Request a duplicate wallet identification card

**Go to Pearson VUE's website ([www.pearsonvue.com](http://www.pearsonvue.com)) to:**

- Download a Candidate Handbook
- Register on-line at **<https://i7lp.integral7.com/txna>**
- Download Spanish Skills Listing
- View Regional Test Site testing locations and dates

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# INTRODUCTION

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This handbook is designed for candidates seeking nurse aide registration in Texas. It describes the process of applying for certification in the National Nurse Aide Assessment Program (NNAAP®) and taking the NNAAP® Examination. **Keep this handbook for future reference.**

The Texas Health and Human Services Commission (HHSC) has contracted with Pearson VUE, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Pearson VUE will develop, score and report the results of the NNAAP Examination required for certification and placement on the Texas Nurse Aide Registry. Credentia will be working with Pearson VUE to schedule and administer the examination.

## 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 Texas 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 in English or Spanish may be taken in place of the Written Examination if you have difficulty reading English. The English or Spanish 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 recording. If you want to take the English or Spanish Oral Examination, you must request it when you submit your application.

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 four (4) out of the five (5) skills correctly in order to pass the Skills Evaluation. A complete listing of the skills is shown on pages 25 to 39.

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

## ELIGIBILITY

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**Individuals that are listed as unemployable on the Employee Misconduct Registry (EMR) or have been convicted of a criminal offense listed in Texas Health and Safety Code, 250.006 are not eligible to test.**

## REGISTRATION ROUTES

You are eligible to apply to take the examination for registration as a nurse aide in Texas if you qualify under one of the following routes:

### NEW OR RETRAINED NURSE AIDE

**Has successfully completed a state-approved nurse aide training program within the past twenty-four (24) months.**

### NURSE AIDES WITH EXPIRED STATUS (ELIGIBILITY ROUTE 5528)

**If you have NOT performed nursing or nursing related duties in a health care setting and completed 24 hours of in-service education during the twenty-four (24) months since registration or renewal, your nurse aide registration has expired.** To renew your registration, you must take the skills and written or oral examinations. **To apply, call HHSC** at (512) 438-2050 or complete form NAR-5528 and submit to HHSC for authorization to test. The form is available at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms>

**NOTE:** *If you HAVE performed nursing or nursing related duties in a health care setting during the twenty-four (24) months and completed 24 hours of in-service education since registration or renewal, you do not need to re-test. Call HHSC* at (512) 438-2050 or have your employer complete form NAR-5506 and submit to HHSC. The form is available at <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep/natcep-curriculum-forms>

### NURSE AIDE WITH EQUIVALENT MILITARY TRAINING (ELIGIBILITY ROUTE 5511)

Has completed military training of 100 hours or more on or after July 1, 1989, equivalent to civilian nurse aide training. **To apply, call HHSC** at (512) 438-2017 or complete form 5511-NATCEP and submit to HHSC for authorization to test. The form is available at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep/natcep-curriculum-forms>

## **RN/LVN GRADUATE (ELIGIBILITY ROUTE 5512)**

Has completed a state-accredited school of nursing in any state within the past twenty-four (24) months. **To apply, call HHSC** at (512) 438-2017 or complete form 5512-NATCEP and submit to HHSC for authorization to test. The form is available at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep/natcep-curriculum-forms>

## **RN/LVN STUDENT (ELIGIBILITY ROUTE 5513)**

**Has completed basic nursing training within the past twenty-four (24) months. To apply, call HHSC** at (512) 438-2017 or complete form 5513-NATCEP and submit to HHSC for authorization to test. The form is available at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep/natcep-curriculum-forms>

## **OUT-OF-STATE TRAINING (ELIGIBILITY ROUTE 5510)**

**Has completed an approved training program in another state within the past twenty-four (24) months. To apply, call HHSC** at (512) 438-2017 or complete form 5510-NATCEP and submit to HHSC for authorization to test. The form is available at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-training-competency-evaluation-program-natcep/natcep-curriculum-forms>

## **TRAINING PROGRAM CLOSED (ELIGIBILITY ROUTE 5525)**

**Has completed a training program that is closed within the past twenty-four (24) months.**

## **REQUIRED DOCUMENTS FOR ALL ELIGIBILITY ROUTES:**

- Completed online application (You must complete the online application and it must be approved by your training program (provider) before any exam can be scheduled.)
- Original Approval letter issued by HHSC (if applicable you will need to upload the the letter into the system during your online registration)
- Appropriate fees

# **APPLICATION AND SCHEDULING**

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## **ONLINE REGISTRATION AND SCHEDULING**

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. 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.

- 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.**
- To access the online form go to [www.pearsonvue.com/nurseaides](http://www.pearsonvue.com/nurseaides) Select Texas Nurse Aides and follow the instructions.
- You must make an online reservation at least 12 days prior to the test date.
- You are responsible for completing the appropriate sections online. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application.
- If you need or have any questions about the application process, contact a Pearson VUE representative at (866) 377-0252 between 8:00 a.m. and 8:00 p.m. (Eastern Time Zone)
- Fees are non-refundable and non-transferable.

## EXAM FEES

The fees listed below have been established for the Examination in Texas.

EXAM TYPE	FEE
Written & Skills	\$104.50
Oral English & Skills	\$104.50
Oral Spanish & Skills	\$104.50
Written Only	\$27.50
Oral English Only	\$27.50
Oral Spanish Only	\$27.50
Skills Only	\$77.00

*If you are testing for the first time, you must schedule both the Written (or Oral) or Skills Examinations.*

Under federal and Texas state laws, nurse aide candidates employed as nurse aides in nursing facilities that participate in Medicaid/Medicare programs are prohibited from paying their examination fees. The nursing facility must pay the initial examination fee and any re-test fee for those nurse aide candidates in their employ as nurse aides or candidates who have received an offer of employment from a nursing facility. Candidates must pay online and be reimbursed by the employer. Candidates not employed as nurse aides in these facilities are permitted to pay their own examination fee. All payments must be made using a credit card or prepaid single-use card.

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. If you are not currently employed in a nursing facility, you may pay the fee yourself. Personal checks and cash will be NOT be accepted.

**Fees are non-refundable and non-transferable once submitted.**

## EXAM SCHEDULING

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

[www.pearsonvue.com/nurseaides](http://www.pearsonvue.com/nurseaides)

Select Texas Nurse Aides and follow the instructions.

## EXAM CONFIRMATION EMAIL

**Your exam confirmation email 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](http://www.pearsonvue.com) to determine the schedule of the test site most convenient to you. When accessing Pearson VUE's website, click on the second tab labeled "Test Taker Services" (next to the "Home" tab), and select "Texas Nurse Aides" from the drop down menu. Then, select "Regional Test Sites."

## EXAM SITE REQUIREMENTS

At least five (5) or more candidates must schedule in order to make a test date and you may have to drive up to 60 miles for an exam site.

## ACCOMMODATIONS

HHSC complies with the provisions of the Americans with Disability Act as amended. If you need special accommodations for the state exam, contact HHSC at 512-438-2017. 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. Accommodation requests must be submitted 6 weeks prior to the exam date for approval.

# CANCELLATION AND RE-SCHEDULING

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If you are unable to attend your scheduled examination, you **MUST** call Credentia *at least nine (9) calendar days* before the examination date to re-schedule. If you provide at least nine (9) calendar days advance notice, you may re-schedule one (1) time, without penalty charges, and your fee may be transferred to your new examination date. You may re-schedule an examination twenty-four (24) hours after your scheduled exam date, including situations where you have failed or were absent. If you need to re-schedule an examination in less than nine (9) calendar days before the examination date, you must apply for an excused absence. (Please refer to the Absence Policy section below.) If you do not call Pearson VUE **at least nine (9) calendar days** before your examination date to re-schedule, and do not show up for your scheduled examination, your fee will **NOT** be refunded and cannot be transferred to a new examination date. Also, 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

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 of either yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

Requests for excused absences must be made in writing and **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.

To request an excused absence, call the Texas nurse aide customer service line at 1-866-377-0252. You will be required to send all supporting documentation for your request via a fax. The decision of Pearson VUE to approve or deny the excused absence is 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.

# EXAM DAY

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## CHECKING IN

You must arrive 30 minutes prior to your scheduled time for **BOTH** the written and skills examinations. 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. You will be required to check in for both the written and for the skills examinations.

**You will be required to present proper identification prior to BOTH examinations.**

## WHAT TO BRING

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

- Two (2) forms of proper identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Watch with a second hand

***No other materials will be allowed.***

*continues next page*



## PROPER IDENTIFICATION

You are required to bring two (2) original forms of current, not expired, official signature-bearing identification. One of which must be photo-bearing and one must be a U.S. government-issued Social Security card, signed and non-laminated. Photocopies of identification will NOT be accepted. If identification is an ITIN number, you must present a second form of signature bearing ID. Examples of valid photo identification include:

- U.S. Federal- or State-issued identification
- U.S. State issued identification
- U.S. financial institution issued identification
- Work identification
- Student identification
- U.S. government-issued Military I.D.
- U.S. Passport
- Alien Registration Card

The name on your identification must be the same as the name you used 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.** To change your name prior to testing or certification, contact Pearson VUE at (866) 377-0252. You cannot change your name online.

## 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 Texas Department of Aging and Disability Services 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 materials or information from the test site will be prosecuted.***

## TESTING POLICIES

The following policies are observed at each Regional Test Site.

### LATENESS

**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).

### ELECTRONIC DEVICES

Cellular phones, beepers or any 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 Texas Department of Aging and Disability Services. Decisions regarding disciplinary measures are the responsibility of the Texas Department of Aging and Disability Services.

### GUESTS/VISITORS

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

# THE WRITTEN (OR ENGLISH OR SPANISH ORAL) EXAM

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## WRITTEN EXAM

The Nurse Aide Evaluator will hand out materials and give instructions for taking the Written Examination. The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. You will be told when fifteen (15) minutes are left to finish. Fill in only one (1) box on the answer sheet for each question. Markings in the test booklet will **NOT** be accepted as answers. Your answers must appear on the separate answer sheet. Sample questions for the Written Examination are on page 13.

## ENGLISH OR SPANISH ORAL EXAM

An English or Spanish Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. You must request an English Oral or Spanish Oral Examination when filling out your application. The Oral Examination is provided on an MP3 player, which is provided with earphones at the test center. You will be asked to listen to a tape of the Oral Examination and follow along in the test booklet as the questions are read aloud on the recording.

The English Oral or Spanish 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 English Oral or Spanish Oral Examination has ten (10) multiple-choice questions. If you are taking the Spanish Oral Examination, this part of the test is recorded and written in English. 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 MP3 player to the written word in the test booklet. As you find the match, you mark your answer on the answer sheet.

You will have up to two (2) hours to complete the Oral Examination. 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>
<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

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
<b>Correct Answers</b>					

# 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

1. Circle the best answer to each question.
2. When you have finished, check your answers using the answer key on page 19.
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  
(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

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.*

*go to next page*

# THE SKILLS EVALUATION

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## 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. **Please arrive 30 minutes early. Test times are approximate. Please plan to spend the day.** *See pages 25-39 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 facility patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

### CANDIDATE VOLUNTEER 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. 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.

*See pages 25-39 for the complete skills listing.*

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 hygiene 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 25 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.

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 four (4) 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 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 \_\_\_\_\_

Ev \_\_\_\_\_

SKILL TESTED	
One box next to the skill being tested must be marked.	
<input type="checkbox"/>	Blood Pressure
<input type="checkbox"/>	Radial Pulse
<input type="checkbox"/>	Respirations
<input type="checkbox"/>	Urine Output
<input type="checkbox"/>	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 facility 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 23 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

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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

- 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 elbow and 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/monitor is over the brachial artery
- 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 then the cuff to deflate and then removes the cuff
- 11 Signaling device is within reach
- 12 Before recording, washes hands
- 13 After obtaining reading using the 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 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 reading**

# SCORE REPORTING

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## EXAM RESULTS

The Nurse Aide Evaluator may not answer questions about your Score Report. If you have questions about your Score Report, or the content of the examination, call Pearson VUE at (866) 377-0252.

Pearson VUE 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. **Examination results will not be given over the telephone nor can they be sent by Pearson VUE to your employer.**

## WRITTEN (OR ORAL) EXAM AND SKILLS EVALUATION

Effective September 3, 2019 official score reports will be provided online and will no longer be handed out at the test center OR mailed to you. To access your score report, please log into your account at:

<http://www.pearsonvue.com/tx/nurseaides/>

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 the portal, please contact customer service at 866-377-0252.

## FAILING

If you fail the Written (or Oral) Examination or the Skills Evaluation, you will need to repeat the part of the examination that you failed, also called a *re-take*. The Score Report given to you at the test center will provide you with complete information on how to re-take the portion that you failed. Read the next section, *Exam Re-take Policy* for more information.

By state and federal regulations, you are permitted three (3) attempts in the two (2) years after completing the nurse aide training program to pass both parts of the NNAAP Examination. If you fail either part or both parts three (3) times, you will be required to re-train by successfully completing a state-approved training program, after which you must re-take both parts of the examination.

## EXAM RE-TAKE POLICY

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 part. A new examination fee is required each time you re-take any part of the NNAAP Examination. To re-take either part, you must re-register online.

## 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 four (4) out of the 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 on the following page, 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>TEXAS NNAAP® Examination Results</b>	
<b>Exam: Skills</b>	<b>Result: Fail</b>
<b>Skills Performance:</b>	
<b>Hand Hygiene 1, 5, 11</b>	<b>Unsatisfactory</b>
<b>Provides Mouth Care</b>	<b>Satisfactory</b>
<b>Measures and Records Blood Pressure</b>	<b>Satisfactory</b>
<b>Applies One Knee-High Elastic Stocking — 4,8</b>	<b>Unsatisfactory</b>
<b>Positions on Side</b>	<b>Satisfactory</b>

*A sample of a Failing Score Report*

## PASSING

Once you have passed both the Written (or English or Spanish Oral) Examination and the Skills Evaluation, your name will be submitted to the Texas Department of Aging and Disability Services for placement on the Texas Nurse Aide Registry. You must take and pass both the Written (or English or Spanish Oral) Examination and the Skills Evaluation within two (2) years of completing the nurse aide training program in order to be eligible for placement on the Texas Nurse Aide Registry.

## DUPLICATE SCORE REPORT

Score reports for exams taken on or after July 1, 2018 are available for instant download and printing online. Please log into your account at:

<http://www.pearsonvue.com/tx/nurseaides/>

to access these reports. To request a duplicate score report for an exam taken prior to January 1, 2018 please complete an inquiry form by logging into your account or contact customer service at 866-377-0252.

## GRIEVANCE PROCESS

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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 30 days of receipt.

# THE REGISTRY

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## CHANGE OF NAME

The Texas Nurse Aide Registry must be kept informed of your correct address. To change your name, complete form 5508-NAR: Correction to Nurse Aide Registry Data, and submit to HHSC. The form is available on our website at: <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms>

Failure to inform the Registry of an address change may jeopardize your registration status. If your address is not correct, log into the Credential Management System and change your address under the “Profile” link in your account.

## RE-REGISTRATION

Your nurse aide registration will expire twenty-four (24) months after being added to the Nurse Aide Registry or after the last date of verified employment. In order to maintain your registration, you must submit an Employment Verification Form to the Texas Nurse Aide registry, which will document that you have performed paid nursing or nursing-related services and completed 24 hours of in-service education. A list of approved in-service education programs can be found at <https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/credentialing/nurse-aide-service-education-cbts>

<https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-approved-service-education-programs>

If you have NOT worked as a nurse aide in a nursing facility or health care setting for twenty-four (24) consecutive months or more and completed 24 hours of in-service education, you must retake the Texas Nurse Aide Skills Examination and the NNAAP Written Examination. (See *Eligibility* for more information). Call the Texas Nurse Aide Registry at (512) 438-2050 to request authorization to retest.

## DUPLICATE WALLET IDENTIFICATION CARD

If you lose your Wallet Identification Card, you may request another copy by completing the appropriate form using the online system. To receive a duplicate card:

- Click on Request a Certificate from the left side menu
- Choose your program — Certified Nurse Aide
- Select your status — Active
- Select your kit — Certified Nurse Aide Certificate
- Click on Submit Request

## TEXAS NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
1. How do I become a CNA?	<p>1. To become a certified nurse aide in Texas, you must:</p> <ul style="list-style-type: none"> <li>• Successfully complete a state-approved nurse aide training and competency evaluation program, (or)</li> <li>• Successfully complete the competency evaluation program examination (or)</li> <li>• Qualify to be placed on the Texas Nurse Aide Registry by waiver or reciprocity</li> </ul>
2. May I perform the duties of a nurse aide before I am certified?	<p>2. Individuals who currently are enrolled in an approved nurse aide training program may work up to four months in a nursing facility. The nursing facility must terminate anyone who is not on the Registry within that time.</p>
3. How do I decide which exam to take?	<p>3. You must take and pass both parts of the NNAAP Examination (written and skills) administered by Pearson VUE.</p>
4. Is there a time limit in which I must pass both parts of the exam?	<p>4. You must successfully complete the skills and written exam within two years of the completion of your nurse aide training or you will have to re-train. You have 3 chances to pass the state exam. If you fail either the skills or the written exam after three tries, you must retrain.</p>
5. Is the test available in other languages?	<p>5. Yes, Oral Spanish.</p>
6. How do I arrange for special accommodation?	<p>6. If you need special accommodations for the state exam, contact the Texas Department of Health and Human Services.</p>

## TEXAS NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
7. Can I register for an exam or check my test scores online?	<p>7. Yes, you can register and schedule your exam(s) online and view your pass/fail status.</p> <p>To access the online form go to <b><a href="http://www.pearsonvue.com/nurseaides">www.pearsonvue.com/nurseaides</a></b> Select Texas Nurse Aides and follow the instructions.</p>
8. What form of payment do you accept and may I take it and my application to the test site?	<p>8. 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. All registration will be made using the online system.</p> <p>Checks and cash will NOT be acceptable forms of payment using the online system.</p>
9. How do I verify if I am on the Nurse Aide Registry?	<p>9. Use the following link: <b><a href="https://i7lp.integral7.com/durango/do/pr/prSearch?ownername=txna&amp;basechannel=default&amp;channel=txna&amp;usertype=admin">https://i7lp.integral7.com/durango/do/pr/prSearch?ownername=txna&amp;basechannel=default&amp;channel=txna&amp;usertype=admin</a></b></p> <p>For best results enter your Social Security Number.</p>
10. How long will my name remain on the registry?	<p>10. Once you become a certified nurse aide in Texas, your name will always remain on the Texas Nurse Aide Registry as Active as long as it is renewed and remains in good standing.</p>
11. How do I change my name?	<p>11. To change your name, complete form 5508-NAR and submit it to the address on the form. The form can be found on the following website: <b><a href="https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms">https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms</a></b></p>

## TEXAS NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
<p><b>12.</b> How do I change my Address?</p>	<p><b>12.</b> If your address is not correct, log into the Credential Management System and change your address under the "Profile" link in your account.</p>
<p><b>13.</b> My certification expired. How do I renew it or become certified again?</p>	<p><b>13.</b> Your nurse aide registration will expire twenty-four (24) months after being added to the Nurse Aide Registry or after your last date of verified employment. In order to maintain your registration, you must submit an Employment Verification form to the registry, which will document that you have performed paid nursing or nursing-related services and completed 24 hours of in-service education. A list of approved in-service education programs can be found at <a href="https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/credentialing/nurse-aide-service-education-cbts">https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/credentialing/nurse-aide-service-education-cbts</a> <a href="https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-approved-service-education-programs">https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-approved-service-education-programs</a></p>

## TEXAS NURSE AIDE CERTIFICATION — FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
<p><b>14.</b> How do I keep my certification current?</p>	<p><b>14.</b> If you have NOT worked as a nurse aide in a nursing facility or health care setting for twenty-four (24) consecutive months or more, and completed 24 hours of in-service education, you must retake the Texas Nurse Aide Skills Examination and the NNAAP Written Examination (See Eligibility for more information). Call the Texas Nurse Aide Registry at (512) 438-2050 or complete form NAR-5528 and submit it to HHSC for authorization to re-test. The form is available on our website at <a href="https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms">https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/nurse-aide-registry/nar-forms</a></p>
<p><b>15.</b> I am moving to or from another state; may I perform nurse aide duties in that state?</p>	<p><b>15.</b> If you are moving to another state you must contact the state you are moving to in order to transfer your nurse aide certification.</p>
<p><b>16.</b> I found out I have adverse findings against me on the Nurse Aide Registry. How do I become certified again?</p>	<p><b>16.</b> You cannot get certified again if your name has been placed on the abuse registry or if you have adverse findings. Contact Credentialing Enforcement at (512) 438-5495 for specific information regarding the adverse findings on your record.</p>