



## Introduction

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

As defined in the OBRA regulations, a Nursing Assistant competency evaluation program provides specific standards for Nursing Assistant related knowledge and skills. The purpose of a Nursing Assistant competency evaluation program is to ensure that candidates who are seeking to be Nursing Assistants understand these standards and can competently and safely perform the job of an entry-level Nursing Assistant.

This handbook describes the process of taking the Nursing Assistant competency test and is designed to help prepare candidates for testing. There are two parts to the Nursing Assistant competency test—a multiple-choice knowledge test and a skill test. Candidates must pass both parts of the test and meet all requirements of the AZBN for certification in Arizona.

Arizona has approved D&S Diversified Technologies to provide tests and scoring services for Nursing Assistant Testing. For question not answered in this handbook please contact D&SDT at toll free 877-851-2355 or go to [www.hdmaster.com](http://www.hdmaster.com). This handbook should be kept for future reference.

## Applying to take the Nursing Assistant Test

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Complete the application form known as the 1101 and 1402 forms. On-line registration is also available at [www.hdmaster.com](http://www.hdmaster.com). Please print neatly and remember to double check your address, phone number, and social security number before signing the paper application. If a paper application is not signed it will be returned to you and your testing date will likely be delayed.

A listing of Regional (fixed) test dates is available on our web site at [www.hdmaster.com](http://www.hdmaster.com) or call our office to have a list faxed or mailed to you. If you choose a test date from our testing schedule, write your first choice and second choice. Regional (fixed) tests will not be scheduled less than ten (10) days from receipt of application.

You will be scheduled to take the written and skill test on the same day. Under PAYMENT OPTIONS please mark the appropriate boxes. For applicants who need faster processing of their applications, the following options are available:

1. Anyone wishing to fax their application will be charged the \$5.00 Priority Fax Service fee and will need to write their credit card information on the application form.
2. Applicants wishing to test in **less than 10 business** days from the date D&S receives their application may **pay the \$15 express service fee per candidate and a \$19.50 for overnight express service shipping fee.**

Please note the following application guidelines:

1. Incomplete applications will be returned to the candidate (missing information, payment or signatures)
2. Candidates may not send personal checks or cash.
3. We accept Money Orders, Cashier Checks, and Facility Checks, Master card or Visa.
4. Applications must be received in the Findlay office 10 business days before the requested test date.

D&SDT will notify candidates via mail or email of their test date and time. If you do not hear from D&SDT within 5 business days of sending your application, please call our toll free number at 1-877-851-2355.

## Retaking the Nursing Assistant Test\_\_\_\_\_

1. Make address corrections to the top portion of your failure results letter (form 1301.)
2. Fill out Exam types and fee payment (form 1402) on a new application and choose test dates from the test schedule (form 1700) and write them on the new application under Option 1. (If you desire to have your test at a Regional Test Site.)
3. Mail or fax the top portion of your failure letter (form 1301) along with the new application, and payment to D&S DT. If faxed please be sure to include credit card information on your new application.
4. If you lost your failure letter (form 1301), you must submit a complete new application.
5. D&S DT is unable to schedule you over the telephone for your retest. You will need to submit your retest application to D&S DT either by fax (\$5.00 extra fax fee) or by mail.

## The Written/Oral Test\_\_\_\_\_

The Written Test Proctor will hand out materials and give instructions for taking the Written Test. You will have a maximum of ninety (90) minutes to complete the 72 question Written Test. You will be told when fifteen (15) minutes are left. You may not ask questions about the content of the Written Test (such as "What does this question mean?") Fill in only one (1) oval on the answer sheet for each question. **DO NOT mark in the testing booklet.** Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. You must have a score of 75% or better to pass the written portion of the test.

An Oral or Spanish Test may be taken in conjunction with the Written test if you have difficulty reading English. If you want to take the Oral or Spanish Test you must request it when you submit your application. There is an additional charge for an Oral Test. The questions are read to you from a cassette tape in addition to having the written test and scan form for the paper test. For WebETest(C) you will hear the questions on the computer headphones. The last nine questions of an Oral test will not be read on the oral tape/CD and MUST be read and answered without aide of the oral tape/CD. These nine questions serve as the reading comprehension requirement. There is no additional charge for the Spanish test. If you take a Spanish test the last nine questions MUST be read and answered in English to serve as an English language comprehension requirement. (In the case of an approved oral reading ADA accomodation, all questions will be read to the candidate, with the last nine read in English if a Spanish test is requested along with an approved oral reading ADA accomodation.)

All test materials must be left in the testing room. Anyone who takes or tries to take materials or information from the testing room is subject to prosecution. You may also request the written test in Spanish.

## Written Test Content\_\_\_\_\_

The Written Test consists of 72 multiple-choice questions. Questions are selected from subject areas based on the approved Arizona test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas are as follows:

- |                          |                                          |
|--------------------------|------------------------------------------|
| 1) Safety (4)            | 7) Communication (7)                     |
| 2) Infection Control (7) | 8) Data Collection (8)                   |
| 3) Personal Care (12)    | 9) Basic Nursing Skills (10)             |
| 4) Mental Health (4)     | 10) Role and Responsibility (4)          |
| 5) Care Impaired (4)     | 11) Disease Process (4)                  |
| 6) Resident Rights (4)   | 12) Older Adult growth & Development (4) |

## The Skill Test\_\_\_\_\_

The purpose of the skill test is to evaluate your Nursing Assistant skills. You will find a complete list of skill tasks in this handbook. Hand washing will be one of the tasks you will need to perform. Four (4) additional

tasks will be randomly selected from the following list for you to perform on your skill test. The steps that are listed for each task are the steps required for a Nursing Assistant to completely demonstrate the skill task. Steps indicated with an (\*) are given more weight when scoring than other steps, **and** you must have a score of 80% on **each** task *without missing any key steps* (the **Bolded** steps) to pass the skill portion of the test. If you fail a single task you will have to take another skill test with five tasks on it and at least one of the tasks will be one that you failed.

## What To Expect

- ☞ Each of the five scenarios associated with your five assigned tasks will be read to you immediately before you do each task.
- ☞ Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the five scenarios repeated anytime during your skill test.
- ☞ Be sure you understand all instructions before you begin because you may not ask questions once the skill test begins.
- ☞ You will be given thirty-five (35) minutes to complete the five (5) tasks. You must correctly perform all five (5) tasks in order to pass the skill test. You will be told when 20 minutes have elapsed.
- ☞ If you believe you made a mistake while performing a task, say so and then repeat the task or the step on the task you believe you performed incorrectly. You may repeat any step or steps you believe you have performed incorrectly any time during your allotted 35 minutes or until you tell the RN Test Observer you are finished with the skill test. Once the skill test has begun, the RN Test Observer may not answer questions.

**\*\*\*\*THE SKILL TASK STEPS INCLUDED IN THIS HANDBOOK ARE DISCRETE SKILL TASK STEPS USED FOR OBJECTIVE TESTING PURPOSES ONLY AND THE STEPS INCLUDED HEREIN ARE NOT INTENDED TO BE USED TO PROVIDE COMPLETE CARE THAT WOULD BE ALL INCLUSIVE OF BEST CARE PRACTICED IN AN ACTUAL WORK SETTING\*\*\***

## Manual Skills Listing

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### Skill 1– Hand washing

1. Greet resident by name and introduces self to the resident
2. Turn on water
3. Wet hands.
4. Apply liquid soap to hands.
5. Rub hands together using friction.
6. Interlace fingers pointing downward.
7. Wash all surfaces of hands and wrist with liquid soap.
8. Rinse hands thoroughly under running water with fingers pointed downward.
9. Dry hands on clean paper towel(s).
10. Turn off faucet with a **SECOND** (last) clean dry paper towel.
11. Discard paper towels into trash container as used.
12. **Does not re-contaminate hands at any point during the procedure.**

### Skill 2—Antiembolic Stockings

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to resident.

3. Provides for resident's privacy by only exposing one leg.
4. Gathers or turns stocking down inside out to the heel.
5. Places stocking over the toes, foot, and heel and rolls OR pulls up the leg.
6. Checks toes for possible pressure from stocking and adjusts as needed. (\*)
7. Leaves resident with stockings that are smooth and wrinkle free. (\*)
8. Identifies that hands should be washed.
9. Maintains respectful, courteous interpersonal interactions at all times.
10. Leaves call light or signal calling device and water within easy reach of the resident.

### Skill 3—Ambulation With Gait Belt

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to be performed to the resident and obtains gait belt.
3. **Locks bed brakes to ensure resident's safety.**
4. **Locks wheelchair brakes to ensure resident's safety.**
5. Lowers bed to lowest position.
6. Brings resident to sitting position and places gait belt around waist to stabilize trunk, tightens gait belt. Checks gait belt by slipping fingers between gait belt and resident
7. Assists resident to put on non-skid slippers. (No non-skid socks)
8. Brings resident to standing position, using proper body mechanics.
9. With one hand grasping gait belt and the other stabilizing resident by holding forearm, shoulder, or using other appropriate method to stabilize, ambulates resident at least 10 steps to the wheelchair.
10. Assists resident to pivot and sit in the wheelchair in a controlled manner that ensures safety. Removes gait belt.
11. Identifies that hands should be washed.
12. Maintains respectful, courteous interpersonal interactions at all times.
13. Leaves call light or signaling device and water within easy reach of the resident.

### Skill 4—Ambulation With Walker

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to resident.
3. **Locks bed wheels to ensure resident's safety.**
4. **Locks wheelchair brakes to ensure resident's safety.**
5. Brings resident to sitting position. Places gait belt around waist to stabilize trunk.
6. Tightens gait belt. Checks gait belt by slipping fingers between gait belt and resident
7. Assists resident to put on non-skid slippers. (No non-skid socks)
8. Positions walker.
9. Assists resident to stand, stabilizes walker and insures resident has stabilized walker.
10. Positions self behind and slightly to side of resident.
11. Safely ambulates resident at least 10 steps to wheelchair.
12. Assists resident to pivot and sit in wheelchair, using correct body mechanics and removes gait belt.
13. Identifies that hands should be washed.
14. Maintains respectful, courteous interpersonal interactions at all times.
15. Leaves call light or signaling device and water within easy reach of the resident.

### Skill 5—Fluid Intake

1. Candidate observes dinner tray. Three known capacity containers will have varying fluid levels.
2. Candidate may use supplied pad and pencil or calculator, if needed, to arrive at the number of **m** consumed.
3. Candidate decides on **m** of fluid consumed from each container.
4. Candidate obtains total fluid consumed in **m**.
5. Candidate records total fluid consumed on provided I&O sheet.
6. **Candidate's total recorded fluid must be within 30 m of correct total.**

### Skill 6—Blood Pressure

1. Greets resident by name and identifies that hands should be washed.

2. Explains procedure to resident. Provides for residents privacy pulls privacy curtain.
3. Assists resident into a comfortable sitting or recumbent position with forearm relaxed and supported in a palm-up position, approximately at the level of the heart.
4. Rolls resident's sleeve up about 5 inches above the elbow.
5. Applies the cuff around the upper arm just above the elbow.
6. Cleans earpieces of stethoscope appropriately and places in ears.
7. Cleans diaphragm of the stethoscope.
8. Locates brachial pulse.
9. Inflates cuff 30mmHg above RN test observer provided loss of pulse number.
10. Places stethoscope over brachial artery.
11. Holds stethoscope snugly in place.
12. Slowly releases air from cuff to disappearance of pulsations. Removes cuff.
13. Records reading on I&O sheet provided by tester.
14. Candidate's recorded systolic blood pressure is within 6mmHg of the test observers. Diastolic is within 8mmHg.
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 7—Bedpan and Output

1. Greets resident by name and identifies that hands should be washed.
2. Explains the procedure to resident.
3. Provides for resident's privacy. (Pulls curtain)
4. Candidate puts on gloves and positions resident on bedpan correctly using correct body mechanics
5. Raises head of bed to comfortable level
6. Leaves call light and tissue within reach of resident and candidate steps away to a private area of room away from resident.
7. When signaled by the RN test observer the candidate returns with wet wash cloth.
8. Washes/assists resident to wash and dry hands.
9. Discards soiled linen in appropriate container.
10. Candidate gently removes bedpan and holds while the observer adds a known quantity of fluid.
11. Candidate measures output.
12. Empties and cleans bedpan and graduate.
13. Removes and disposes of gloves.
14. Records output on supplied recording I&O sheet.
15. Candidate's recorded output is within 30 ml of RN test oobserver's reading.
16. Lowers bed if raised
17. Identifies that hands should be washed.
18. Maintains respectful, courteous interpersonal interactions at all times.
19. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 8—Denture Care

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to resident.
3. Lines sink with a protective lining that would help prevent damage to the dentures. (Towel, or washcloth)
4. Puts on gloves and removes dentures from cup.
5. Handles dentures carefully to avoid damage.
6. Applies toothpaste and thoroughly brushes dentures including the inner, outer, and chewing surfaces of upper and lower dentures. Toothettes may be utilized instead of a toothbrush as long as all of the surfaces listed above are cleaned.
7. Rinses dentures using clean cool water.
8. Places dentures in rinsed cup.
9. Adds cool clean water to denture cup.
10. Cleans equipment and returns to storage.
11. Discards protective lining in an appropriate container.

12. Removes gloves and disposes of gloves in an appropriate container.
13. Identifies that hands should be washed.
14. Maintains respectful, courteous interpersonal interactions at all times.
15. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 9—Dressing Resident

1. Greets resident by name and identifies that hands should be washed.
2. Explains the procedure to the resident.
3. Provides privacy for resident. (Pulls curtain.)
4. Keeps resident covered while removing gown.
5. Removes gown from unaffected side first.
6. Places used gown in laundry hamper.
7. Dressing from the weak side first, dressing the resident in a shirt or blouse, the candidate inserts their hand through the sleeve of the shirt or blouse and grasps the hand of the resident. (\*)
8. Dressing from the weak side first, dressing the resident in pants, the candidate assists the resident to raise their buttocks or turns resident from side to side and draws the pants over the buttocks and up to the resident's waist. (\*)
9. When putting on the resident's socks, the candidate draws the socks up the resident's foot until they are smooth.
10. Leaves the resident in correct body alignment and comfortably dressed.
11. Identifies that hands should be washed.
12. Maintains respectful, courteous interpersonal interactions at all times.
13. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 10—Feeding the Dependent Resident

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to the resident.
3. Candidate looks at diet card and indicates that resident has received the correct tray.
4. **Positions the resident in an upright position. At least 45 degrees.**
5. Washes and dries resident's hands and face before feeding.
6. Protects clothing from soiling by using napkin, clothing protector, or towel.
7. Discards soiled linen appropriately.
8. Sits down facing the resident while feeding resident.
9. Describes the foods being offered to the resident.
10. Offers water or other fluid frequently.
11. Offers food in small amounts at a reasonable rate, allowing resident to chew and swallow.
12. Wipes resident's hands and face during meal as needed.
13. Leaves resident clean and in a position of comfort.
14. Records intake in percentage of total solid food eaten on I & O pad provided.
15. Records intake of fluid in ml on recording I&O sheet provided.
16. **Candidate is within 25% of the solids and within 60 ml of the fluids consumed.**
17. Identifies that hands should be washed.
18. Maintains respectful, courteous interpersonal interactions at all times.
19. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 11—Mouth Care—Brushing Teeth

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to the resident.
3. Provides for resident's privacy. (Pulls curtain)
4. Drapes the chest with towel to prevent soiling.
5. Candidate puts on gloves.
6. Applies toothpaste to toothbrush.
7. **Brushes resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth. Toothettes may be utilized instead of the toothbrush as long as all of the surfaces listed above are cleaned.**

8. Cleans tongue.
9. Assists resident in rinsing mouth.
10. Wipes resident's mouth.
11. Removes soiled linen.
12. Places soiled linen in hamper or equivalent.
13. Empties emesis basin.
14. Cleans emesis basin.
15. Rinses toothbrush.
16. Returns emesis basin and toothbrush to storage.
17. Disposes of gloves properly.
18. Leaves resident in position of comfort.
19. Identifies that hands should be washed.
20. Leaves call light or signaling device and water within easy reach of the resident.
21. Maintains respectful, courteous interpersonal interactions at all times.

## Skill 12—Mouth Care of Comatose Resident

1. Greets resident by name and identifies that hands should be washed.
2. Provides for residents privacy. (Pulls curtain)
3. **Turns resident to a side lying position to avoid choking or aspiration.**
4. Drapes chest/bed as needed to protect from soiling.
5. Puts on gloves, uses swab and/or toothbrush and cleaning solutions.
6. Gently and thoroughly cleans the inner, outer, and chewing surfaces of all upper and lower teeth.
7. Gently and thoroughly cleans the gums and tongue.
8. Cleans, dries face.
9. Returns resident to position of comfort and safety.
10. Cleans and replaces equipment and discards disposable items in waste can.
11. Discards towel and washcloth in linen hamper. Removes gloves and disposes properly.
12. Identifies that hands should be washed.

## Skill 13—Occupied Bed

1. Greets resident by name and identifies that hands should be washed.
2. Gathers linen.
3. Transports linen correctly.
4. Using clean barrier places linen on the over-bed table, seat of the chair, on night stand or over the end of the bed.
5. Explains procedure to resident.
6. Provides privacy. (Pulls curtain)
7. **Directs observer to stand on the opposite side of the bed to provide for safety.** (\*)
8. Raises bed to working height.
9. Resident is to remain covered at all times.
10. Assists resident to roll onto side **toward observer.** **Candidate instructs** observer to remain standing on opposite side of the bed.
11. Rolls or fan folds soiled linen, soiled side inside, to the center of the bed.
12. Places clean bottom sheet along the center of the bed and rolls or fan folds linen against resident's back and unfolds remaining half.
13. Secures two fitted corners.
14. **Candidate directs the observer to the opposite side of the bed.** (\*)
15. Assists the resident to roll over the bottom linen, preventing trauma and avoidable pain to resident.
16. Removes soiled linen without shaking.
17. Avoids placing dirty linen on the over bed table, chair or floor.
18. Avoids touching linen to uniform.
19. Disposes of soiled linen in hamper or equivalent.
20. Pulls through and smooths out the clean bottom linen.
21. Secures the other two fitted corners.
22. Places clean top linen and blanket or bed spread over covered resident.

23. Removes used linen keeping resident unexposed at all times.
24. Tucks in top linen and blanket or bedspread at the foot of bed.
25. Makes mitered corners at the foot of the bed.
26. Applies clean pillow case, with zippers and/or tags to inside.
27. Gently lifts resident's head while replacing the pillow.
28. Lowers bed if it was raised.
29. Identifies that hands should be washed.
30. Maintains respectful, courteous interpersonal interactions at all times.
31. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 14—Bed Bath-Face, Arm, Hand and Underarm

1. Greets resident by name and Identifies that hands should be washed.
2. Explains procedure to the resident.
3. Pulls privacy curtain. Raises bed to appropriate working level.
4. Prepares resident for a complete bath, even though will be demonstrating a partial bed bath.
5. Covers resident with a bath blanket.
6. Removes top bed linens to foot of bed.
7. Removes resident's gown without exposing resident.
8. Fills basin with comfortably warm water.
9. Washes and dries face WITHOUT SOAP.
10. Uses clean portion of wash cloth and wipes eyes gently from the inner to the outer using a clean portion of the wash cloth with each stroke.
11. Places towel under arm, only exposes one arm.
12. Washes arm, hand and underarm using soap and water.
13. Rinses arm, hand, under arm and dries entire area.
14. Assists resident to put on a clean gown.
15. Properly cleans and stores all equipment used.
16. Disposes of soiled linen in appropriate container.
17. Lowers bed if it was raised.
18. Identifies that hands should be washed.
19. Maintains respectful, courteous interpersonal interactions at all times.
20. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 15—Perineal Care Female

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to the resident mannequin.
3. Pulls curtain; provides privacy.
4. Asks resident if they would like a third party present during the provision of perineal care
5. Fills basin with comfortably warm water.
6. Raises the bed to proper working height.
7. Directs RN test observer to stand on the opposite side of the bed to provide for safety. (\*)
8. Turns resident toward observer or raises resident's hips and places water proof pad under buttocks.
9. Puts on gloves.
10. Exposes perineum only.
11. Separates labia.
12. Uses water and soapy washcloth.
13. Cleans labia from top to bottom. (\*)
14. Uses a clean portion of a wash cloth with each stroke.
15. Rinses the area.
16. Dries the area.
17. Covers the exposed area with the bath blanket.
18. Assists resident to turn onto side away from the candidate.
19. With a clean wash cloth, cleans the rectal area.
20. Uses water, washcloth and soap.

21. Cleans area from vagina to rectal area with single strokes. (\*)
22. Uses a clean portion of the wash cloth with each step. Rinses area.
23. Dries area.
24. Turns resident toward **observer** or raises hips and removes water proof pad from under buttocks.
25. Positions resident (mannequin) on their back.
26. Disposes of soiled linen in an appropriate container.
27. Cleans equipment.
28. Replaces equipment.
29. Disposes of gloves in appropriate container.
30. Lowers bed, if it was raised.
31. Identifies that hands should be washed.
32. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 16—Position Resident on Left

1. Greets resident by name and identifies that hands should be washed.
2. Explains what is to be done and how the resident may help.
3. Pulls curtain, provides privacy.
4. Positions bed flat. Raises bed to appropriate working height.
5. Insures that the resident's face never becomes obstructed by the pillow. (\*)
6. **Directs observer to stand in a position on left side of bed to assure safety or always turns resident toward self. (\*)**
7. From the right side—moves upper body toward self.
8. Moves hips toward self. Moves legs toward self.
9. **Candidate moves to left side of bed, if observer positioning wasn't used, and turns resident toward self, otherwise may remain on right side and turn resident toward positioned observer.**
11. Assists/turns resident on his/her left side. (\*)
12. Checks to be sure resident is not lying on his/her left arm.
13. Maintains correct body alignment.
14. Places support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences, under head and right arm, behind back, between knees. (\*)
13. Lowers bed if it was raised.
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 17—Range of Motion Hip & Knee

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to the resident.
3. Pulls curtain; provides for resident's privacy.
4. Positions resident supine and in good body alignment.
5. Correctly supports joints at all times by placing one hand under the knee and the other hand under the heel.
6. Moves the entire leg away from the body. (abduction)
7. Moves the entire leg back toward the body. (adduction)
8. Completes abduction and adduction of the hip three times.
9. Continue to correctly support joints by placing one hand under the residents knee and the other under the residents **ankle**. Bends the resident's knee and hip toward the resident's trunk. (flexion of the hip and knee at the same time)
10. Straighten the knee and hip. (extension of knee and hip at the same time)
11. Complete flexion and extension of knee and hip three times.
12. **Does not cause discomfort or pain and does not force any joint beyond the point of free movement. Candidate must ask if they are causing any pain or discomfort.**
13. Leaves resident in a comfortable position.
14. Identifies that hands should be washed.
15. Maintains respectful, courteous interpersonal interactions at all times.

16. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 18—Range of Motion Shoulder

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to the resident.
3. Pulls curtain; provides for resident's privacy.
4. Positions resident on their back in good body alignment.
5. Correctly supports the resident's joint by placing one hand under their elbow and the other hand under the resident's wrist.
6. Raises resident's arm up and over the resident's head. (flexion)
7. Brings the resident's arm back down to the resident's side. (extension)
8. Completes full range of motion for shoulder through flexion and extension three times.
9. Continue supporting joints correctly and move the resident's entire arm out away from the body. (abduction)
10. Return the resident's arm to the side of the resident's body. (adduction)
11. Complete full range of motion for shoulder through abduction and adduction three times.
- 12. Does not cause discomfort or pain and does not force any joint beyond the point of free movement. Candidate must ask if they are causing any pain or discomfort.**
13. Leaves resident in a comfortable position.
14. Identifies that hands should be washed.
15. Maintains respectful, courteous interpersonal interactions at all times.
16. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 19—Transfer from Wheelchair to Bed using a Gait Belt

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to be performed to the resident.
3. Positions wheelchair at foot or head of bed.
- 4. Insures resident's safety. Locks wheelchair brakes.**
- 5. Insures resident's safety. Locks bed brakes.**
6. Places gait belt around the resident, below the rib cage and above their waist, to stabilize trunk.
7. Tightens gait belt so that fingers of candidate's hand can be comfortably slipped between gait belt and resident.
8. Grasps the gait belt with both hands to stabilize the resident.
9. Brings resident to standing position using proper body mechanics.
10. Assists resident to pivot and sit on bed in a controlled manner that ensures safety.
11. Removes gait belt.
12. Assists resident in removing non-skid slippers.
13. Assists resident to move to center of bed, supporting extremities as necessary.
14. Makes sure resident is comfortable and in good body alignment.
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 20—Transfer from Bed to Wheelchair using a Gait Belt

1. Greets resident by name and identifies that hands should be washed.
2. Explains the procedure to be performed to the resident and obtains a gait belt
3. Positions wheelchair at the foot or head of the bed.
- 4. Locks wheelchair brakes to ensure resident's safety.**
- 5. Locks bed brakes to ensure resident's safety.**
6. Lowers bed to lowest position. Assist in putting on non skid slippers
7. Assists resident to sitting position using proper body mechanics and places gait belt around the resident, below the rib cage and above their waist, to stabilize trunk. Tightens gait belt Checks gait belt by slipping fingers between gait belt and resident
8. Grasps the gait belt with both hands to stabilize the resident.
9. Brings resident to a standing position using proper body mechanics.

10. Assist resident to pivot and sit in a controlled manner that ensures safety.
11. Identifies that hands should be washed.
12. Maintains respectful, courteous interpersonal interactions at all times.
13. Leaves call light or signaling device and water within easy reach of the resident.

## Skill 21—Vital Signs - Temperature, Pulse and Respiration

1. Greets resident by name and identifies that hands should be washed.
2. Explains procedure to resident.
3. Correctly turns on digital oral thermometer and places sheath on thermometer.
4. Gently inserts bulb end of thermometer in mouth under tongue.
5. Leaves thermometer in place for appropriate length of time.
6. Removes thermometer and candidate reads and records the temperature reading on I&O sheet provided.
7. **Candidate's recorded temperature varies no more than .1 degree from Test Evaluator's.**
8. Candidate discards sheath appropriately.
9. Locates the radial pulse by placing tips of fingers on thumb side of the resident's wrist.
10. Counts pulse for 60 seconds or 30x2. Then records on the I&O sheet provided.
11. **Candidate's recorded pulse rate is within 4 beats of RN Test Observer's recorded rate.**
12. Candidate counts respirations for 60 seconds or 30x2 and records results on I&O sheet provided.
13. **The Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**
14. Identifies that hands should be washed.
15. Maintains respectful, courteous interpersonal interactions at all times.
16. Leaves call light or signaling device and water within easy reach of the resident.

## Test Day

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- You should arrive at your confirmed test site between twenty and thirty (20-30) minutes before your test is scheduled to start.
- You must bring a **SIGNED, NON-EXPIRED, PHOTO ID**. *You will not be admitted for testing if you do not bring proper ID. You will be considered a NO SHOW and will have to reapply and pay for a new test date.*
- Your test notification letter and map should be with you, although they are not required.
- You must bring several sharpened Number 2 pencils with erasers. **DO NOT BRING or USE INK PENS.** The scanner can't read ink marks on your answer sheet.

## Testing Policy

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The following policies are observed at each test site—

- If you arrive late for your confirmed test, or if you do not bring appropriate ID, you will not be admitted to the test and any test fees paid *will NOT be refunded*.
- **If you NO SHOW for your testing day you will be charged a No Show fee for that test and must re-submit forms 1402 and 1101 to schedule another test date.**
- Cellular phones, beepers or any other electronic devices are not permitted during testing and there is no place for storage of personal belongings.
- You are not permitted to bring personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. The only exception is a language translation dictionary that you must show to the written test proctor before you start the written test and only paper or hard back are permitted. **NO ELECTRONIC TRANSLATION DICTIONARIES or any electronic device is allowed.**
- You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke during the test.

- If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the test and reported to your training program and the Arizona State Board of Nursing.
- **No visitors, guests, pets or children are allowed or will be provided for during testing.**

## Reschedule/Cancellation Policies

**Reschedules** - An individual may reschedule any time up until noon the business day preceding a scheduled test day. (Call 1-877-851-2355) Reschedules must be requested from D&S DT and are subject to a \$35 reschedule fee for each reschedule request made after seven business days prior to a scheduled test event. Reschedule fees must be paid in full prior to a reschedule taking place.

**Cancellations** - A request may be made in writing to cancel a test any time **up until noon** the business day preceding a scheduled test day and qualify for a full refund of any testing fees paid minus a \$20 cancellation fee.

**No Shows** - If you are scheduled for your test and don't show up without notifying D&S DT before noon the business day prior to your scheduled testing day you will be considered a **NO SHOW** and must submit a new application (with payment) to be scheduled for a new test date.

These fees partially offset D&S DT costs incurred for services requested and resulting work that is performed because of the work request. If a reschedule or cancellation request is not received before noon on the business day preceding a scheduled test date a NO SHOW status will exist and new application form (1101 and 1402) with payment must be submitted to D&S DT to secure a new test time.

If you No Show for any of the following reasons please provide the following documentation:

**Car breakdown:** A tow bill faxed within **48 hours** of the test date, if we do not receive proof within the 48 hour time frame you will have to pay as though you were a No Show.

**Medical emergency:** Doctor notes within **5 working days**, if we do not receive proof within the 5 working day time frame you will have to pay as though you were a No Show.

**Death in the family:** Obituaries for **immediate family only** within **14 business days** from a missed test date.

## Security

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Anyone who removes or tries to remove test material or information from the test site will be prosecuted to the full extent of the law, will be recorded as a test failure, and will not be allowed to retest for a minimum period of six months. Study materials, other than this candidate handbook, may not be brought to the test site. If you give or receive help from anyone during testing, the test will be stopped, your test will not be scored, you will be dismissed from the testing room, you will forfeit any testing fees paid, will have a NO SHOW status in our computer scoring system, and your name will be reported to the appropriate agency.

## Test Results

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After you have completed both the Written Test and Skill Test components your test results will be sent to the AZBN. You will be certified by the Board only after you meet all Board requirements including passing both the written and skill test components. If you fail either test component, you must reapply to retake the component that you failed. Procedures for reapplying and detailed test diagnostics are included in a failure notification letter mailed or emailed to your address of record.

Test results will be available the same day that they are graded on our website at [www.hdmaster.com](http://www.hdmaster.com) (3-5 days after the testing event). If you tested at a WebETest(C) facility your test results will be available 24 hours after testing (excluding Sundays and holidays).

You are eligible to test as many times as needed within your 2 years of the date of the training program completion. After the 2 years, you must complete an AZBN approved training program in order to be eligible to re-test.

## Written Practice Test

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Available on our web site at [www.hdmaster.com](http://www.hdmaster.com) we offer a free written test question of the day and a ten question online practice test. You may also purchase complete practice tests that are randomly generated, based on the State test plan, and each practice test taken will be unique. A mastery learning testing method is used. This means candidates must get the question they are attempting correct before they may move onto the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

Visit [www.hdmaster.com](http://www.hdmaster.com) for more details.

## Sample Questions

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The following questions are samples of the kinds of questions that you will find on the Written/Oral Test. Check your answers to these questions using the answer box below.

**1. Clean linens that touch the floor should be:**

- (A) Picked up quickly and placed back on the clean linen cart
- (B) Used immediately on the next resident bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room with the floor the linen fell on

**2. A soft, synthetic fleece pad placed beneath the resident:**

- (A) Takes pressure off the back
- (B) Provides warmth for the resident
- (C) Gives the resident a sense of security
- (D) Should only be used with bedridden residents

**3. A resident's psychological needs:**

- (A) Should be given minor consideration
- (B) Make the resident withdrawn and secretive
- (C) Are nurtured by doing everything for the resident
- (D) Are nurtured when residents are treated like individuals

Answers: 1C – 2A – 3D

THE FOLLOWING IS A LIST OF **REQUIRED FORMS** THAT NEED TO BE SUBMITTED TO PREVENT YOUR TEST APPLICATION FROM BEING DELAYED:

REQUIRED FORMS NEEDED FOR TESTING APPLICATION ARE

**FIRST TIME TESTERS**

- 1. FORM 1101
- 2. FORM 1402
- 3. COPY OF TRAINING CERTIFICATE OR TRANSCRIPTS
- 4. APPLICABLE OPTION

**RETEST APPLICATIONS**

- 1. COPY OF RESULT LETTER (FORM 1301)
- 2. FORM 1402
- 3. APPLICABLE PAYMENT OPTION

NOTES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Vocabulary List:**

abandonment	aseptic	cancer
abdominal thrust	aspiration	cardiac arrest
abduction	assistive device	cardiopulmonary resuscitation
abduction pillow	atrophy	cardiovascular system
absorption	attitudes	care plan
abuse	autoclave	cast
acceptance	axillary temperature	cataracts
accidents	back strain	catheter care
activities	bacteria	central nervous system
acute	bargaining	cerebral vascular accident
adduction	basic needs	charge nurse
ADL	bath water temperature	chemical disinfection
admission	bathing	chemotherapy
admitting resident	bed cradle	chest pain
affected side	bed height	choking
aging process	bed position	chronic
AIDS	bedrest	circulation
alarms	biohazard	clarification
alternating pressure mattress	bladder training	cleaning spills
Alzheimer's	bleeding	clear liquid diet
ambulation	blindness	clergy
amputees	blood pressure	cold compress
anger	bodily fluids	colostomy
anterior	body alignment	colostomy bag
antibacterial	body fluids	comfort care
antibiotics	body language	communication
antiembolic stockings	body mechanics	confidentiality
anxiety	body temperature	confused resident
aphasia	bowel program	congestive heart failure
apical	break time	constipation
appropriate response	breathing	constrict
arteries	broken equipment	contact isolation
arthritis	burnout	contamination
	burns	contracture
	call light	converting measures

COPD  
coping mechanisms  
CVA  
cyanosis  
cyanotic  
decubitus ulcer  
deeper tissue  
dehydration  
delusions  
demanding resident  
dementia  
denial  
dentures  
dependability  
depression  
dermatitis  
developmental process  
diabetes  
dialysis  
diarrhea  
diastolic  
dietitian  
digestion  
discharging resident  
disinfection  
disoriented resident  
disrespectful treatment  
dizziness  
DNR  
documentation  
draw/lift  
dressing  
droplets  
drowsy  
dry skin  
dying  
dysphagia  
dyspnea  
edema  
elastic stockings  
electrical equipment  
elimination  
emesis basin  
emotional needs  
emotional stress  
emotional support  
emphysema  
ethics  
evacuation  
extension  
extremity  
eye glasses  
facility policy  
falls  
faulty equipment

fecal impaction  
feeding  
fingernail care  
fire  
fire safety  
flexed  
flexion  
fluid intake  
Foley catheter  
foot board  
foot care  
foot drop  
Fowler's position  
fractures  
gait belt  
gastrostomy tube  
geriatrics  
germ transmission  
gerontology  
gloves  
grieving process  
hair care  
hallucination  
hand tremors  
hand washing  
hazardous substance  
health-care team  
hearing aid  
hearing impaired  
heart muscle  
heat application  
height  
Heimlich maneuver  
hemiplegia  
hepatitis B  
HIPAA  
hospice care  
hydration  
hyperglycemia  
hypertension  
hyperventilation  
hypoglycemia  
immobility  
immune system  
incontinence  
indwelling catheter  
infection  
infection control  
in-house transfer  
initial observations  
input and output  
in-service programs  
insulin  
intake and output  
integumentary system

interpersonal skills  
isolation  
job application  
job description  
job interview  
kidney failure  
laxatives  
life support  
lift/draw sheet  
linen  
low sodium diet  
making occupied bed  
mask  
Maslow  
material safety data  
material safety data sheet  
mealltime  
measuring height  
mechanical soft diet  
medical asepsis  
medical record  
medications  
memory loss  
mentally impaired  
microorganisms  
military time  
mistakes  
mistreatment  
mobility  
money  
mouth care  
moving  
mucous membrane  
muscle spasms  
nail care  
nasal cannula  
needles  
neglect  
new resident  
non-contagious disease  
nonverbal communication  
nosocomial infection  
NPO  
nurse's station  
nursing assistant's role  
nutrition  
objective  
OBRA  
ombudsman  
oral care  
oral hygiene  
oral temperature  
orientation  
oriented  
osteoarthritis

osteoporosis  
ostomy bag  
overbed table  
oxygen  
pain  
paralysis  
paranoia  
Parkinson's  
partial assistance  
passive  
pathogens  
perineal care  
peristalsis  
personal care  
personal items  
personal protective equipment  
personal stress  
pet therapy  
petit mal seizure  
phantom pain  
physical needs  
physical therapist  
physician's authority  
plaque  
policy book  
positioning resident  
post mortem care  
post-operative pneumonia  
pressure ulcers  
preventing injury  
privacy  
progressive  
prone  
prosthesis  
protective equipment  
providing privacy  
psychological needs  
pulse  
quadrant  
quadriplegia  
radial  
ramps  
range of motion  
reality orientation  
rectal  
reddened/discolored area  
rehabilitation  
religious service  
reminiscing  
reporting  
reposition resident  
resident abuse  
resident belongings  
resident identification  
resident independence

resident unit  
residents  
Resident's Bill of Rights  
resident's chart  
resident's environment  
resident's families  
respectful treatment  
respirations  
respiratory symptoms  
responding to resident behavior  
restorative care  
restraints  
resuscitation  
rights  
safety and security need  
saliva  
scabies  
scale  
security  
seizure  
self-esteem  
sexual expression  
sexual needs  
sharps container  
shaving  
shearing of skin  
side rails  
Sitz bath  
skin integrity  
slander  
smoking  
social needs  
soiled linen  
specimen  
spilled food  
spills  
spiritual needs  
sputum test  
standard precautions  
state survey  
stealing  
sterilization  
stethoscope  
stress  
stroke  
strong side  
subacute care  
subjective  
suicide  
sundowning  
supine  
supplemental feedings  
suspected abuse  
swelling  
systolic

tachycardia  
telephone etiquette  
temperature  
tendons  
terminal illness  
thermometers  
thickened liquids  
threatening resident  
tips  
toenails  
toileting schedule  
trachea  
transfers  
transport bag  
transporting food  
treating residents with respect  
tub bath  
tube feeding  
tubing  
twice daily  
tympanic temperatures  
unaffected  
unconscious  
unethical behavior  
uniform  
unopened mail  
unsteady  
urethral  
urinary catheter bag  
urinary system  
urination  
urine  
urine specimen  
vaginal drainage  
varicose veins  
vision change  
vital signs  
vomitus  
walker  
wandering resident  
water faucets  
water temperature  
weak side  
weakness  
weighing  
weight  
well balanced meal  
wheelchair safety  
white blood cells  
withdrawal