

ACTOR MANUAL

3/30/2009

THIS IS AN INSTRUCTION HANDOUT DESIGNED TO ANSWER TEST OBSERVER/PROCTOR QUESTIONS REGARDING TRAINING ACTORS FOR PARTICIPATION DURING THE ADMINISTRATION OF THE MONTANA SKILL TEST

BECOMING AN ACTOR:

To become an Actor, an individual must receive these instructions from a Test Observer/Proctor and sign Form 1511MT (Actor/Written Test Proctor Training Affidavit) certifying that they received and understood the instructions. They should fill out and sign a Form 1505 (Test Observer generated application agreement) and must sign Form 1501MT (Test Observer/Proctor/Written Test Proctor/Actor) to be submitted to Headmaster and must also be trained with the Montana approved materials that are included in this manual. The individual must also meet the criteria listed below. After accomplishing these tasks, they may then be used as an Actor. THIS MANUAL WILL BE GIVEN TO THE ACTOR FOR THEIR CONTINUED REVIEW.

Test Observers/Proctors or Actors: Please do not hesitate to contact HEADMASTER at 1-800-393-8664 with questions.

THIS MANUAL MAY ALSO SERVE AS THE FRAMEWORK FOR AN ACTOR JOB DESCRIPTION, THOUGH TEST OBSERVERS/PROCTORS MAY DESIGN THE JOB DESCRIPTION AS THEY REQUIRE.

WHO CAN BE AN NA SKILL TEST ACTOR?

Note: It is not necessary to be a professional actor or have acting experience to be successful as a NA Skill test actor. *If you have acting experience you may find this much more difficult than working from a script or within a dramatic improvisational outlines, and you may find it very frustrating. This work has nothing to do with finding dramatics moments or playing to an audience. It has everything to do with disciplining yourself within the needs of the skill exam. It can be very repetitive as exactly the same simulation must be done for every exam candidate.*

TO QUALIFY AS AN ACTOR, THE ACTOR MUST MEET THE FOLLOWING CRITERIA:

1. Actors must be of legal working age in Montana. Minors must also have a work permit.
2. Actors must be trained with these materials.
3. Actors must fill out an Actor application form created by the Observer; sign an Actor Confidentiality (Form 1501MT) and an Actor Affidavit (Form 1511MT).
4. After completion, a copy of the application and the original 1501MT and 1511T must be mailed to HEADMASTER for inclusion into the Actor database.
5. An Actor MAY NOT be a NA Test Candidate who has not tested.
6. An Actor MAY NOT be a student in any NA Training Program.
7. Actors CAN BE *State Tested* CNAs, Test Observer family members, volunteers, etc.

COMPENSATION FOR BEING A NA SKILL TEST ACTOR:

Actors may be volunteers. For non-volunteer Actors, the Test Observer should pay Actors when they assist during the administration of an NA Skill test at a rate that is agreed upon by both parties. Test Observers must be sure the Actor's Social Security has been entered on Form 1501 (Test Observer/Proctor/Written Test Proctor/Actor Confidentiality/NonDisclosure Agreement) for each candidate for which an Actor is used for test tracking purposes.

SKILL TASKS REQUIRING AN ACTOR:

Actors must be comfortable acting as a health care resident. If the Actor has any hesitation in participating in the demonstration of any of the skill tasks they should not apply to become an Actor. Skills requiring an actor are as follows:

- Ambulation with a gait belt
- Applying antiembolic stocking to one leg
- Partial Bed bath – Face, arm, hand and underarm only are washed-no soap is used on the face. (Actor should be comfortable with no make-up)
- Bedpan and output—Actor remains clothed and is simply positioned on bedpan.

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- Denture care – Actor does not provide. Sample dentures will be at the test site
- Dressing resident – Actor will remain fully clothed, with large oversized clothing used to demonstrate dressing technique.
- Feeding a dependent resident – Actor will eat small amounts of solid food and drink small amounts of fluid.
- Making an occupied bed – Actor will be a weak resident and remain in bed.
- Mouth care – Actor's teeth will be brushed.
- Nail care – will have nails filed, no fingernail cutting.
- Position resident in bed – Actor will be weak and positioned on one side.
- Range of motion exercises—upper and lower extremities
- Transfer from bed to wheelchair using an optional gait belt – Actor will be assisted to wheelchair.
- Vital signs: temperature, pulse, blood pressure and respiration – Actor must have a pulse that is not difficult to recognize.
- Weight measurement – Actor should be comfortable having their weight recorded.

SCHEDULING:

Actors will be contacted by RN Test Observers to be scheduled for testing dates.

TEST SECURITY:

Actors will be required to maintain, and never violate, the security of the tests or any testing situation. If Actors violate security they will be held legally accountable and prosecuted to full extent of the law. **Actors MUST NOT release any test content or information about any NA candidate performance to ANYONE.**

INSURANCE:

Actors will maintain any and all of their own insurance if they so choose.

APPROPRIATE ATTIRE:

Actors should wear comfortable clothes that do not restrict their motion in any way. Actors should wear a sweat suit, comfortable shorts, tank top, tee shirt, or similar non-restrictive clothing.

SAFETY:

Actors should voice their concern to the RN Test Observer if at any time they believe that they are in danger. This would include concerns of falling, being bruised, or hurt in any manner. In addition, the Actor may speak up if the NA candidate puts a gait belt or vest restraint on them too tightly or a blood pressure cuff has been inflated for a time duration resulting in pain or numbness. In some cases, these situations can be handled within the test experience. In other situations a time out (stopped testing) is necessary.

COMMUNICATION WITH THE NA CANDIDATES:

In non test situations good care involves cooperative communication between the resident and the NA. The resident might tell the NA what is comfortable or ask for what they want. In the test situation the NA must rely on their knowledge and training to give care and the actor/resident responses must be SKILL TEST IMPACT NEUTRAL. (Impact on the outcome of the skill task neutral) Do not lead the candidate toward any conclusion about providing further care or care they may not have provided. The actor may be compelled to "help" a candidate during the exam. This is natural but must be avoided.

Actors may interact with the NA candidates as though they were a typical health care resident. There is no need to act particularly sick. You are having a good day and unless specified have good bed and room mobility. If the scenario indicates that you are weak in general or on a specific side your movements will be slightly slowed and heavy but remember at no time are you to be "dead weight." Let the candidate help you up or maintain contact during ambulation. In general they are evaluated on their assisting you and should not be put into a position where they are bearing your weight to any great degree.

1. **Actors MAY NOT initiate communication with the NA candidate.**
2. Actors must not show any body language that may indicate that the NA candidate did something right or wrong.

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3. Actors cannot prompt the NA candidate such as asking them to provide privacy, or to place the call light within reach.
4. Many Skill Tests include some communication between the Actor and the NA Candidate. A few examples of appropriate communication are listed below: The actor NEVER initiates any communication, except for a safety concern. **These examples are relevant for nearly any Skill Task and are listed to give a general idea of expectations for an Actor's general mind set, behavior, and allowed range of communication.**

ENTERING A ROOM: If the NA candidate knocks on the door the Actor should say, "COME IN." The actor's communication as health care resident can put the candidate at ease and help the candidate perform better, while still remaining test neutral. Convey non-verbal acceptance with a smile and a relaxed, accepting, positive tone of voice.

DRESSING: If the NA candidate asks, "Do you want to get dressed?" the Actor should say "YES." The Actor should not help or resist the NA candidate with any portion of getting dressed.

AMBULATION WITH A GAIT BELT: If the NA candidate asks, "Do you want to go for a walk?" the Actor should say "YES." Actors will not prompt the NA Candidate to put on their shoes or non-skid slippers, but should say "YES" if they are asked if they want them. If the candidate asks "Is it too tight?" say "I don't know, or "I can't tell." Always put the decision back with the candidate.

POSITIONING ON THE LEFT SIDE: If the NA candidate asks "Do you want a pillow?" say "YES"

MOUTH CARE: If the NA candidate asks, "Can you brush your teeth?" the Actor should say "NO." If the NA candidate asks, "Do you want your teeth brushed?" the Actor should say, "YES."

HEIGHT, WEIGHT OR VITAL SIGNS: The Actor should not tell the NA candidate their height, weight, blood pressure, etc. If the Candidate asks, the Actor would respond, "I don't know".

MAKING AN OCCUPIED BED: If the NA candidate asks, "Can you turn in bed?" The Actor should say "YES."

TOILETING WITH A BED PAN: If the candidate asks, "Are you comfortable?" when they have placed the bedpan a "YES" or "NO" response to this question is NOT SKILL TEST IMPACT NEUTRAL and therefore, not appropriate. The actor's answer must be vague to remain SKILL TEST IMPACT NEUTRAL. In this case the actor should answer "I don't know." or "I can't really tell."

FEEDING DEPENDENT RESIDENT: If the candidate asks "Can you wipe your own hands?" Answer: "NO." Be hungry and positive about eating. "Do you want the head of the bed up or down?" a neutral, non-skill directive response is "Either way." This puts the decision back with the test candidate. At the end of the skill, if the candidate asks "Do you want the head of the bed down?" A SKILL IMPACT NEUTRAL response is "I don't know" or "Whatever you think is best"

OTHER COMMUNICATION:

If the candidate asks: "Do you want water?" say, "YES" Am I causing any pain? Say honestly, "YES" or "NO" or "I'm fine or okay."

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Do you need anything? Answer: "NO." Are you okay? Are you comfortable? Answer: "YES." These questions are usually asked at the end of a skill as the candidate is preparing to exit the skill test. Remember all decisions must be placed back with the candidate for you to remain a test neutral participant.

If you are in the wheelchair at the end of a skill and far from the call light and water and they say "Do you want to stay here?" or "Are you okay here?" It is best to say, "I don't know" or "Whatever you think is best."

Occasionally, a nervous candidate's reaction may be to become giggly and tempt the actor/resident into the silliness. You will not be helping the candidate if you engage in this overcompensating behavior and it will further distract the candidate. You must remain professional and act out your role as a resident that remains test neutral through every candidate, being sure every candidate has the exact same opportunity to perform their best care without any impact on the outcome of the candidate's test coming from you.

IF YOU HAVE ANY QUESTIONS, PLEASE CALL HEADMASTER TOLL FREE @ 1-800-393-8664.