

# D&S DIVERSIFIED TECHNOLOGIES LLP

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**(2010 CHANGES ARE HIGHLIGHTED IN RED)**

*Providing testing solutions throughout the United States*

## *Contact Information*

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### **Questions regarding test applications-test scheduling-eligibility to test:**

Diversified Technologies...8:00 am to 6:00 pm M-F.(EST)..... (877) 201-0758  
333 Oakland Avenue 8:00 am to 2:00 pm Saturday  
Findlay, OH 45840

### **Questions about registry status:**

Tennessee Nurse Aide Registry.....(615) 532-5171  
227 French Landing Ste 501... 8:00 a.m. to 4:30 p.m. M-F (CST).....(615) 532-5171  
Heritage Place, Metro Center.....fax (615) 248-3601  
Nashville, TN 37243  
Tennessee Department Of Health Website.....[www.state.tn.us/health](http://www.state.tn.us/health)

### **Questions about training programs:**

Training Program Information and Abuse Registry.....(615) 253-6085  
Main Switchboard, Renewals, Name Changes and Address Changes.....(615) 532-5171  
Challenges, Reciprocities and Verifications.....(615)741-7173

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## *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 nurse aides who work in such facilities. Each state is responsible for following the requirements of this federal law.

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

This handbook describes the process of taking the nurse aide competency test and is designed to help prepare Candidates for testing. There are two parts to the nurse aide competency test—a multiple-choice Written/Oral Test and a Skill Test. Candidates must pass both parts of the test to be listed on the Tennessee Nurse Aide Registry.

The Tennessee Department of Health has approved D&S Diversified Technologies to provide test scheduling, tests and scoring services for Tennessee Nurse Aide Testing. Any questions you have after reading this handbook can be answered by checking our web site ([www.hdmaster.com](http://www.hdmaster.com)) or calling D&SDT toll free at 877-201-0758. This handbook should be kept for future reference. General information regarding the Tennessee Nurse Aide program may also be found at [www.state.tn.us/health](http://www.state.tn.us/health). Once on the State home page, choose Health Professionals/Licensing Boards and from there click on Nurse Aides. Also to determine the status of your Tennessee nurse aide certification, you may either log onto [www.state.tn.us/health](http://www.state.tn.us/health) and click on License Verification, or you may call the Automated Phone Response System (toll free) at 1-888-310-4650. This system is available 24 hours a day seven days a week.

## *Applying to Take the Tennessee Nurse Aide Test*

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**1. Complete form 1101.** Please print neatly and remember to double check your address, phone number, demographics, and social security number before signing the 1101. If there is missing information or it is not signed your application will be returned. Please check off box 1, 2, 3, or 4.

-If you took the nurse aide training course in Tennessee within the last two years check Box 1. **Please attach a copy of your Registration Roster (completion prior to 10/1/09) or Training Certificate (completion after 10/1/09) from your training program.** Rosters/Certificates will not be returned.

-If you are enrolled in a nursing program or have a military related nursing background, check Box 2 and attach a copy of your validated challenge approval letter issued by the Tennessee Department of Health. \*\*\*Challenge applications can be obtained by visiting our website [www.hdmaster.com](http://www.hdmaster.com) or by calling 615-741-7173.

-If your CNA certification on the Tennessee registry lapsed you must attach a copy of the Registration Roster/Certificate from your training program that you completed within the last two years.

- If you are certified in a State for which Tennessee does not accept reciprocity, attach your validated challenge approval letter issued by the Tennessee Department of Health. \*\*\*Challenge applications can be obtained by visiting [www.hdmaster.com](http://www.hdmaster.com) or by calling 615-741-7173.

**2. Complete Form 1402.** A listing of 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 under Option 1: Fixed Test Dates. You do not have to fill out Option 2: D&SDT Approved Flexible Test Sites. If you are testing in your facility, your facility will provide you with the information to fill out Option 2. The State of Tennessee requires each candidate to take the written and skills tests on the same day. Under PAYMENT OPTIONS please mark the appropriate boxes. (One skills test consists of five skill tasks) Anyone wishing to fax their application will be charged the \$5.00 Priority Fax Service and will need to write their credit card information on Form 1402.

Applicants wishing to test in less than 10 business days from the date D & S receives their application are required to pay \$15 Express Service Fee and \$19.50 Overnight Shipping. (Candidates testing at Webetest sites only pay \$15 Express Service Fee)

## *Important Notes*

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-Incomplete applications will be returned to the candidate. (missing information, illegible applications, missing signature, missing payment or incorrect payment.)

**-DO NOT send personal checks** or cash.

-We accept Money Orders, Cashiers Check, Facility Checks, Facility Purchase Orders, MasterCard, Visa and Prepaid Visa or MasterCard.

-Applications **must be received in the Findlay office 10 business days before the requested test date.**

**EXCLUDING SUNDAYS AND HOLIDAYS**

-All test dates are filled on a first come, first serve basis.

-D & S will notify the candidate via mail or e-mail of their test date and time. **If you do not hear from D & S within 5 business days of sending your application, please call our toll free number at 877-201-0758.**

### *The Written/Oral Test*

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A 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 75 question Written Test. You will be told when fifteen (15) minutes remain.** 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 on the written portion of the test to pass the written portion.** You may be taking the written test on a computer at selected test sites. Your Written Test Proctor will have you answer two practice questions on the computer and answer all your questions about taking the test on a computer before your written test starts.

The written test may be taken in English or in Spanish. You will select your language of choice when you apply to take the test. If you choose to take the test in Spanish there will be an English comprehension component that will be part of the written test that you will have to successfully complete. **Ten of the questions will not be printed in Spanish and MUST be read in English and answered without aide. These ten questions serve as the reading comprehension requirement.**

An Oral Test may be taken in conjunction with the Written Test if you have difficulty reading English or Spanish. If you want to take the Oral Test you must request it when you submit your application. The questions are read to you from a cassette tape in addition to having the written test and scan form. **Ten of the questions will not be read on the oral tape and MUST be read in English and answered without aide of the oral tape. These ten questions serve as the reading comprehension requirement.**

You may be asked to answer some additional questions on which statistical information will be collected for use in constructing future tests. Your responses to these questions would not affect your score and would be voluntary.

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, their test will not be scored and they will be reported to the Tennessee Department of Health.

### *Written Test Content Outline*

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The **Written Test consists of 75 multiple-choice questions.** Questions are selected from the following subject areas and include questions from all the required categories as defined in OBRA regulations. The subject areas and the number of questions ( ) from each subject area are as follows:

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

### *The Skill Test*

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The purpose of the Skill Test is to evaluate your performance on a subset of the nurse aide care tasks that you learned during your training program. You will find a complete list of skill tasks printed later 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 list for you to perform on your Skill Test. The steps that are listed in this handbook are the scored steps for each skill.

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, one of which will be the one you failed. If you fail two or more tasks you will have to take another complete Skill Test that will have at least one of the tasks that you failed included on your new Skill Test.

### *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 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 15 minutes remain.
- ☞ If you believe you made a mistake while performing a task, say so and then repeat the task or the step on the task that 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 Test Observer you are finished with the Skill Test. Once the Skill Test has begun, the Test Observer may not answer any questions.

### *ADA Accommodations*

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The Tennessee Department of Health and D & S Diversified Technologies Nurse Aide Testing program provides reasonable accommodations for applicants with disabilities or limitations that may affect their ability to take the Nurse Aide Competency Exam. Accommodations are granted in accordance with the Americans with Disabilities Act. If you are a candidate with a disability or limitation for which you wish to request an accommodation, please complete form 1404TN located on our web site at [www.hdmaster.com](http://www.hdmaster.com) and return completed forms to D & S Diversified Technologies or call-1-877-201-0758 or-1-877-851-2355 for information.

### *Manual Skills Listing*

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**Every step must actually be performed and demonstrated during testing to receive credit. The only exception is after completing the handwashing skill, handwashing may be verbalized for the remaining four (4) skills.**

#### *Skill 1—Handwashing*

1. Knocks on door.
2. Introduces themselves to the resident.
3. Turns on water.
4. Wets hands.
5. Applies liquid soap to hands.
6. Rubs hands together using friction.
7. Interlaces fingers pointing downward.
8. Washes all surfaces of hands and wrist with liquid soap.
9. Rinses hands thoroughly under running water with fingers pointed downward.
10. Dries hands on clean paper towel(s).
11. Turns off faucet with a SECOND (last) clean dry paper towel or a DRY section of a previously used paper towel.
12. Discards paper towels to trash container as used.
13. **Does not re-contaminate hands at any point during the procedure.**

#### *Skill 2—Ambulation With Optional Use of Gait Belt*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to be performed to the resident and obtains gait belt, if used.
4. Lowers bed to lowest position.
5. **Locks bed brakes to ensure resident's safety.**

**6. Locks wheelchair brakes to ensure resident's safety.**

7. Brings resident to sitting position and places gait belt around waist to stabilize trunk if gait belt is used. Tightens gait belt, if used. Checks gait belt by slipping fingers between gait belt and resident, if gait belt is used.
8. Assists resident to put on non-skid slippers.
9. Brings resident to standing position, using proper body mechanics.
10. With one hand grasping gait belt, if used, and the other stabilizing resident by holding forearm, shoulder, or using other appropriate method to stabilize, ambulates resident at least 10 steps.
11. Assists resident to pivot and sit in a controlled manner that ensures safety. Removes gait belt if used.
12. Identifies that hands should be washed.
13. Maintains respectful, courteous interpersonal interactions at all times.
14. Leaves call light or signaling device within easy reach of the resident.

### *Skill 3—Ambulation with Walker*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. **Locks bed wheels to ensure resident's safety.**
5. **Locks wheelchair brakes to ensure resident's safety.**
6. Brings resident to sitting position.
7. Assists resident in putting on non-skid slippers.
8. Positions walker correctly.
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.
12. Assists resident to pivot and sit, using correct body mechanics.
13. Identifies that hands should be washed.
14. Maintains respectful, courteous interpersonal interactions at all times.
15. Leaves call light or signaling device within easy reach of the resident.

### *Skill 4—Backrub*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Provides for resident's privacy pulls curtain.
5. **Insures resident's safety. Side rail up on side opposite working side or directs the RN test observer to stand on the opposite side of the bed.**
6. Positions resident on side in bed for massage.
7. Exposes back. (verbalize)
8. Candidate pours a small amount of lotion onto their own hands (verbalize) and rubs hands together to warm.
9. Rubs entire back in upward, outward motion.
10. Returns resident to a position of comfort and safety.
11. Lowers bed to lowest position.
12. Identifies that hands should be washed.
13. Maintains respectful, courteous interpersonal interactions at all times.
14. Leaves call light or signaling device within easy reach of the resident.
15. Lowers side rail, if used.

### *Skill 5—Bedpan and Output*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains the procedure to resident.
4. Provides privacy for resident.
5. Positions resident on bedpan correctly using correct body mechanics.
6. Raises head of bed to comfortable level.

7. Leaves call light and tissue within reach of resident and Candidate indicates they are leaving the room or actually leaves room—depending on the test site. When signaled by Test Observer, Candidate returns.
8. Candidate puts on gloves.
9. Gently removes bedpan and holds while Observer adds a known quantity of fluid.
10. Candidate measures output.
11. **Empties, rinses and dries the equipment and returns equipment to storage.** Flushes toilet if used.
12. Washes/assists resident to wash and dry hands.
13. Removes gloves by turning inside out and disposes of gloves.
14. Records output on pad.
15. **Candidate's measurement reading is within 30ccs of Test Observer's reading.**
16. Identifies that hands should be washed.
17. Maintains respectful, courteous interpersonal interactions at all times.
18. Leaves call light or signaling device within easy reach of the resident.

### *Skill 6 — Blood Pressure*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Provides for resident's privacy.
5. 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.
6. Rolls resident's sleeve up about five inches above the elbow.
7. Applies the cuff around the upper arm just above the elbow.
8. Cleans earpieces of stethoscope appropriately and places in ears.
9. Locates brachial artery by feeling brachial pulse just above bend of elbow.
10. Places stethoscope over brachial artery.
11. Holds stethoscope snugly in place.
12. Inflates cuff until Candidate no longer hears the resident's brachial pulse and then inflates an additional 30 mm.
13. Slowly releases air from cuff to disappearance of pulsations. Removes cuff.
14. Records reading on pad.
15. **Candidate's recorded systolic and diastolic blood pressure are within 4 mm of the Test Observers.**
16. Identifies that hands should be washed.
17. Maintains respectful, courteous interpersonal interactions at all times.
18. Leaves call light or signal calling device within easy reach of the resident.

### *Skill 7—Catheter Care -*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Provides for resident's privacy pulls privacy curtain
5. Puts on gloves
6. Covers resident with a bath blanket or clean sheet to maintain privacy.
7. Verbalizes and physically checks to see that urine can flow, unrestricted, into the drainage bag.
8. Checks the area around the urethra for signs of leakage.
9. Uses soap and water to carefully wash around the drainage tube where it exits the urethra.
10. **Holds catheter near the urethra to prevent tugging on catheter and cleans 3-4 inches from the urethra down the drainage tube.**
11. **Cleans with strokes only away from the urethra, uses a clean portion of the wash cloth with each stroke.**
12. Using a clean washcloth rinses using strokes away from urethra, using a clean portion of the washcloth with each stroke.
13. Pats dry with a clean towel.
14. **Does not allow the tube to be pulled at any time during the procedure.**
15. **Empties, rinses and dries the equipment and returns equipment to storage.**
16. Disposes of linen and water proof pad in the appropriate container.
17. Removes gloves turning inside out and disposes in the appropriate container.
18. Replaces top linen over resident and discards bath blanket in the appropriate container. Leaves resident in a position of safety and comfort.
19. Maintains respectful, courteous interpersonal interactions.
20. Leaves call light within reach of resident.
21. Identifies hands should be washed.

## *Skill 8—Denture Care*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Lines sink with a protective lining (towel or wash cloth) that would help prevent damage to the dentures.
5. Puts on gloves and removes dentures from cup.
6. Handles dentures carefully to avoid damage.
7. 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.
8. Rinses dentures using clean cool water.
9. Places dentures in cup.
10. Adds cool clean water to denture cup.
11. Cleans equipment and returns to storage.
12. Discards protective lining in an appropriate container.
13. Removes gloves by turning inside out and disposes of gloves in an appropriate container.
14. Identifies that hands should be washed.
15. Maintains respectful, courteous interpersonal interactions at all times.
16. Leaves call light or signaling device within easy reach of the resident.

## *Skill 9—Dressing Resident*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains the procedure to the resident.
4. Provides privacy. (pulls curtain)
5. Keeps resident covered while removing gown.
6. Removes gown from unaffected side first.
7. Places used gown in laundry hamper.
8. **When 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, dressing from the weak side first.**
9. **When 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, always dressing from the weak side first.**
10. When putting on the resident's socks, the Candidate draws the socks up the resident's foot until they are smooth.
11. Leaves the resident comfortably and properly dressed.
12. Identifies that hands should be washed.
13. Maintains respectful, courteous interpersonal interactions at all times.
14. Leaves call light or signaling device within easy reach of the resident.

## *Skill 10—Emptying a Urinary Drainage Bag*

1. Knocks on door
2. Identifies that hands should be washed.
3. Explains procedure to resident
4. Provides for privacy pulls privacy curtain
5. Puts on gloves
6. **Places a clean barrier on the floor under the drainage bag (paper towel or linen).**
7. Places the graduate on the previously placed barrier. Opens the drain to allow the urine to flow into the graduate **until the bag is empty.**
8. Avoids touching the graduate with the tip of the tubing. Closes the drain.
9. **Wipes the drain with antiseptic wipe.**
10. Replaces drain in holder. With graduate at eye level, measures output.
11. Empties graduate into toilet. Cleans and dries equipment. Returns equipment to storage.
12. Discards barrier in the appropriate container.
13. Turns gloves inside out as they are removed. Disposes of gloves in the appropriate container.
14. Leaves resident in a position of safety and comfort.
15. Records the output in cc/ml on signed recording sheet.

16. **Candidate's measurement is within 25cc of Observer's measurement.**
17. Places call light within reach of resident.
18. Maintains respectful, courteous interpersonal interactions.
19. Identifies that hands should be washed.

### *Skill 11—Feeding the Dependent Resident*

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

### *Skill 12—Hair Care*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.
4. Places towel on shoulders.
5. Asks resident how they would like their hair combed.
6. Combs/brushes hair gently and completely.
7. Discards linen in appropriate container.
8. Leaves hair neatly brushed, combed or styled.
9. Identifies that hands should be washed.
10. Maintains respectful, courteous interpersonal interactions at all times.
11. Leaves call light or signaling device within easy reach of the resident.

### *Skill 13—Isolation Gown and Gloves*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Candidate faces the back opening of the gown.
4. Candidate unfolds the gown.
5. Candidate places arms through each sleeve.
6. Candidate secures the neck opening.
7. Candidate secures the waist, making sure that the back flaps completely cover clothing.
8. Candidate puts on gloves overlapping gown sleeves at the wrist.
9. When directed the Candidate will remove the gloves before removing gown.
10. Candidate will remove the gown by folding soiled area to soiled area.
11. Disposes of gown and gloves in an appropriate container.
12. Identifies that hands should be washed.

## *Skill 14— Making an Occupied Bed*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Gathers linen and transports correctly.
4. Places clean linen over back of chair, drapes over foot of bed or on overbed table.
5. Explains procedure to resident.
6. Provides privacy.
7. **Raises side rail opposite working side of the bed or directs the RN test observer to stand on the opposite side of the bed.**
8. Raises bed to working height.
9. Resident is to remain covered at all times.
10. Assists resident to roll onto side toward raised side rail or test observer. Side rail remains up or test observer is directed to remain on side opposite candidate at all times during the task.
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. **Raises second side rail or directs test observer to stand opposite working side of the bed.**
15. Assists resident to roll over the bottom linen, preventing trauma and avoidable pain to resident.
16. Removes soiled linen without shaking, and places in hamper. Avoids placing dirty linen on the overbed table, chair or floor.
17. Avoids touching linen to uniform.
18. Pulls through and smoothes out the clean bottom linen.
19. Secures other two fitted corners.
20. Places clean top linen and blanket or bedspread over covered resident. Removes used linen making sure the resident is unexposed at all times.
21. Disposes of soiled linen in hamper.
22. Tucks in top linen and blanket or bedspread at foot of the bed.
23. Makes mitered corners at the foot of the bed.
24. Applies clean pillowcase, with zippers and/or tags to inside.
25. Gently lifts resident's head when replacing the pillow.
26. Lowers bed.
27. Returns side rails to lowered position if side rails were used.
28. Identifies that hands should be washed.
29. Maintains respectful, courteous interpersonal interactions at all times.
30. Leaves call light or signaling device within easy reach of the resident.

## *Skill 15— Making an Unoccupied Bed*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Gathers linen and transports correctly.
4. Places clean linen over back of chair, drapes over foot of bed or on overbed table.
5. Elevates bed to appropriate working height.
6. Removes soiled linen from bed without contaminating uniform.
7. **Places removed linen in appropriate place (does not put dirty linen on the overbed table or clean or dirty linen on the floor).**
8. Applies bottom fitted sheet, keeping it straight and centered.
9. Makes bottom linen smooth and/or tight, free of wrinkles.
10. Places clean top linen and blanket or bed spread on the bed.
11. Tucks in top linen and blanket or bedspread at the foot of the bed.
12. Makes mitered corners at the foot of the bed.
13. Applies clean pillowcase with zippers and/or tags to inside of pillowcase.
14. Leaves bed completely and neatly made.
15. Returns bed to lowest position.
16. Identifies that hands should be washed.

## *Skill 16— Mouth Care*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.
4. Provides for resident's privacy pulls curtain.
5. Drapes the chest with towel to prevent soiling.
6. Candidate puts on gloves.
7. Wets brush and applies toothpaste to toothbrush.
8. **Brushes resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth. If available, toothettes may be utilized instead of the toothbrush as long as all of the surfaces listed above are cleaned.**
9. Cleans tongue.
10. Assists resident in rinsing mouth.
11. Wipes resident's mouth, removes soiled linen and places in appropriate container.
12. Empty, rinses and dries emesis basin. Rinses toothbrush. Returns emesis basin and toothbrush to storage.
13. Removes gloves by turning inside out and disposes of gloves **in the appropriate container.**
14. Leaves resident in position of comfort.
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device within easy reach of the resident.

### *Skill 17—Mouth Care Comatose Resident*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Provides for privacy—pulls privacy curtain.
4. Explains procedure to the resident.
5. **Positions resident in semi-Fowler's position with head turned well to one side or positions resident on side as appropriate to avoid choking or aspiration.**
6. Drapes chest/bed as needed to protect from soiling.
7. Candidate puts on gloves.
8. Uses swabs and/or toothbrush and cleaning solutions **(NO TOOTHPASTE).**
9. Gently and thoroughly cleans the inner, outer, and chewing surfaces of all upper and lower teeth.
10. Gently and thoroughly cleans the gums.
11. Gently and thoroughly cleans the tongue.
12. Cleans, dries face.
13. Returns resident to a position of comfort and safety.
14. Rinses, dries and replaces equipment; discards disposable items in waste can; discards towel and washcloth in linen hamper.
15. Candidate removes gloves by turning inside out and disposes in the appropriate container.
16. Identifies that hands should be washed.

### *Skill 18—Nail Care One Hand*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.
4. Immerses nails in comfortably warm water and soaks for at least five (5) minutes. (The five minutes may be verbalized.)
5. Dries hand thoroughly, being careful to dry between fingers.
6. Gently cleans under nails with orange stick.
7. Gently pushes cuticle back with orange stick.
8. Files each fingernail.
9. Cleans equipment and returns to storage. Discards towel in linen hamper.
10. Identifies that hands should be washed.
11. Maintains respectful, courteous interpersonal interactions at all times.
12. Leaves call light or signaling device within easy reach of the resident.

### *Skill 19—Partial Bed Bath-Face, Arm, Hand and Underarm*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.

4. Pulls privacy curtain.
5. Raises bed to appropriate working level.
6. Covers resident with a bath blanket or clean sheet.
7. Removes remaining top bed covers. Fanfolds to bottom of bed or places aside.
8. Removes resident's gown without exposing resident.
9. Fills basin with comfortably warm water and places on overbed table or bed side stand.
10. Washes and dries face WITHOUT SOAP.
11. Places towel under arm, exposing one arm.
12. Washes arm, hand and underarm using soap and water.
13. Rinses arm, hand, underarm and dries entire area.
14. Assists resident to put on a clean gown.
15. Properly rinses and dries basin(s) and stores all equipment used.
16. Disposes of soiled linen in appropriate container.
17. Lowers bed.
18. Identifies that hands should be washed.
19. Maintains respectful, courteous interpersonal interactions at all times.
20. Leaves call light or signaling device within easy reach of the resident.

### *Skill 20—Perineal Care for a Female*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident. (Mannequin)
4. Pulls curtain; provides privacy.
5. Raises the bed to the appropriate height.
6. Fills basin with comfortably warm water. Places basin on overbed table or bed side stand.
7. Raises side rail opposite working side of bed or directs test observer to stand on the opposite side of the bed for safety.
8. Turns resident toward raised side rail (**or directs the RN test observer to stand on the opposite side of the bed**) or raises hips and places waterproof pad under buttocks.
9. Puts on gloves.
10. Exposes perineum only.
11. Verbalizes separating labia, while physically separating the labia.
12. **Using water and soapy washcloth, cleans one side of labia from top to bottom using a clean portion of a washcloth with each stroke.**
13. Cleans other side of labia from top to bottom using a clean portion of a washcloth with each stroke.
14. Cleans vaginal area from top to bottom using clean portion of washcloth with each stroke.
15. Rinses and pats dry the area from top to bottom.
16. Covers the exposed area with the bath blanket or clean sheet.
17. Assists resident (mannequin) to turn onto side away from the Candidate.
18. With a clean washcloth, cleans the rectal area.
19. **Using water, washcloth and soap cleans rectal area from front to back with single strokes.**
20. Rinses and pats dry area from front to back.
21. Turns resident (mannequin) toward raised side rail (**or directs the RN test observer to stand on the opposite side of the bed**) or raises hips and removes waterproof pad from under buttocks.
22. Positions resident (mannequin) on back.
23. Disposes of soiled linen in an appropriate container.
24. Rinses, dries and replaces equipment.
25. Removes gloves by turning inside out and disposes of gloves in an appropriate container.
26. Lowers bed.
27. Lowers side rail, if it was used.
28. Identifies that hands should be washed.
29. Places call light or signaling device within reach of resident.

### *Skill 21—Position Resident on Left Side*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains what is to be done and how the resident may help.
4. Pulls curtain, provides privacy.

5. Positions bed flat
6. Raises bed to proper working level.
7. **Raises side rail on left side of the bed or directs test observer to stand on the left side of the bed.**
8. From the right side—moves upper body toward self.
9. Moves hips toward self.
10. Moves legs toward self.
11. Assists/turns resident to left side and insures that the resident's face never becomes obstructed by the pillow.
12. Checks to be sure resident is not laying on his/her left arm.
13. **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.**
14. Lowers bed.
15. Lowers side rail, if it was used.
16. Identifies that hands should be washed.
17. Maintains respectful, courteous interpersonal interactions at all times.
18. Leaves call light or signaling device within easy reach of the resident.

### *Skill 22—Range of Motion Hip & Knee*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.
4. Pulls curtain; provides for resident's privacy.
5. Positions resident supine and in good body alignment.
6. Correctly supports joints at all times by placing one hand under the knee and the other hand under the ankle.
7. Moves the entire leg away from the body **and verbalizes abduction.**
8. Moves the entire leg back toward the body **and verbalizes adduction.**
9. Completes abduction and adduction of the hip three times.
10. Continues to correctly support joints and bend the resident's knee and hip toward the resident's trunk **and verbalizes flexion.**
11. Straighten the knee and hip **and verbalizes extension.**
12. Complete flexion and extension of knee and hip three times.
13. **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).**
14. Leaves resident in a comfortable position.
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device within easy reach of the resident.

### *Skill 23—Range of Motion One Shoulder*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to the resident.
4. Pulls curtain; provides for resident's privacy.
5. Positions resident on back and in good body alignment.
6. Correctly supports the resident's joint by placing one hand under their elbow and the other hand under the resident's wrist.
7. Raises resident's arm up and over the resident's head **and verbalizes flexion.**
8. Brings the resident's arm back down to the resident's side **and verbalizes extension.**
9. Completes full range of motion for shoulder through flexion and extension three times.  
Continue supporting joints correctly and move the resident's entire arm out away from the body **and verbalizes abduction.**
10. Return the resident's arm to the middle of the resident's body **and verbalizes 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 the residents feels 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 within easy reach of the resident.

### *Skill 24—Transfer from Bed to Wheelchair - Optional Gait Belt*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains the procedure to be performed to the resident.
4. Positions wheelchair at the foot or head of the bed.
5. **Locks wheelchair brakes to ensure resident's safety.**
6. **Locks bed brakes to ensure resident's safety.**
7. Lowers bed to lowest position.
8. Assists resident to sitting position and places gait belt around waist to stabilize trunk if gait belt is used. Tightens gait belt, if used. Checks gait belt by slipping fingers between gait belt and resident if gait belt is used.
9. Assists resident to put on non-skid slippers.
10. Brings resident to a standing position using proper body mechanics.
11. With one hand grasping the gait belt if used and the other stabilizing resident by holding forearm, shoulder, or using other appropriate method to stabilize, transfers resident from bed to wheelchair.
12. Assists resident to pivot and sit in a controlled manner that ensures safety.
13. Test Observer will tell the Candidate to transfer the resident back into bed and Candidate brings resident to standing position, using proper body mechanics.
14. With one hand grasping the gait belt if used and the other stabilizing resident by holding forearm, shoulder, or using other appropriate method to stabilize, transfers resident from wheelchair back to bed.
15. Assists resident to pivot and sit on the bed in a controlled manner that ensures safety.
16. Assists resident in removing non-skid slippers and gait belt if used.
17. Assists resident to move to center of bed and lie down.
18. Makes sure resident is comfortable (offers blanket etc.) and is in good body alignment.
19. Identifies that hands should be washed.
20. Maintains respectful, courteous interpersonal interactions at all times.
21. Leaves call light or signaling device within easy reach of the resident.

### *Skill 25—Vital Signs - Oral Temperature, Pulse and Respiration*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Correctly turns on digital oral thermometer.
5. Gently inserts bulb end of thermometer in mouth under tongue.
6. Holds thermometer in place for appropriate length of time.
7. Removes thermometer and Candidate reads and records the temperature reading on a pad of paper.
8. **Candidate's recorded temperature varies no more than .1 degree from Test Observer's.**
9. Candidate wipes thermometer clean with alcohol pad or discards sheath.
10. Locates the radial pulse by placing tips of fingers on thumb side of the resident's wrist.
11. Counts pulse for 60 seconds, or 30X2. Then records on the pad of paper.
12. **Candidate's recorded pulse rate is within 4 beats of Test Observer's recorded rate.**
13. Candidate counts respirations for 60 sec or 30X2 and records results on the pad of paper.
14. **The Candidate's recorded respiratory rate is within 2 breaths of the Test Observer's recorded rate.**
15. Identifies that hands should be washed.
16. Maintains respectful, courteous interpersonal interactions at all times.
17. Leaves call light or signaling device within easy reach of the resident.

### *Skill 26- Vital Signs- Axillary Temperature, Pulse and Respiration*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. Provides for resident's privacy.
5. Correctly turns on digital oral thermometer.
6. Candidate dries inner armpit and places thermometer in the center of the Axilla.
7. Holds thermometer in place for appropriate length of time.
8. Removes thermometer and Candidate reads and records the temperature reading on a pad of paper.
9. **Candidate's recorded temperature varies no more than .1 degree from Test Observer's.**
10. Candidate wipes thermometer clean with alcohol pad or discards sheath.
11. Locates the radial pulse by placing tips of fingers on thumb side of the resident's wrist.

12. Counts pulse for 60 seconds, or 30X2. Then records on the pad of paper.
13. **Candidate's recorded pulse rate is within 4 beats of Test Observer's recorded rate.**
14. Candidate counts respirations for 60 sec or 30X2 and records results on the pad of paper.
15. **The Candidate's recorded respiratory rate is within 2 breaths of the Test Observer's recorded rate.**
16. Identifies that hands should be washed.
17. Maintains respectful, courteous interpersonal interactions at all times.
18. Leaves call light or signaling device within easy reach of the resident.

## *Skill 27— Weighing an Ambulatory Resident*

1. Knocks on door.
2. Identifies that hands should be washed.
3. Explains procedure to resident.
4. **Balances scale before weighing resident or zeros if the scale at the test site is an analog scale.**
5. **Insures resident's safety. Locks wheelchair brakes.**
6. Assists resident to stand and walks them to the scale.
7. Assists resident to step on scale.
8. Checks that resident is balanced and centered on scale with arms at side and not holding on to anything that would alter reading of the weight.
9. Appropriately adjusts weights until scale is in balance or observes analog scale.
10. Reads weight and returns resident to wheelchair and assists to sitting position.
11. Records weight on pad provided.
12. **Candidate's recorded weight varies no more than 2 lb. from Test Observer's reading.**
13. Identifies that hands should be washed.
14. Maintains respectful, courteous interpersonal interactions at all times.
15. Leaves call light or signaling device 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 (must be government issued: drivers license, state ID or military ID) and your SOCIAL SECURITY CARD. You will not be admitted for testing if you do not bring these TWO proper forms of ID and you will have to reapply and repay for a new testing date.** Your test notification letter and map should be with you, although they are not required.
- ☞ Please bring several sharpened Number 2 pencils with erasers for your paper written test. **DO NOT BRING or USE INK PENS.** The scanner won't read answers recorded in ink.

## *Webetest*

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Testing online is available at several regional sites in Tennessee. Candidates take their written test via the computer. The Observer uses a computer to evaluate the candidate on the skills portion of the exam. Webetest results are usually available the next business day after 3:00 PM **excluding Sundays and Holidays.**

## *Written Practice Test*

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We have restructured our website to better serve you. The [hdmaster.com](http://hdmaster.com) website now offers a free written test question of the day and an online practice test. Each test is randomly generated and unique. A mastery learning testing method is used. Candidates must get the question correct before they may move onto the next question. A first attempt percentage score and vocabulary feed back 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 [hdmaster.com](http://hdmaster.com) and follow the prompts.

## *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 the two required IDs, you will not be admitted to the test and your test fee will NOT be refunded if you are an advance pay candidate. You will be required to resubmit your paperwork and repay the entire fee to reschedule.** Facilities who submit candidates that are TDH funded will be billed a \$40.00 no show fee per candidate.

- ❖ **NO CELL PHONES, ELECTRONIC DEVICES OF ANY KIND OR PERSONAL ITEMS ARE PERMITTED IN THE TESTING ROOM.** Anyone caught with these items will be asked to leave and will forfeit their testing fee. Anyone caught **USING, TEXTING OR PHOTOGRAPHING** on a cell phone or any type of device during testing will be removed from the testing area, forfeit testing fees and will not be permitted to test for six months or without the approval of the Tennessee Department of Health.
- ❖ **Candidates may not have coats or hooded apparel over the head during testing due to security reasons.**
- ❖ Candidates with long hair are asked to pull it back to ensure that no blue tooth devices are being used.
- ❖ 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 word for word language translation dictionary that you must show to the written test proctor and Observer before you start the written test. **No electronic translation dictionaries or dictionaries with definitions are permitted.**
- ❖ **You must provide the required government issued ID's and sign in on the required form with the tester or you will not be allowed to test.**
- ❖ You may not take any notes or other materials from the testing room.
- ❖ Study materials may not be brought to the test or used during testing.
- ❖ 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, classified with a no show status and reported to your training program and the Tennessee Department of Health.
- ❖ **No visitors, guests, pets or children are allowed during testing. If you bring visitors, guests, pets or children you will be asked to leave and forfeit testing fees then you must resubmit your application and repay.**
- ❖ You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a CNA (examples: Cast, Braces, Crutches, etc.) Call D&S immediately if you are on doctor's orders and you must **fax a doctor's order within 5 working days of your scheduled testing day** to qualify for a free reschedule.
- ❖ You should plan to be at the test site for **4 to 6 hours** on the day of your test.

**Refusal to obey the above testing policy guidelines could result in the forfeit of your testing fee and you will be required to re-submit your application and repay.**

### *Reschedule/Cancellation/No Show Policy*\_\_\_\_\_

**Reschedules-** An individual candidate may reschedule one time during the three attempt testing cycle to a new mutually agreed upon test date and site for no charge up **to 24 business hours prior to the actual testing time** (excluding Sundays and holidays). Any further reschedules will be **charged at the rate of \$35 for each reschedule** which must be paid before the reschedule can occur.

**Cancellations-** Tests must be cancelled at least 24 business hours prior to the test date excluding Sundays and holidays. Cancellations made at least 24 business hours prior to the test date will be given a full refund minus a \$25 cancellation fee. **All cancellations must be submitted to D&S in writing through fax or email. Facilities funded by TDH will be billed** a \$25 cancellation fee for all candidates cancelled at least 24 business hours prior to the test date.

**No Shows-** Non-TDH funded candidates who no show for a scheduled test will be required to resubmit an application and repay the entire test fee to be scheduled again. Facilities submitting TDH funded candidates will be billed a \$40 no show fee and will be required to resubmit a new application to be scheduled for testing.

**If you No Show for any of the following reasons you must provide the following documentation within the time frame required to be eligible for a reschedule:**

- **Car breakdown:** A tow bill faxed within **48 hours** of the test date, if we do not receive proof within 48 the hour time frame you will remain 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 remain a No Show.
- **Death in the family:** Obituary's for **immediate family only** within **14 business days** from a missed test date otherwise you will remain a No Show.

**Test Dispute-** If you dispute your test results, a step-by step explanation of skill steps demonstrated must be faxed, emailed, or sent to D & S within **10 days of your test event.**

### *Security*\_\_\_\_\_

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 after complete review of the circumstances by D&S DT and the Tennessee Department of Health. Study materials may not be brought to the test or

used during testing. 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 and your name will be reported to the appropriate agencies.

## *Test Results*

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After you have successfully passed both the Written/Oral Test and Skill Test, you will be placed on the Tennessee Nurse Aide Registry and receive a score report from D&SDT. When you pass your test **your certification card will be issued by the TN Nurse Aide Registry and you should receive the card within 4-6 weeks after your test.**

If you fail either portion of the certification test you must reapply to retake the NA test. Procedures for reapplying and **detailed test diagnostics** are included with failure notification letters. Test results can also be obtained by visiting [www.hdmaster.com](http://www.hdmaster.com) clicking on Tennessee. Candidates will then have to enter their identification number (social security number), test date and date of birth.

## *The Registry*

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The Tennessee Nurse Aide Registry maintains information regarding the status of nurse aides in Tennessee. The Registry operates according to federal and state requirements and guidelines. Anyone may contact the Registry to inquire about his or her status as a nurse aide. Contact the Tennessee Nurse Aide Registry at 1-800-778-4504 with questions about lapsed certification, challenging the nurse aide test and transfer of certification to or from another state.

## *Instructions for CNA Renewals*

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Certified Nurse Aides are required to re-certify every two years and **must provide verification of having worked at least one 8 hour shift during the past 24 months in a state licensed or certified facility. (Note: Private duty services, sitter, companion services, private physician's offices are not accepted for renewal.)** The proof of employment must be in the form of a pay stub, a payroll printout or a notarized attestation form. The pay stub and payroll printout must contain the individual's social security number and place of employment. The notarized attestation, which is completed by the facility where the individual worked, must include the individual's name, social security number, date the individual worked & hours, the name and title of the individual verifying this information and the notary must be provided by the facility. Please contact the Nurse Aide Registry with any questions at 615-532-5171 or 800-778-4504.

## *Online Training Reports*

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Training programs are able to access training program reports for any time period they choose by visiting [www.hdmaster.com](http://www.hdmaster.com) and clicking on Tennessee. The training program will then be required to enter their facility ID, PIN and select the date range for the selected report. These reports are for the training programs use only.

## *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 answers 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

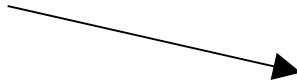
### **3. A resident's psychological needs:**

- (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

Ans: 1c, 2a, 3d.

## On-Line Test Notification

**SCHEDULED TEST NOTIFICATIONS CAN BE ACCESSED ON THE WEB SITE HOME PAGE @ [www.hdmaster.com](http://www.hdmaster.com). ENTER YOUR SOCIAL SECURITY or TEST ID # AND STATE.**



[View your scheduled exam](#)

Please click [here](#) to see where and when your next test is scheduled.

Licensing/Certification	Software	Hardware/Networking
		

**THE FOLLOWING IS A LIST OF REQUIRED FORMS TO PREVENT YOUR APPLICATION FROM BEING DELAYED FOR PROCESSING:**

### **FIRST TIME TESTERS**

1. FORM 1101
2. FORM 1402
3. A COPY OF YOUR COMPLETED TRAINING ROSTER/CERTIFICATE OR CHALLENGE APPROVAL LETTER
4. APPLICABLE PAYMENT OPTION

### **REPEAT TESTERS**

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

## *Tennessee Written Test Vocabulary List*

abandonment  
abdominal thrust  
abduction  
absorption  
accidents  
activities  
acute  
adduction  
ADL  
admission

admitting resident  
affected side  
aging process  
AIDS  
alarms  
alternating  
pressure mattress  
Alzheimer's  
ambulation  
amputees

anger  
antibiotics  
antiembolic  
stockings  
anxiety  
aphasia  
appropriate  
response  
arteries  
arthritis

aseptic  
aspiration  
assistive device  
atrophy  
attitudes  
axillary  
temperature  
bacteria  
bargaining  
basic needs  
basic skin care  
bath water  
temperature  
bathing  
bed cradle  
bed height  
bed position  
bedrest  
bedsore  
behavioral care  
plan  
biohazard  
bladder training  
blindness  
blood pressure  
bodily fluids  
body alignment  
body fluids  
body language  
body mechanics  
body temperature  
bowel program  
brain stem  
breathing  
burnout  
burns  
call light  
cancer  
cardiac arrest  
cardiopulmonary  
resuscitation  
cardiovascular  
system  
care plan  
cast  
cataracts  
catheter care  
central nervous  
system  
cerebral vascular  
accident  
charge nurse  
chemotherapy  
choking  
chronic  
circulation  
clarification  
cleaning  
cleaning spills  
clear liquid diet  
clergy

cold compress  
colostomy  
colostomy bag  
combative resident  
comfort care  
communicable  
communication  
compensation  
compressions  
confidentiality  
confused resident  
congestive heart  
failure  
constipation  
constrict  
contact isolation  
contamination  
contracture  
converting  
measures  
COPD  
coughing  
excessively  
CPR  
CVA  
cyanotic  
decubitus ulcer  
deeper tissue  
dehydration  
dementia  
denial  
dentures  
depression  
diabetes  
dialysis  
diastolic  
diet  
dietitian  
digestion  
discharging  
resident  
disinfection  
disoriented  
disposing of  
contaminated  
materials  
disrespectful  
treatment  
dizziness  
DNR  
documentation  
dressing  
droplets  
drowsy  
dying  
dysphagia  
dyspnea  
dysuria  
edema  
elastic stockings  
elimination

emesis basin  
emotional abuse  
emotional needs  
emotional stress  
emotional support  
empathy  
emphysema  
end of life care  
enema  
ethics  
evacuation  
**extension**  
eye glasses  
falls  
fecal impaction  
feeding  
fire  
fire safety  
flexed  
flexion  
Foley catheter  
foot board  
foot care  
foot drop  
Fowler's position  
fractures  
frequent urination  
gait belt  
gastrostomy tube  
geriatrics  
germ transmission  
gerontology  
glass thermometer  
gloves  
grand mal seizure  
grieving process  
group settings  
hair care  
hallucination  
hand tremors  
hand washing  
hazardous  
substance  
health-care team  
hearing aid  
hearing impaired  
heart muscle  
height  
hemiplegia  
HIPAA  
hospice care  
hydration  
hyperglycemia  
hypertension  
hyperventilation  
hypoglycemia  
immobility  
immune system  
impairment  
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  
jaundice  
job description  
kidney failure  
laxatives  
lift/draw sheet  
linen  
low sodium diet  
making occupied  
bed  
manipulative  
behavior  
mask  
Maslow  
material safety  
data sheets  
measuring height  
mechanical soft  
diet  
medical asepsis  
medical record  
medications  
memory loss  
mentally impaired  
metastasis  
microorganisms  
minerals  
mistakes  
mobility  
mouth care  
moving  
mucous membrane  
musculoskeletal  
system  
myocardial  
infarction  
nail care  
nasal cannula  
neglect  
negligence  
new resident  
non-contagious  
disease  
nonverbal  
communication  
nosocomial  
infection  
NPO

nurse's station  
nursing assistant's  
role  
nutrition  
objective  
observation  
official records  
ombudsman  
oral care  
oral hygiene  
oral temperature  
orientation  
oriented  
osteoporosis  
ostomy bag  
overbed table  
oxygen  
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