D&S Diversified Technologies LLP

Headmaster LLP

Michigan Nurse Aide

CANDIDATE HANDBOOK

July 2026

VERSION 5.0

D&S DIVERSIFIED TECHNOLOGIES

(D&SDT)

TMU©

TABLE OF CONTENTS

CONTACT INFORMATION **3**

ABOUT THE MICHIGAN NURSE AIDE CANDIDATE HANDBOOK **3**

INTRODUCTION **4**

MICHIGAN NURSE AIDE REGISTRY REQUIREMENTS **4**

Out-of-State Training Waiver for Michigan Test Eligibility 4

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA) **5**

ADA Compliance 5

MICHIGAN TESTMASTER UNIVERSE© (TMU©) **5**

Michigan TMU© Home Page 5
Forgot your Password and Recover your Account 6
Complete your TMU© Profile 9

THE MICHIGAN NURSE AIDE COMPETENCY EXAM **11**

Payment Information 11
Schedule a Michigan Nurse Aide Exam 11
Self-Pay of Testing Fees in TMU© *11*
Schedule or Reschedule a Test Event *13*
Test Confirmation Letter *16*
View your Notifications *17*
Time Frame for Testing from Training Program Completion 18
Exam Check-In 18
Testing Attire 19
Identification 19
Demographic Updates / Changes / Corrections *20*
Test Instructions 20
Testing Policies 21
Access the Candidate Handbook and Testing Instructions *23*
Security 24
Rescheduling Policy 24
Refund of Testing Fees Paid 25
Scheduled in a Test Event *25*
Not Scheduled in a Test Event *25*
Unforeseen Circumstances Policy 26
No-Show Status 26
No-Show Exceptions *26*
Candidate Feedback – Exit Survey 27
Test Results 28
Access your Test Results *28*
Test Attempts 30
Retaking the Nurse Aide Exam 30
Test Review Requests 30

THE KNOWLEDGE/AUDIO EXAM 31

KNOWLEDGE EXAM CONTENT 31
Subject Areas 31
Knowledge Exam Subject Area Definitions 31
KNOWLEDGE EXAM INFORMATION 32
THE AUDIO VERSION OF THE KNOWLEDGE EXAM 33
Select an Audio Version of the Knowledge Exam 33
REMOTELY PROCTORED KNOWLEDGE EXAM OPTION 34
Remotely Proctored Knowledge Exam Candidate Requirements 35
Schedule a Remotely Proctored Knowledge Exam 35
Remotely Proctored Knowledge Exam Instructions 36
Remotely Proctored Knowledge Exam Testing Attire 36
Remotely Proctored Knowledge Exam Check-In 36
Remotely Proctored Knowledge Exam Policies 37
SELF-ASSESSMENT READING COMPREHENSION EXAM 38
KNOWLEDGE PRACTICE TEST 40

THE MANUAL SKILL TEST 41

SKILL TEST RECORDING FORM 42
SKILL TEST TASKS 42
SKILL TASKS LISTING 43
Mandatory Tasks 43
Assist a Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing 43
Catheter Care for a Female Resident with Hand Washing 44
Don [Put On] PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Doff [Remove] PPE with Hand Washing 45
Perineal Care for a Female Resident with Hand Washing 47
Other Tasks 48
Apply a Knee-High Anti-Embolic (Elastic) Stocking to a Resident's Leg 48
Assist a Resident to Ambulate using a Gait Belt 48
Denture Care – Clean an Upper or Lower Denture 49
Dress a Resident with an Affected (Weak) Side in Bed 50
Assist a Dependent Resident with a Meal in Bed 50
Foot Care for a Resident on One Foot 51
Modified Bed Bath- Whole Face and One Arm, Hand and Armpit 52
Mouth Care—Brush a Resident's Teeth 53
Passive Range of Motion for a Resident's Hip and Knee 53
Passive Range of Motion for a Resident's Shoulder 54
Position a Dependent Resident in Bed on their Side 55
Transfer a Resident from their Bed to a Wheelchair using a Gait Belt 55
Vital Signs – Count and Record a Resident's Radial Pulse and Respirations 56

KNOWLEDGE EXAM VOCABULARY LIST 57

CONTACT INFORMATION

Questions on:	Contact:	Hours and Phone #:
• Testing process • Test scheduling • Eligibility to test	**D&S Diversified Technologies (D&SDT)** 333 Oakland Avenue Findlay, OH 45840 Email: michigan@hdmaster.com Website: www.hdmaster.com Michigan TMU© Webpage: **mi.tmutest.com**	Monday through Friday 7:00AM – 6:00PM Central Time 8:00AM – 7:00PM Eastern Time **Phone #: (888) 401-0462** Fax #: (406) 442-3357
Questions on: • Nurse Aide Registry • Renewals • Reciprocity • Obtaining information on official regulations and guidelines for nurse aides • Obtaining information regarding approved training programs	**Contact:** **Michigan Department of Licensing and Regulatory Affairs (LARA)** **Bureau of Community and Health Systems (BCHS)** Health Facility Professional and Nurse Aide Section PO Box 30664 Lansing, MI 48909 Email: BCHS-CNA-Registry@michigan.gov Michigan Nurse Aide Website: https://www.michigan.gov/lara/0,4601,7-154-89334_63294_75200---,00.html	**Hours and Phone #:** Monday through Friday 8:00AM –5:00PM Eastern Time Phone #: (517) 284-8961 Nurse Aide Phone #: (517) 335-1980 Bureau Phone

ABOUT THE MICHIGAN NURSE AIDE CANDIDATE HANDBOOK

The information in this handbook describes the nurse aide competency examination process and is designed to help you prepare to take the Michigan Department of Licensing and Regulatory Affairs (LARA) approved nurse aide knowledge exam and skills demonstration test administered by LARA's approved test vendor, D&S Diversified Technologies (D&SDT). You must pass both parts to be identified and listed on the Michigan Nurse Aide Registry. If you have questions that are not answered in this handbook, contact D&SDT:

- Email: **michigan@hdmaster.com**;
- Call: (888) 401-0462 during regular business hours 7:00AM to 6:00PM (CT)/8:00AM to 7:00PM (ET), Monday through Friday, excluding holidays; or

Review the Michigan Nurse Aide website found at: **hdmaster.com**.

INTRODUCTION

In 1987, Congress adopted the Nursing Home Reform Act as part of the Omnibus Budget Reconciliation Act (OBRA). Known as OBRA '87, these laws were designed to improve the quality of care in skilled nursing facilities (SNFs) and established training requirements and competency evaluation program (CEP) standards for nurse aides working in SNFs. The CEP consists of a knowledge exam and a skills evaluation designed to evaluate whether a person has the minimum knowledge and ability to safely practice as a nurse aide and be placed on the certified nurse aide (CNA) registry. Each state is responsible for following the terms of this federal law.

MICHIGAN NURSE AIDE REGISTRY REQUIREMENTS

The Michigan Nurse Aide Registry (MINAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and/or state requirements to work as nurse aides in Michigan. The Registry includes substantiated findings of nurse aide abuse, neglect, misappropriation of resident property, or exploitation involving a nurse aide at a Michigan Department of Licensing and Regulatory Affairs (LARA) regulated facility.

Upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, a nurse aide candidate will be listed on the MINAR. A newly trained nurse aide candidate must pass the knowledge and skills exams within 24 months of completing a training program. To apply for your certificate and be placed on the registry, go to MI-NATES:

- Click here for a helpful guide to walk you through the account setup instructions: **MILogin/MI-NATES Account Setup Guide**.
- Click here to view the **MI-NATES user guide for Nurse Aides**.

Out-of-State Training Waiver for Michigan Test Eligibility

If you are a nurse aide candidate from one of the states listed below who has completed a training program that meets the Michigan requirements for reciprocity (see below) but has not successfully completed a nurse aide competency exam, you will be required to successfully complete the Michigan competency examination within 24 months of your documented completion of training in another state with which Michigan has reciprocity.

Michigan requirements for reciprocity include, but are not limited to:

- The training program is consistent with the Federal Code of Regulations,
- requires a minimum of 75 course hours before taking a competency evaluation examination and
- does not exempt candidates from the training course hours or testing.

MICHIGAN APPROVED STATES FOR RECIPROCITY- The following states meet or exceed the Michigan requirements:

Alabama	Georgia	Kentucky	New Hampshire	Oregon	Utah
Alaska	Hawaii	Louisiana	New Jersey	Pennsylvania	Washington
Arizona	Idaho	Maine	New Mexico	Rhode Island	Wisconsin
Arkansas	Illinois	Mississippi	New York	South Carolina	
California	Indiana	Missouri	North Dakota	South Dakota	
Colorado	Iowa	Nebraska	Ohio	Tennessee	
Connecticut	Kansas	Nevada	Oklahoma	Texas	

To apply for an Out-of-State Training Waiver for Test Eligibility, fill out the Out-of-State Training Waiver for Michigan Test Eligibility by browsing to the D&SDT's **Michigan webpage**. You will need to attach your proof of training when you submit the form.

Once your completed waiver and required documentation have been received, D&SDT staff will determine if you are eligible to test. You must have a valid email address in order to receive your TMU© login username and temporary password. Once you have received your username and password, you must log in to TMU© at mi.tmutest.com and select a test event and location of your choosing. Upon passing both the knowledge and skill exams within three attempts, your name will be placed on the MINAR.

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Michigan Department of Licensing and Regulatory Affairs (LARA) and D&SDT provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

- Submit the **ADA Accommodation Request Application**, located on Michigan's TMU© main page under 'APPLICATIONS', for review and approval by D&SDT **in advance** of your knowledge or skills demonstration examination.
- Submit all required supporting documentation of your diagnosed disability with your request. Only applications with documentation will be reviewed for approval.
- D&SDT will email you if additional documentation or information is required, using the email address in your TMU© account.
- **Allow for additional time to process your request.** If you have questions regarding the ADA review process or specific required documentation, please call D&SDT at (888) 401-0462.

MICHIGAN TESTMASTER UNIVERSE© (TMU©)

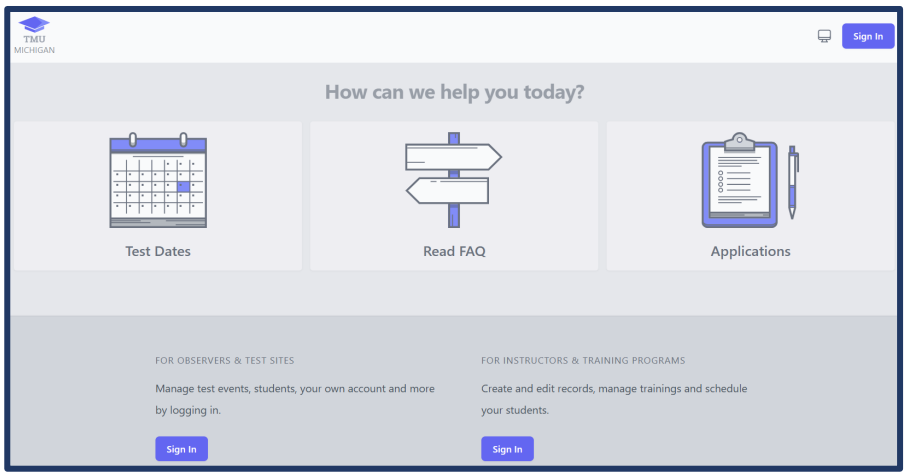
Michigan TMU© Home Page

This is the Michigan TMU© main page, **mi.tmutest.com**

→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click on 'Read FAQ' for frequently asked questions*

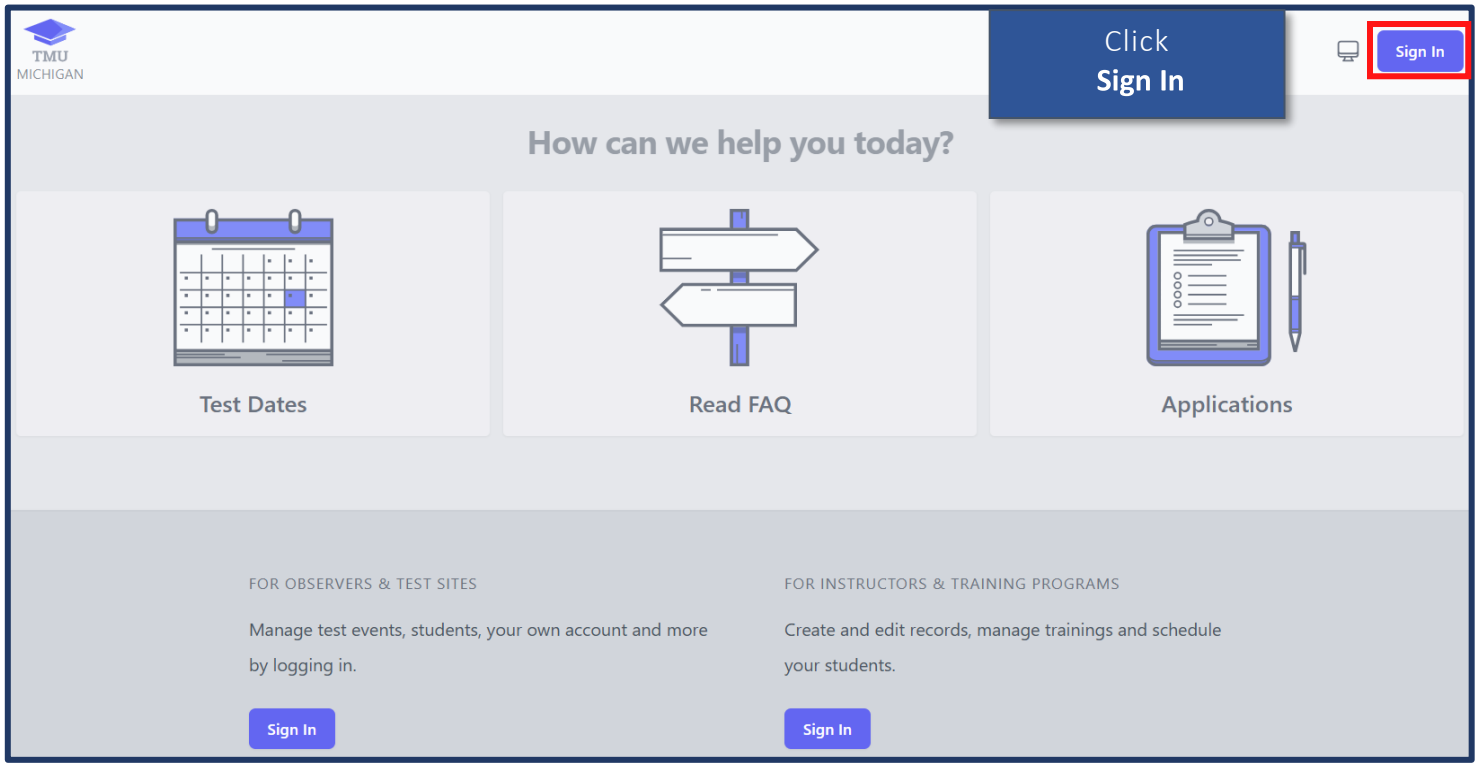
→ *Click on 'Applications' for frequently used applications*

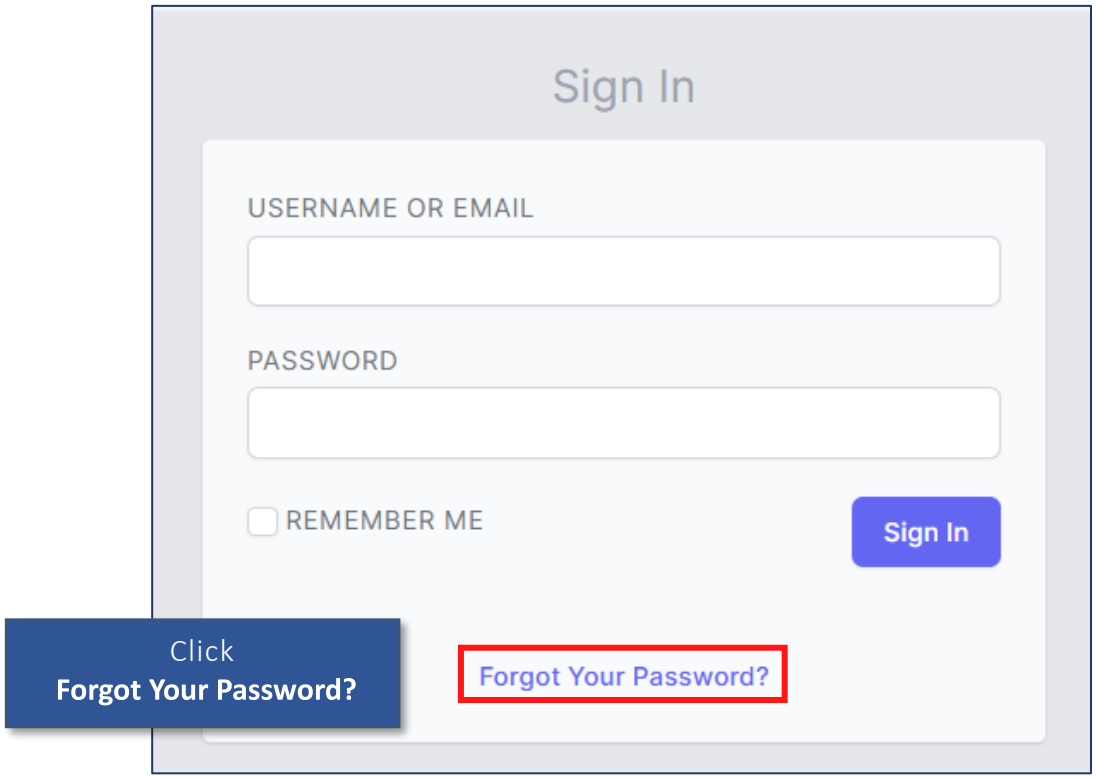


Forgot your Password and Recover your Account

If you do not remember your password or this is your first time accessing the Michigan TMU©, follow the instructions with screenshots in this section.

Go to **mi.tmutest.com**.

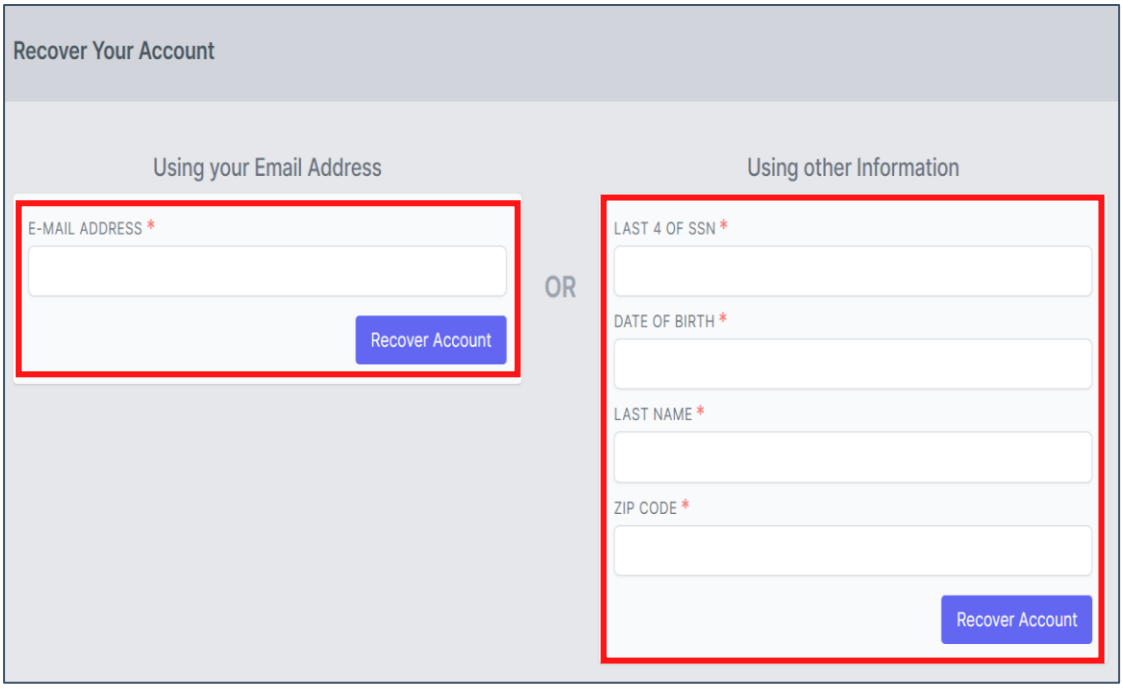




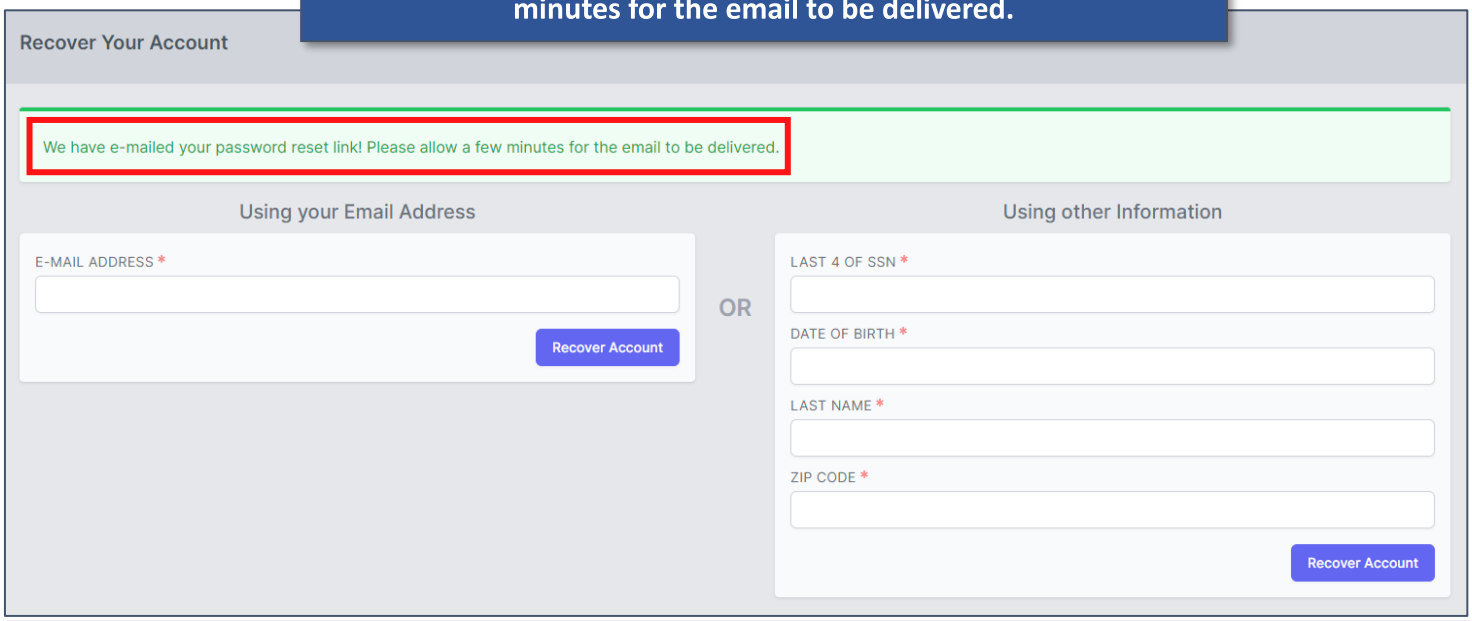
Type in your Email Address
Click **Recover Account**

- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

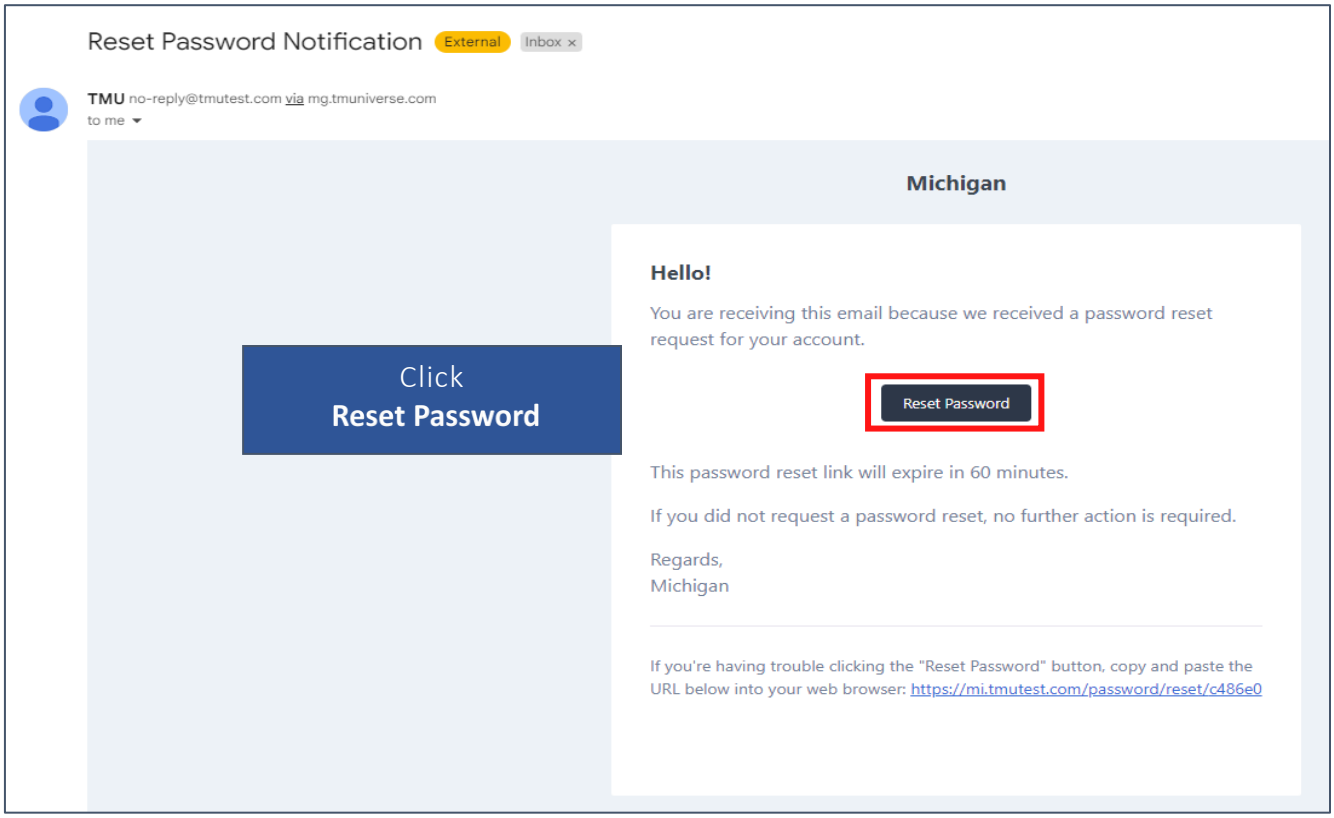
(-OR- if you have already updated your demographic information in your account, you can type in the requested data under **Using other Information**)
Click **Recover Account**



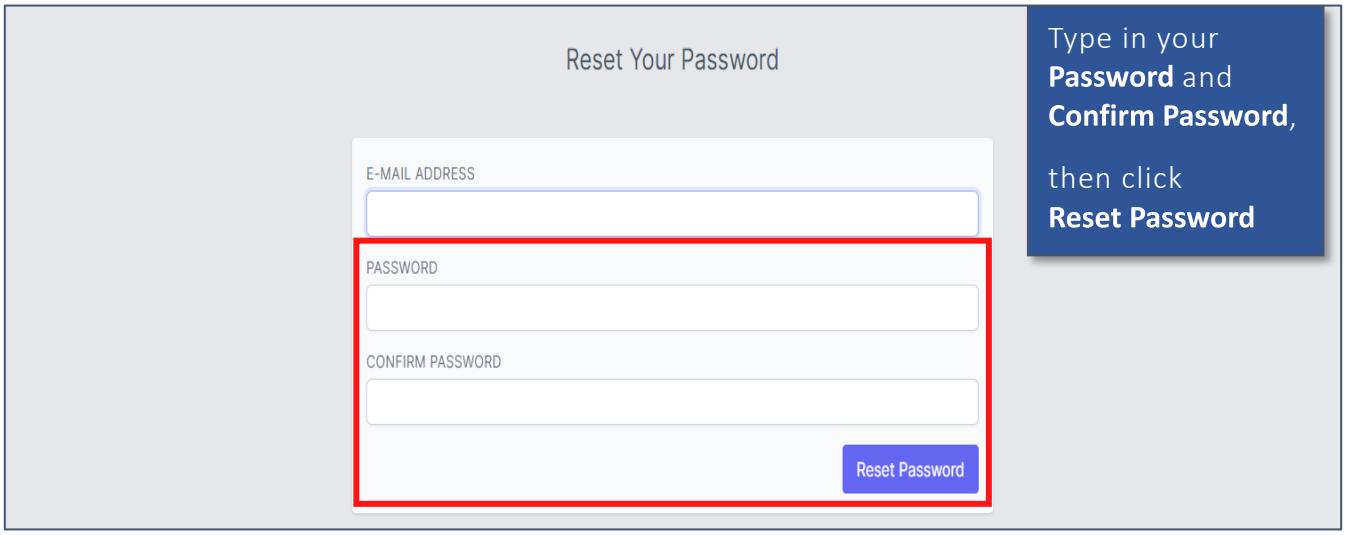
You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.



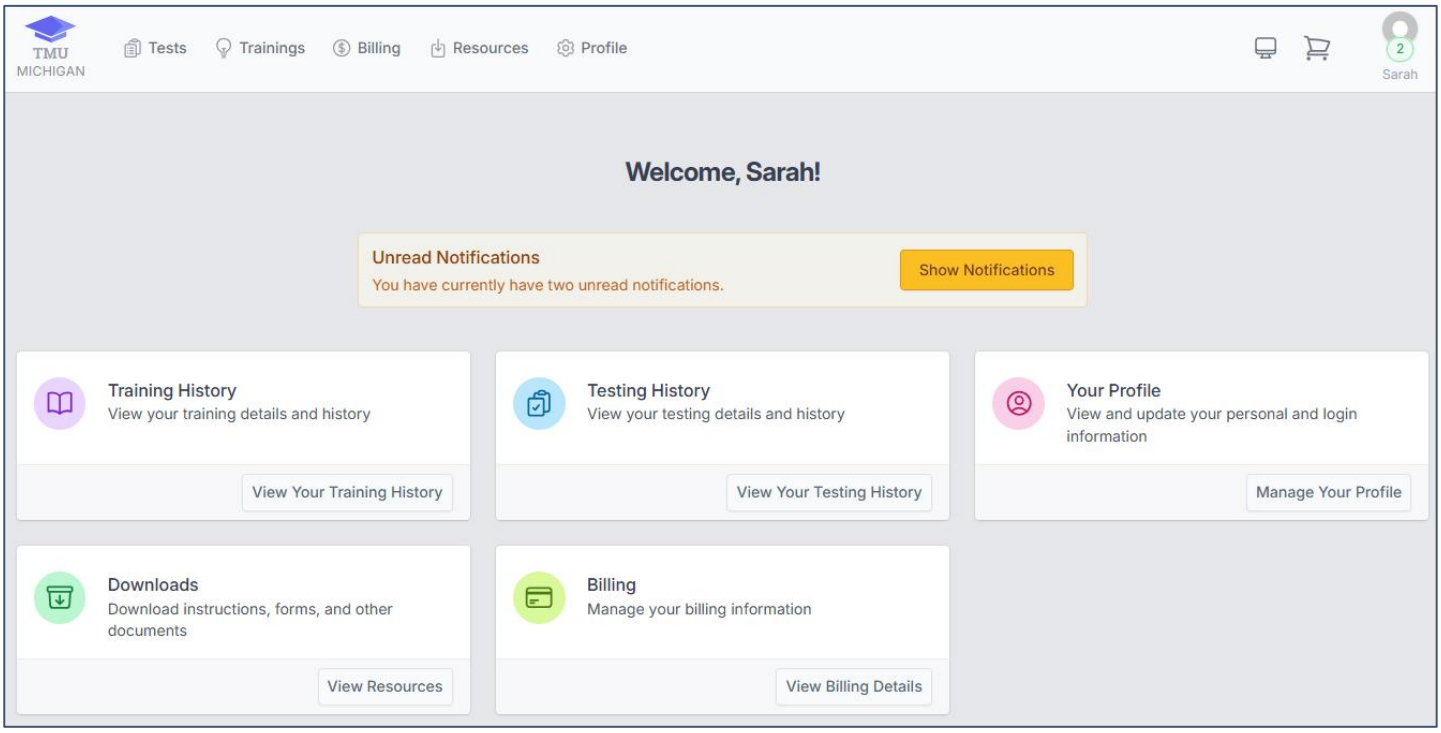
This is what the email will look like. Check your junk/spam folder if you cannot find this email.



Note: If you do not reset your password immediately, the link will expire in 60 minutes, and you will need to request a new one after that.



You will see one of two screens, depending on whether this is your first time logging in or you have reset your password. This is the candidate home screen you will see once you have reset your password.



Complete your TMU© Profile

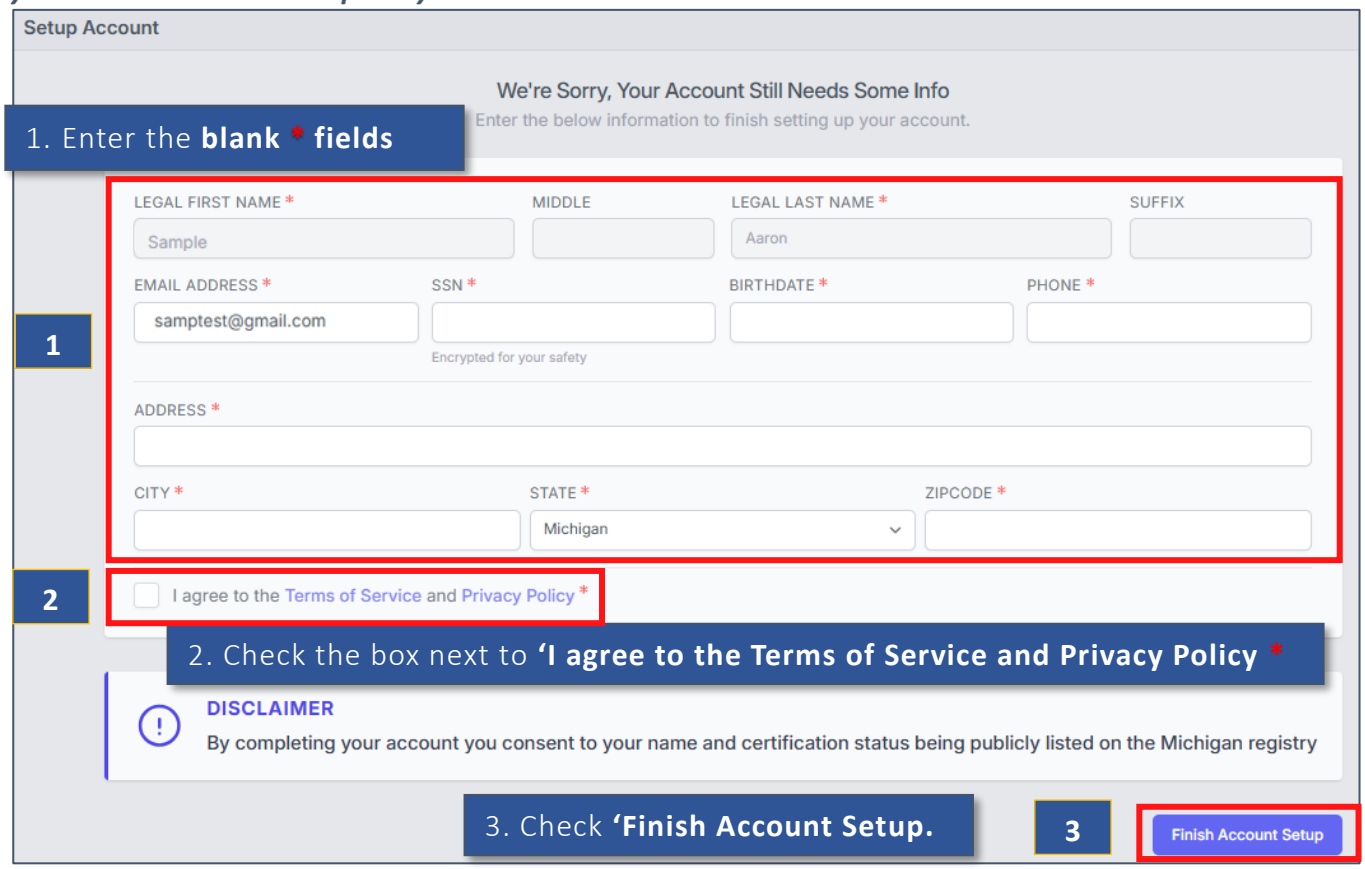
Your training program will enter your initial registration information in D&SDT's Michigan TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information *prior to testing*. Failure to do so may result in your being turned away from testing. You will be marked as a no-show for your event and forfeit your testing fees.

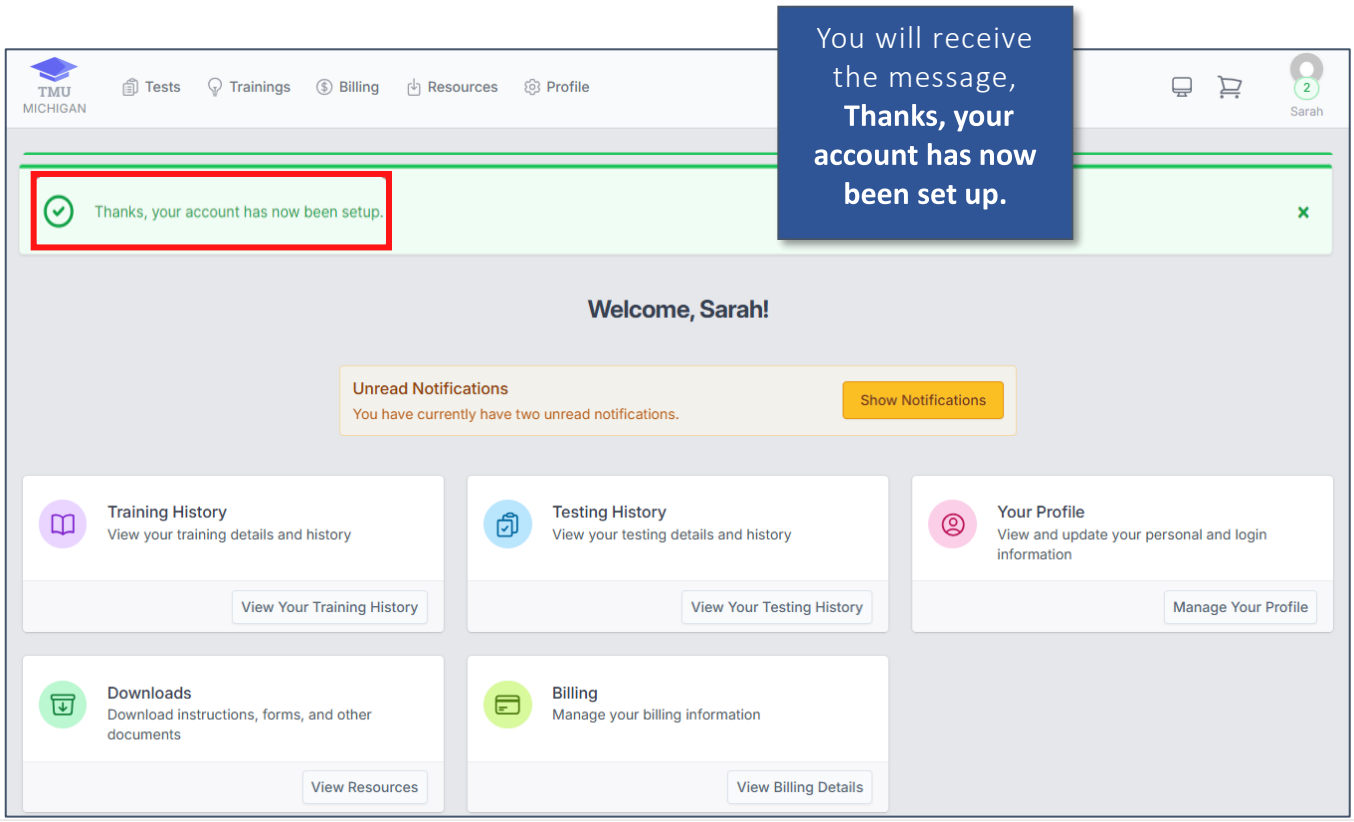
- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event**

If you do not know your Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot sign in, contact D&SDT at (888) 401-0462.

This is the screen you will see the first time you sign in to your TMU© account with the ***demographic information you need to enter to complete your account****:*



This is the candidate's home page:



THE MICHIGAN NURSE AIDE COMPETENCY EXAM

Payment Information

Exam Description	Price
INITIAL: Knowledge/Audio Exam **AND** Skill Test 1st Attempt: For both component pricing for first-time test takers	$175.00
RETAKE: Knowledge/Audio Exam 2nd & 3rd Attempt(s) Retake	$175.00
RETAKE: Skill Test 2nd & 3rd Attempt(s) Retake	$175.00

Schedule a Michigan Nurse Aide Exam

Once you have completed your program, your instructor has entered your training record in the D&SDT TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule or reschedule your exam date online at the Michigan TMU© webpage, **mi.tmutest.com**, using your Email or Username and Password (see instructions under **Schedule or Reschedule a Test Event**).

If you cannot sign in or schedule/reschedule online with your email, please call D&SDT for assistance at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET/7:00AM to 6:00PM CT, Monday through Friday, excluding holidays.

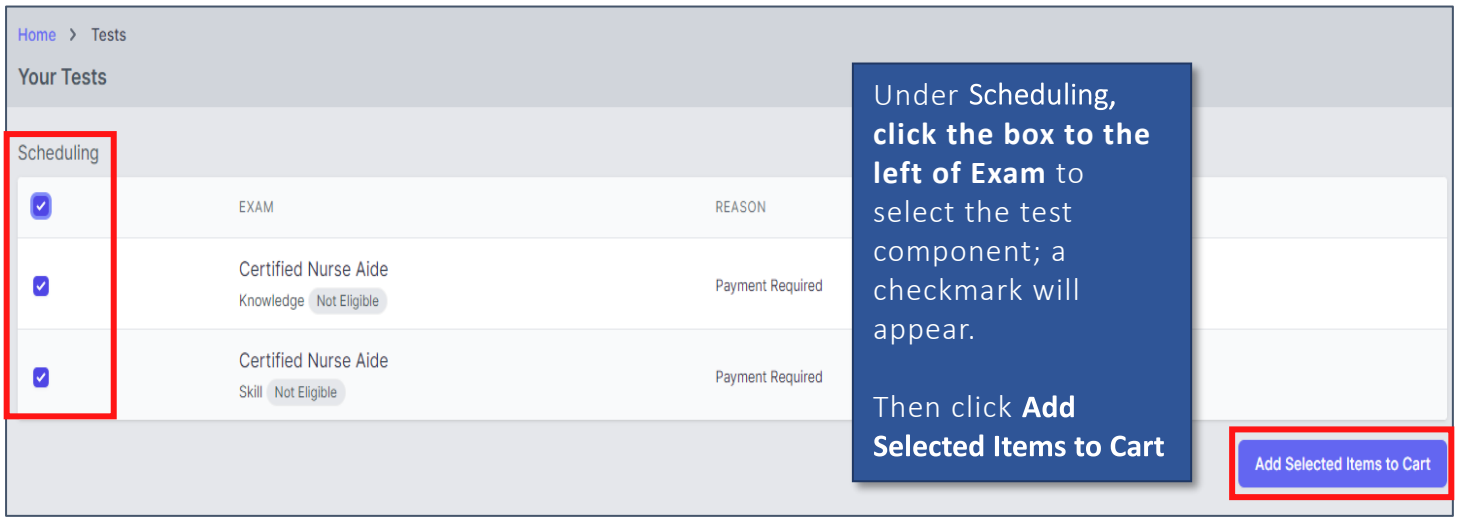
Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information. **This must be done *before scheduling* a test event.** See the instructions under **Complete your TMU© Profile.**

Self-Pay of Testing Fees in TMU©

Testing fees must be paid *before* you can schedule a test date. Once your training program is complete, your training record will include the completion hours and date, and you will receive an email and text message notifying you that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

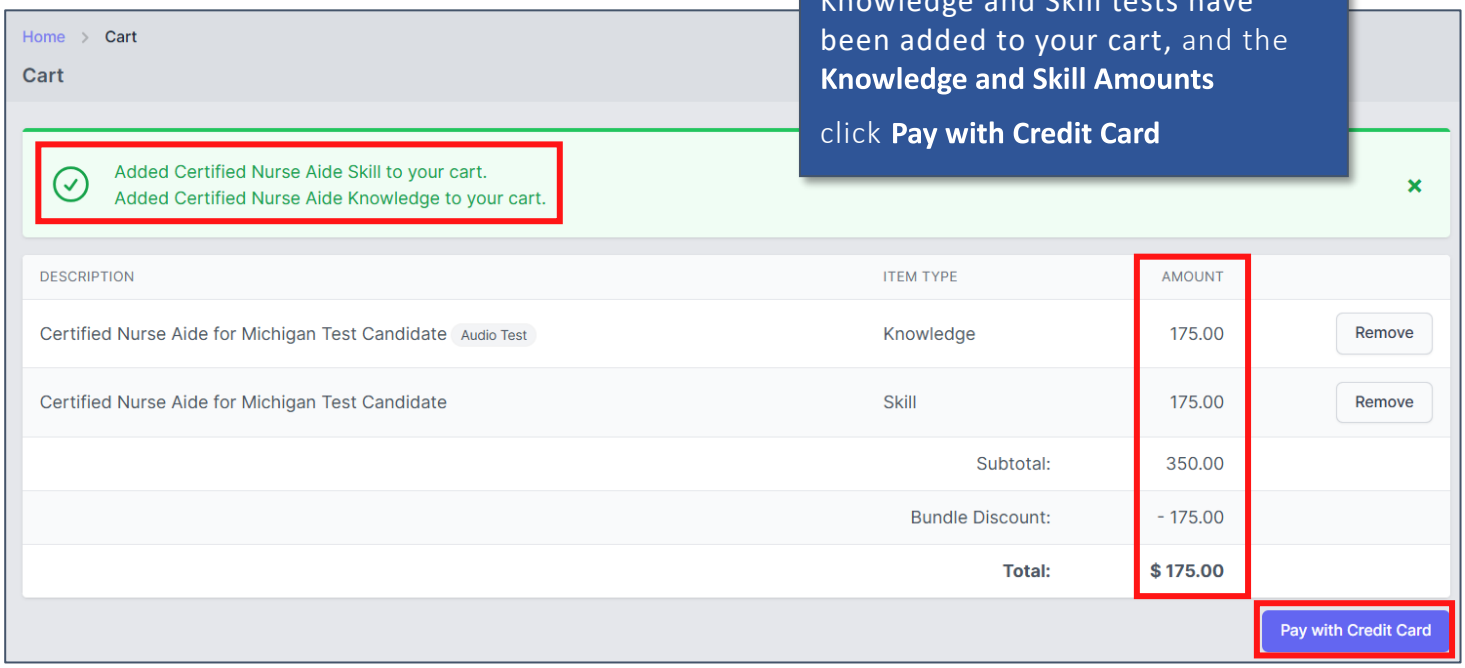
Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

-Continued on the next page-



Under Scheduling, **click the box to the left of Exam** to select the test component; a checkmark will appear.

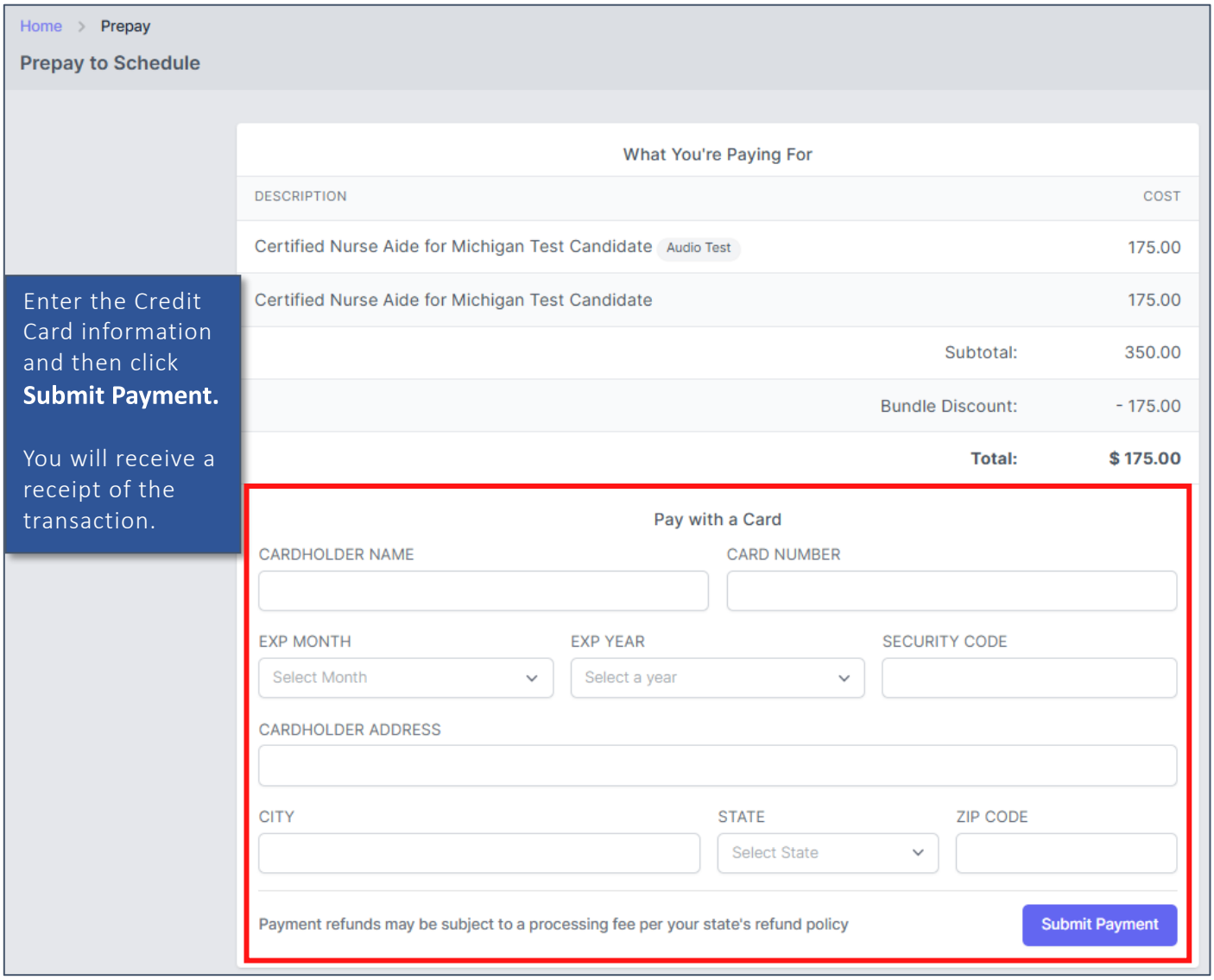
Then click **Add Selected Items to Cart**



You will get a message that the Knowledge and Skill tests have been added to your cart, and the **Knowledge and Skill Amounts**

click **Pay with Credit Card**

-CONTINUED ON THE NEXT PAGE-



Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt of the transaction.

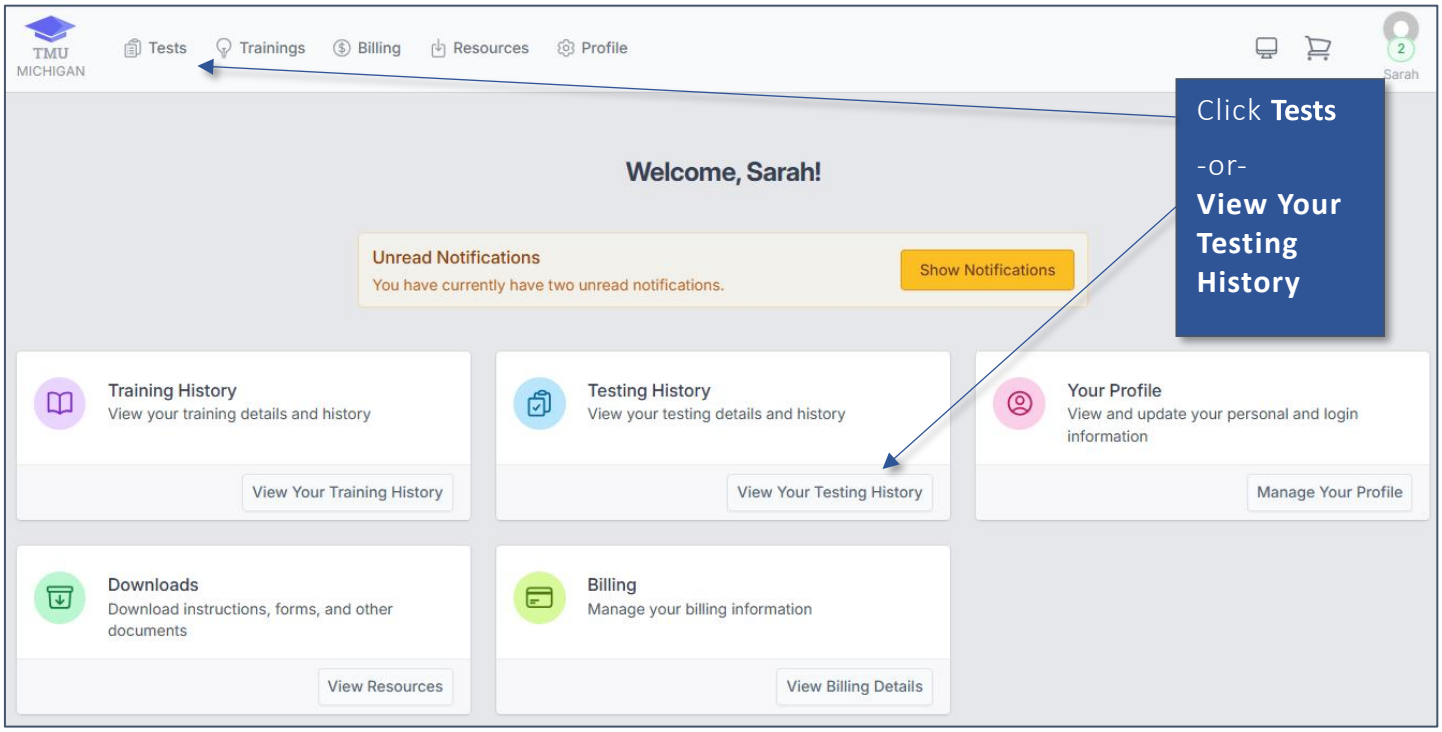
For special circumstances only: You may also pay your testing fees with a money order or cashier's check via a paper Payment Form. Please email **michigan@hdmaster.com** to request a paper payment form.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

Schedule or Reschedule a Test Event

Go to **mi.tmutest.com**.

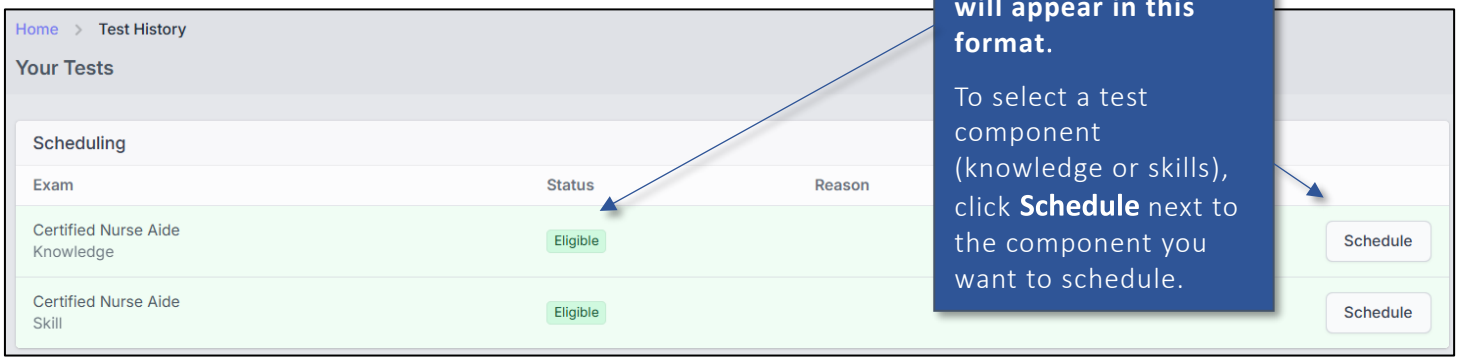
-Continued on the next page-



Click **Tests**

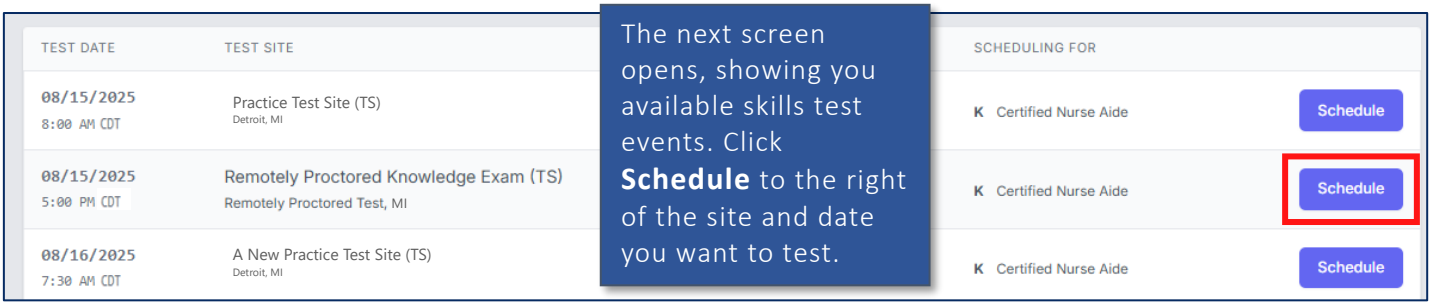
-or-

View Your Testing History

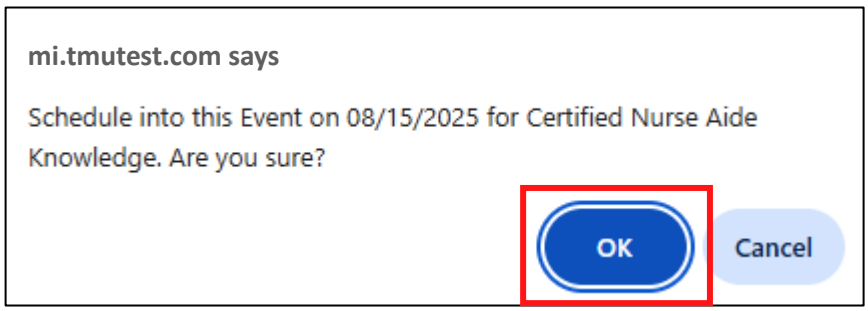


All eligible test events will appear in this format.

To select a test component (knowledge or skills), click **Schedule** next to the component you want to schedule.

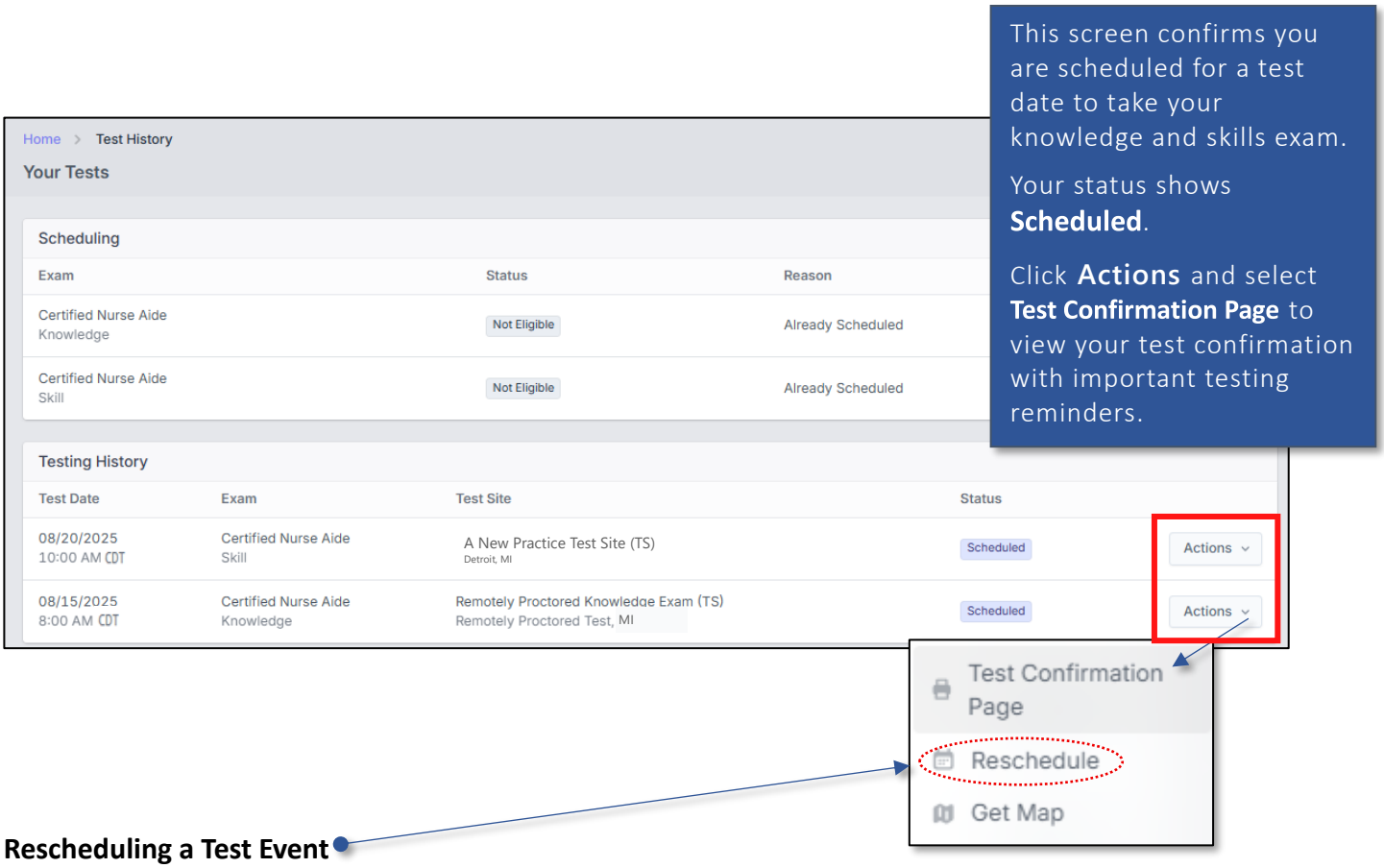


The next screen opens, showing you available skills test events. Click **Schedule** to the right of the site and date you want to test.



To confirm this is the site and date you want to schedule for a knowledge exam, click **OK**

Follow the same steps to schedule an on-site Skills Test or a knowledge-and-skills on-site test event.



This screen confirms you are scheduled for a test date to take your knowledge and skills exam.

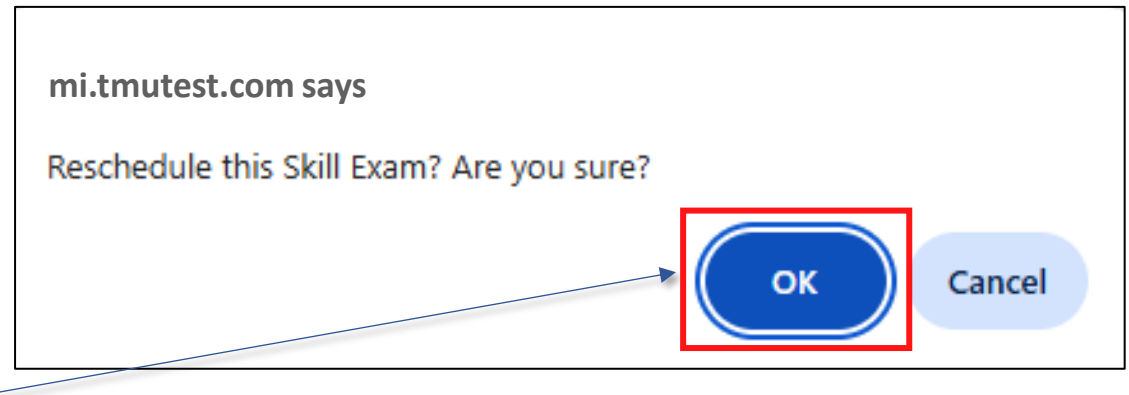
Your status shows **Scheduled**.

Click **Actions** and select **Test Confirmation Page** to view your test confirmation with important testing reminders.

Rescheduling a Test Event

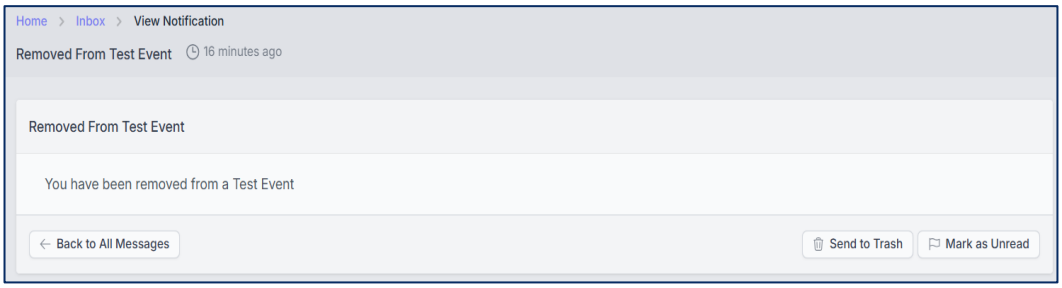
You may reschedule an exam date online in your TMU© account at **mi.tmutest.com** up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.



Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.



Test Confirmation Letter

Your test confirmation letter will provide important information regarding where you are scheduled to test (date, time, and address). You can access it at any time.

The body of the test confirmation letter will refer you to read the Michigan candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important that you read this letter!

Test Confirmation Example:
Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time of scheduling.

Test Confirmation Letter

Scheduled Test Confirmation - Michigan Certified Nurse Aide

Get Map | Print Page

Test Date: 07/25/2026
Test Time: 10:00 AM EDT
Test Exam: Skill - Certified Nurse Aide
Test Site: PRACTICE TEST SITE
500 Test Site Drive
Detroit, MI 11111

SAMPLE CANDIDATE
123 Sunflower Lane
Detroit, MI 11111

TESTING BEGINS AT **10:00 AM EDT** ON **07/25/2026**:

- ***FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **10:00 AM EDT**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
- ***FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **10:00 AM EDT** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.
- If you cannot access your account, go to https://mi.tmutest.com, click 'Forgot Password', enter your Email, click 'Send Reset Password Link', and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 888.401.0462.

NURSE AIDE: Refer to the **Nurse Aide Competency Exam** section of the **Michigan Nurse Aide Candidate Handbook** for requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

MEDICATION AIDE: Refer to the **Medication Aide Competency Exam** section of the **Michigan Medication Aide-Certified Candidate Handbook** for requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Click to open the Michigan Nurse Aide Candidate Handbook
Click to open the Michigan MA-C Candidate Handbook

Driving Directions
Please do not contact Sokol Healthcare training in regards to testing. If you have questions or need assistance you must reach out to Headmaster if your call is not answered please leave a voicemail and you will be contacted as soon as possible.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor should inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already scheduled it. Regional test seats are open to all candidates. Regional test dates are posted on D&SDT's **Michigan NA webpage**.

Please see this handbook's **Remotely Proctored Knowledge Exam Option** section under the Knowledge/Audio Exam section if you are interested in taking your knowledge exam with a remote proctor from your home, etc. If you have any questions regarding your test scheduling, call D&SDT at (888)401-0462, Monday through Friday, excluding holidays, 8:00AM to 7:00PM ET/7:00AM to 6:00PM CT.

View your Notifications

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See the instructions that follow:

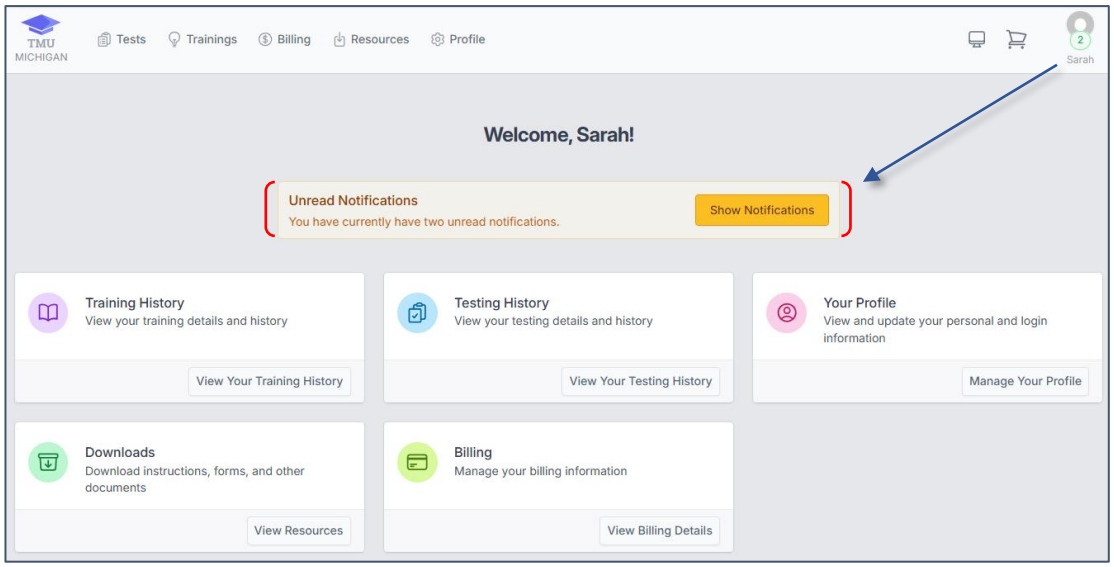
See the screenshots with instructions regarding notifications on the next page.

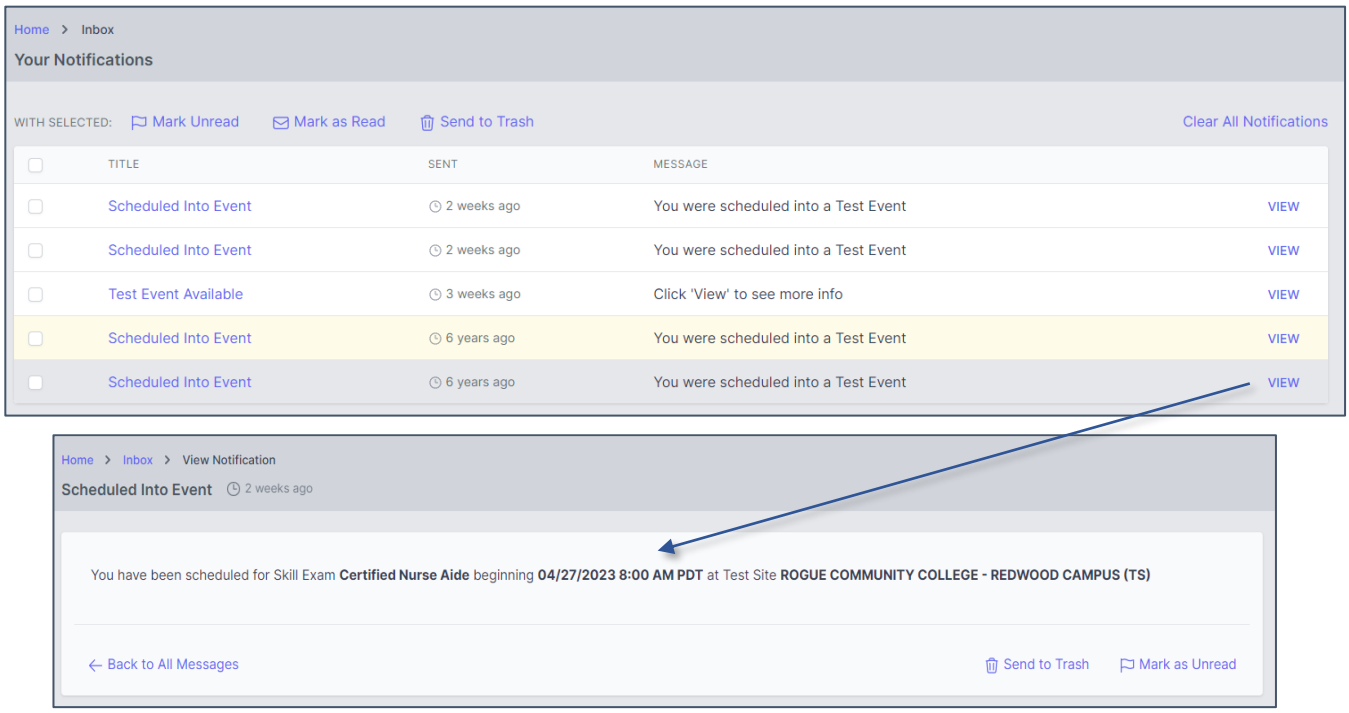
When you have 'notifications', they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

Click on-
Your Profile Pic to open your profile and notifications.

Click on-
Notifications to view all of your notifications.

Click on-
VIEW to open each of your notifications.





Time Frame for Testing from Training Program Completion

You must schedule a test date **within 24 months of your training program completion date.** After 24 months, you must complete another Michigan Department of Licensing and Regulatory Affairs (LARA) approved training program in order to be eligible to schedule testing.

Exam Check-In

You must arrive at your confirmed test site waiting area/room **20 minutes in advance** of your scheduled exam start time.

- Testing **begins** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room ***20 minutes before the start time*** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **must be at the test site waiting area/room for check-in by 7:40AM**.

If you are scheduled for a remote knowledge exam, please see the check-in information under **Remotely Proctored Knowledge Exam Check-In**.

Note: If you arrive late, you will not be permitted to take the test. This is considered a no-show status; you must pay for another test date.

Testing Attire

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
  - *Scrubs and shoes can be any color/design.*
- No open-toed shoes are allowed.
- Long hair must be pulled back.

Please note: You will not be admitted for testing if you are not wearing scrubs and appropriate shoes. This is considered a no-show status; you must pay for another test date. If you are scheduled for a Remotely Proctored Knowledge Exam, please see the **Remotely Proctored Knowledge Exam Testing Attire** section.

Identification

You must bring a United States (US) government-issued, *signed, unexpired, photo-bearing form of identification.

Only original IDs are accepted. Photocopies, images, faxes, emails, screenshots, and electronic or digital forms of identification (for example, Apple or Google Wallet) ***will not be accepted***.

Examples of the forms of non-expired, US government-issued, *signed, acceptable photo IDs are:

- State-issued Driver's License
  - A temporary ID is accepted if accompanied by an old voided ID. If the Temporary ID misspells the name from the voided ID, the Temporary ID name must match the name in the candidate's TMU© account. If the name changes from the voided ID to the Temporary ID, candidates must bring their name-change document to testing (such as a marriage certificate, divorce decree, or petition for a name change). ***To reiterate, the candidate's Temporary ID name must match the candidate's name in their TMU© account.***
- State-issued Identification Card *(see notes above)*
- Signed U.S. Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A signed foreign passport with a U.S. Visa within the passport is acceptable (the Visa does not have a signature)*
- Permanent Resident Card (Green Card or Alien Registration Card) / Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)
  - *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.*
- U.S. Military Identification Card
  - *Accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*

NOTE: School IDs are NOT ACCEPTABLE as identification for testing.

Identification Criteria = US Government-issued, non-expired, *signed, photo-bearing form of identification.

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **must match** the FIRST and LAST names entered in the Michigan Nurse Aide TMU© database by your training program. You may call D&SDT at (888) 401-0462 to confirm that your name of record matches your US government-issued ID, or log in at **mi.tmutest.com** using your Email or Username and Password to check on or change your demographic information. See more information under **Demographic Updates/Changes/Corrections**.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match your current name of record in your TMU© account.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- A school ID ***is not*** an acceptable form of ID.
- In the cases where names do not match, or your ID is not proper/valid or has a hole punched in it, this is considered a no-show status, and you will have to reschedule and pay for another test date.

You will be required to present your ID when entering the knowledge test room and the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

Demographic Updates / Changes / Corrections

Name changes (marriage/divorce, etc.), date-of-birth changes, and Social Security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'Applications' on the Michigan TMU© main web page (before you log in to your account), or click on this link: **https://mi.tmutest.com/apply/5**.

Test Instructions

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions ***before*** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The Knowledge, Remotely Proctored Knowledge and Skill Exam Instructions are available under the 'RESOURCES' tab in your TMU© account. Refer to the **Access the Candidate Handbook and Testing Instructions** section of this handbook.

Testing Policies

NOTE: If you are scheduled for a remotely proctored knowledge exam, please see the **Remotely Proctored Knowledge Exam Testing Policies** for additional policies that apply to the remotely proctored knowledge exam.

The following policies are observed at each test event:

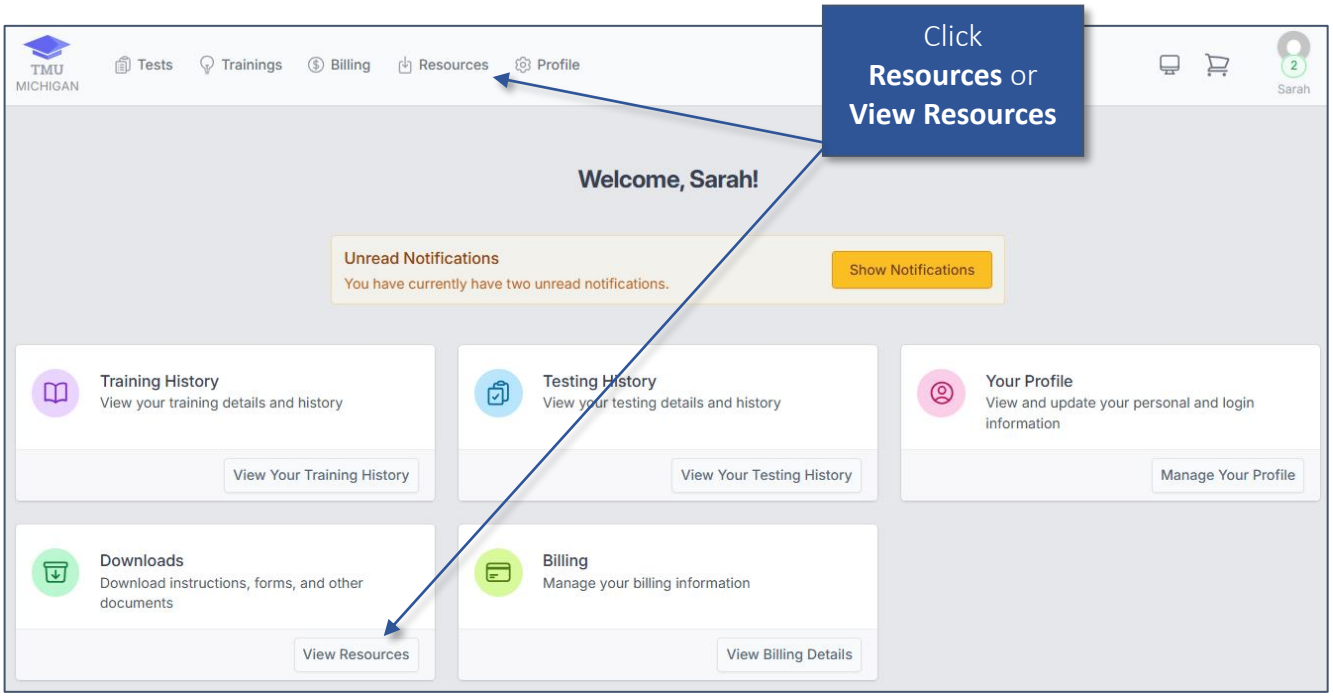
- Make sure you have signed in to your TMU© account at **mi.tmutest.com** well before your test date to update your password and complete your demographic information. Refer to this handbook's **Complete Your TMU© Profile** section for instructions and information.
  - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Plan to be at the test site for up to five (5) hours (if the knowledge and skills are taken together) in the worst-case scenario.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the on-site test site waiting area/room to **check in 20 minutes before your scheduled start time**. (*For example*: if your test start time is 8:00AM, you must be at the test site waiting area at 7:40AM.) If you are not present at the on-site test waiting area/room 20 minutes before your test start time, you will not be admitted to the exam; you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see the check-in and testing attire procedures/policies under **Remotely Proctored Knowledge Exam Option.**
- If you do not bring a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
  - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Michigan nursing assistant TMU© database, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not wear the mandatory attire as outlined in the **Testing Attire** section, and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see the testing attire under **Remotely Proctored Knowledge Exam Testing Attire.**
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Bluetooth-connected devices of any type (cell phones, smartwatches, smart glasses, wearable technology, etc.), electronic recording devices, and personal items (such as water bottles, purses, bags, study materials, books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area for placing your personal items and electronic devices, and you will collect them when you complete your test(s).
  - All electronic devices must be **turned off**.
    - Bluetooth-connected devices of any type (smartwatches, smart glasses, fitness monitors, wearable technology) must be removed from your wrist, fingers, or body and **turned off**.
    - If you are scheduled for a remotely proctored knowledge exam, please see the additional procedures/policies in the **Remotely Proctored Knowledge Exam Testing Policies** section.

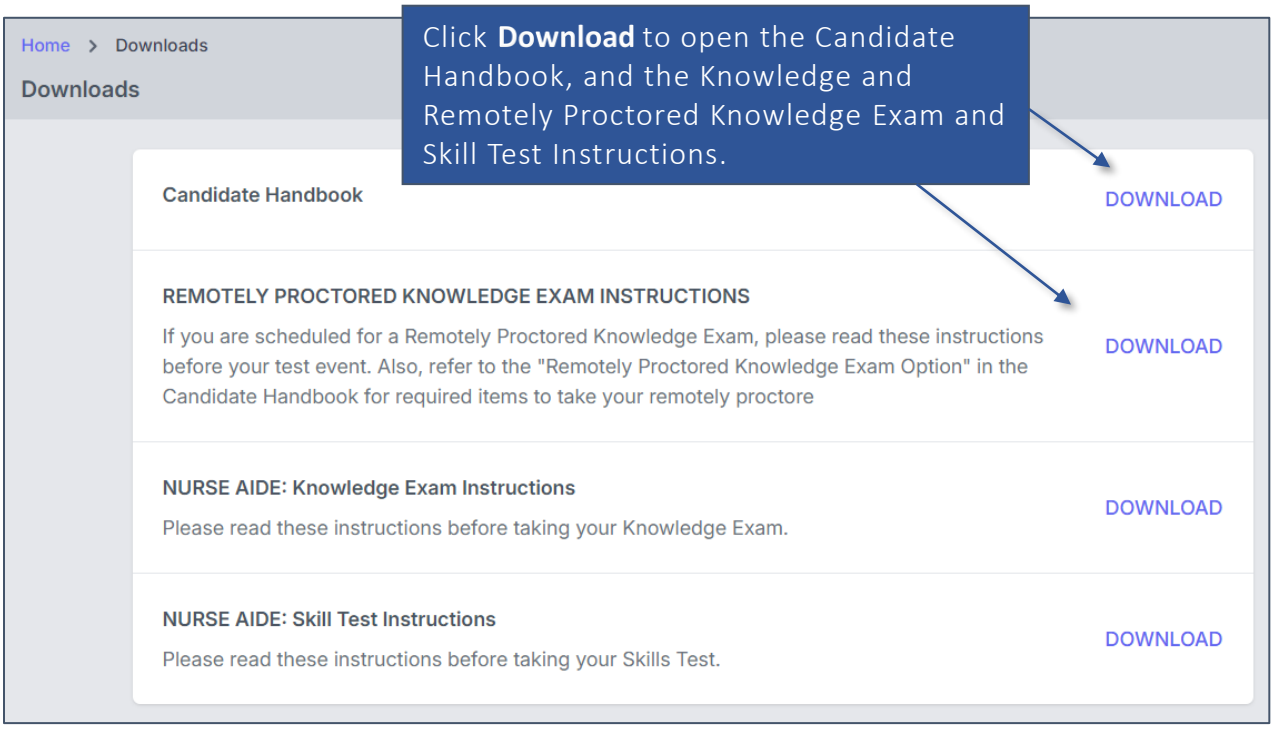
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Michigan Department of Licensing and Regulatory Affairs (LARA). You may, however, use personal devices during your free time in the waiting area. Please see the **Security** section of this handbook.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign language translation dictionaries, translating devices, and non-approved language translators ***are not permitted*** to be used during testing.
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper and use a basic calculator. Before starting your exam, you will be asked to show both sides of the scratch paper and calculator to the remote Proctor.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room/remotely proctored test event or skills lab) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room/event to finish your exam.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Michigan Department of Licensing and Regulatory Affairs (LARA). Please see the **Security** section of this handbook.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT at (888) 401-0462 or via email at **michigan@hdmaster.com** once you schedule a test date, so we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT at (888) 401-0462 immediately to reschedule.
  - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT at (888) 401-0462 immediately to reschedule if you are on doctor's orders.

    NOTE: Please see the **Rescheduling Policy** and **No-Show Exceptions** sections in this handbook.
    - *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Michigan NA Candidate Handbook before your test day for any testing and/or policy updates.**

The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Resources' tab.

Access the Candidate Handbook and Testing Instructions





Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited. Such actions may result in dismissal from the onsite or remotely proctored test locations, denial of testing privileges, and reporting you to your training program and the Michigan Department of Licensing and Regulatory Affairs (LARA).

Reportable misconduct includes, but is not limited to, the following:

- Cheating
- Refusing to follow directions
- Using abusive language or threatening others
- Disrupting the examination environment
- Visibly impaired
- Engaging in unprofessional or aggressive behavior
- Attempting to remove test material, take notes, or copy information
- Giving or receiving unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses, wearable technology) or navigating to other browsers during your exam

POLICY: If you commit one of these acts, you will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees.

A report of your behavior will be sent to your training program and LARA, and will be subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need to obtain LARA's permission to retest.

Rescheduling Policy

All candidates may reschedule to a new test date up to one (1) business day before the scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© account using your Email or Username and Password. (See instructions with screenshots under **Schedule or Reschedule a Test Event**.)

Example: If you are scheduled to take your exam on a Friday, you would need to reschedule by the close of business on Wednesday before your scheduled exam. D&SDT's regular business hours are 8:00AM to 7:00PM ET/7:00AM to 6:00PM CT, Monday through Friday, excluding holidays.

The scheduled test date is on a:	Reschedule before 7:00PM ET/6:00PM CT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one (1) full business day before a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Michigan Nursing Aide Competency exam at all.

Scheduled in a Test Event

1. If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the **Refund Request Form** on D&SDT's main webpage at **www.hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.

   Example: If you are scheduled to take your exam on a Friday, you would need to request a refund by submitting the Refund Request Form by the close of business (D&SDT is open until 7:00PM ET/6:00PM CT Monday through Friday, excluding holidays) the Wednesday before your scheduled exam.

2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund fee.
3. Refund requests must be made within thirty (30) days of paying the original testing fees with D&SDT. Requests for refunds made after 30 days will not be processed.

Not Scheduled in a Test Event

1. Refund requests must be made within thirty (30) days of the original payment of testing fees with D&SDT. Refund requests made after 30 days will not be processed.
2. To request a refund for testing fees paid, submit the **Refund Request Form** on D&SDT's main webpage at **www.hdmaster.com**. No phone calls will be accepted.
3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to an unforeseen circumstance, D&SDT staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you for a mutually agreed-upon new test date at no charge.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for).*

If D&SDT is unable to reach you via phone call or email with the information in your TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT leaves you a message or emails you at the phone number or email in your TMU© account and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voicemail box is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

See more information under **No Show Exceptions**.

No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT at least one (1) full business day before your scheduled testing event, excluding Saturdays, Sundays, and holidays, OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS.** You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT's costs incurred for requested services and resulting work performed. If a reschedule or refund request is not submitted or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Schedule or Reschedule a Test Event** and **Refund of Testing Fees Paid**), a no-show status will be assigned. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show Exceptions

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined on the next page.**

Complete, upload the required documentation, and submit the **No Show Exception Form** **(within the required time frames outlined below)** available on the Michigan TMU© main page under 'APPLICATIONS', or click this link:

https://mi.tmutest.com/apply/16

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the service provider's name must be submitted **within three (3) business days** of the exam date. If we do not receive proof within three business days, you will be required to pay as if you were a no-show.

- **Weather or road condition-related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days, you will be required to pay as if you were a no-show.

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a doctor's note showing your name and the provider's name (or on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date**.** If we do not receive proof within three business days, you will be required to pay as if you were a no-show.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and an obituary showing your name and the provider's name or a letter on your behalf from the funeral home for immediate family only must be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within seven business days, you will be required to pay as if you were a no-show. (Immediate family includes parents, grandparents, great-grandparents, siblings, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and appropriate documentation showing your name and the service provider's name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days, you will be required to pay as if you were a no-show.

  - **Internet outage or issue:** Documentation showing your name and the service provider's name from the Internet provider, including the date and times of the outage.
  - **Computer or cell phone issue:** If the computer or cell phone fails to function for any reason, provide documentation that includes your name and the name of the service provider, obtained from a computer repair technician or shop, or other relevant documentation.

Candidate Feedback – Exit Survey

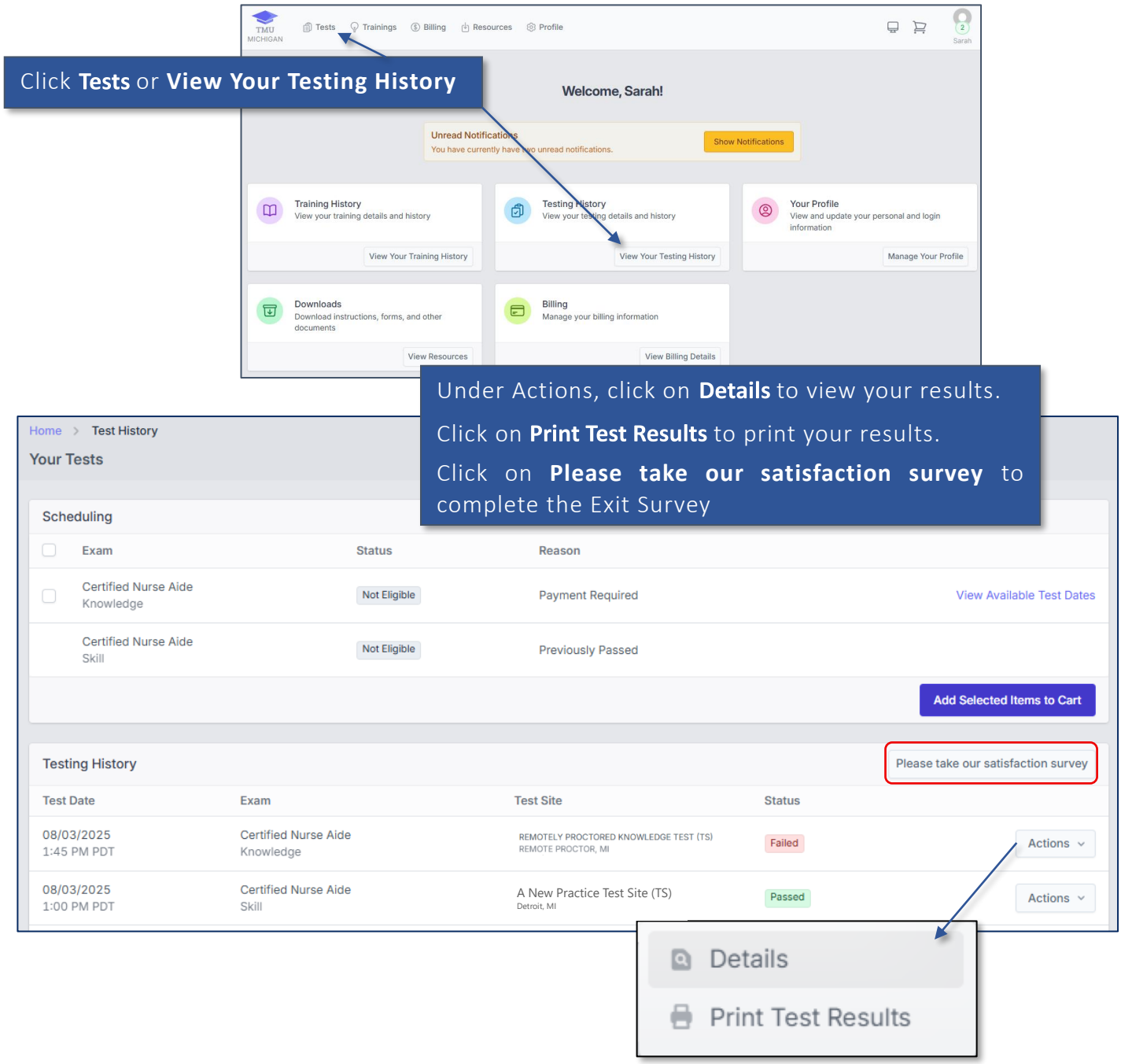
Candidates may complete a confidential, voluntary exit survey via the link provided in their TMU© account with their test results. Survey responses will not affect test outcomes. Honest feedback can help improve future examinations.

Test Results

After you have completed both the Knowledge and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT scoring teams. Official test results will be available when you sign in to your TMU© account after 7:00PM ET/6:00PM CT on the business day after your test event.

Note: D&SDT does not email or send postal mail test result letters to candidates.

Access your Test Results



Knowledge Exam Test Results Example:

← Back

Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

MICHIGAN CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS

TEST DATE: Tuesday, July 28, 2026

Dear

You have **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 67.69%.
You must have an overall score of **74%** or better to pass.

A passing score **does not** imply certification. You must verify on the registry.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	71%
Communication	83%
Infection Control	71%
Client Rights	67%
Data Collection	33%
Basic Nursing Skills	50%
Role / Responsibility	86%
Disease Process	33%
Mental Health	75%
Personal Care	100%
Care Impaired	33%
Aging Process and Restorative Care	75%

Vocabulary words to study: precautions, ethics, weighing, central nervous system, resident independence, dressing, bedrest, foot drop, restraint, ethics, behavior, choking, pressure injury, anti-embolic (elastic) stocking, range of motion, infection, abnormal vital signs, moving, preventing falls, communication, vision change, restorative care, physical needs, oral temperature

Skills Exam Test Results Example:

← Back

Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

MICHIGAN CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS

TEST DATE: Wednesday, May 3, 2023

Dear

You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.

Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

Denture Care - Cleaning Upper or Lower Denture
Rinses denture under cool running water.
Foot Care One Foot
Uses water and soapy wash cloth.
Washes entire foot.
Washes between toes.
Rinses entire foot. (A soapy wash cloth...
Rinses between toes.
Dries foot thoroughly.
Dries thoroughly between toes.
Applies lotion to top and bottom of foot...
Avoids getting lotion between the toes.
Replaces sock on resident's foot.
Empties equipment.
Rinses equipment.
Dries equipment.
Returns equipment to storage.
Places soiled linens in designated laund...
Performs hand hygiene. (Covers all surf...
Places call light or signaling device wi...
Catheter Care for a Female w/Hand Washing
Pats dry.

Manual Skill Task(s) Failed: Foot Care One Foot

NOTE: Federal and State regulations allow healthcare facilities to employ students for up to 120 days from the day employment and training is offered in an approved facility-based nurse aide training and competency evaluation program. However, if you fail three (3) attempts on either portion of the state competency exam, the facility is no longer allowed to employ you to perform nurse aide duties.

Test Attempts

You have **three (3) attempts** to pass the knowledge and skill test portions of the exam **within twenty-four (24) months** from your date of nursing aide training program completion. If you do not complete testing within 24 months from completion of training, you must complete a new Michigan Department of Licensing and Regulatory Affairs (LARA) approved training program to become eligible to further attempt Michigan NA examinations.

Retaking the Nurse Aide Exam

In the event that you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to pay for the portion that you failed before you can schedule a new exam date.

You can schedule a test or retest in your TMU© account using your Email or Username and Password at **mi.tmutest.com**. You will need to pay with a Visa or Master Card before you can schedule. (See instructions under **Schedule or Reschedule a Test Event**.) Call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET/7:00AM to 6:00PM CT, Monday through Friday, excluding holidays, if assistance is needed. We can assist you in scheduling a test or retest date, provided your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

Please read BEFORE you fill out the Test Review Request:

- Please call D&SDT at (888) 401-0462 during regular business hours, 8:00AM to 7:00PM ET/7:00AM to 6:00PM CT, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit.
- After you learn the details about the scoring of your test, you may better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts.
- If, after discussing your concerns with D&SDT staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

To request a review:

- Complete the **Test Review Request and Payment Application**, available on the Michigan TMU© main page under 'APPLICATIONS' (before logging in to your account) at **mi.tmutest.com**.
- Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays).
- Late requests will be denied and will not be considered.
- **There is a $25 non-refundable test review deposit fee.**
- D&SDT will review your detailed recollection, knowledge test markings, and any skill task measurements you recorded during your test, as well as review the markings, notations, and measurements recorded by the RN

Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT will re-check the scoring of your test and may contact you, the RN Test Observer, the Actor, and/or the Knowledge Test Proctor, as well as other candidates who were on-site at your test event, for any additional information about the test event.

- D&SDT will complete your review request **within ten business days of receiving it** within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the Michigan Department of Licensing and Regulatory Affairs (LARA).
- The outcome of your review will determine who pays for any retests that may be granted.
  - If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit.
  - If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

After a candidate turns 18, D&SDT will discuss test results or test disputes only with the candidate. D&SDT will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate once the candidate reaches 18 years of age.

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of **65 multiple-choice** questions. Questions are selected from subject areas based on the Michigan Department of Licensing and Regulatory Affairs (LARA)-approved Michigan test plan and include questions from all required categories as defined in federal regulations. The subject areas are below.

Subject Areas

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	4	Infection Control	7
Basic Nursing Skills	10	Mental Health	4
Care Impaired	3	Personal Care	5
Communication	6	Resident Rights	6
Data Collection	3	Role and Responsibility	7
Disease Process	3	Safety	7

Knowledge Exam Subject Area Definitions

Aging Process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the timeline of their lives, and the maintenance of physical, mental, and psychosocial function.

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving "standard" care. CNAs must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases, and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care-impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

You will be required to present your ID when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have a maximum of **60 minutes** to complete the **65-question** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam (such as "What does this question mean?").
You must receive a **74%** or better score to pass the knowledge portion of the exam.

All test sites in Michigan utilize electronic TMU© testing using Internet-connected computers. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers.

The Knowledge Test Proctor will provide you with a code at the test event to start your test.

- The Knowledge Test Proctor will provide you with a code at the test event to start your test.

NOTE: **You will need your TMU© Username or Email and Password to sign in to your knowledge exam.** Please see the information under **Complete Your TMU© Profile** to sign in to your TMU© account.

TRANSLATION DICTIONARIES/DEVICES

Translators, foreign language dictionaries of any kind, using language translators that are not pre-approved, and electronic dictionaries **are not allowed**.

SCRATCH PAPER AND BASIC CALCULATOR

If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor; one will be provided.

Any scratch paper and/or provided calculator must be left with the KTP when finished with your test.

Anyone who takes or tries to take materials, notes, or information from the testing room is subject to prosecution and will be reported to their training program and the Michigan Department of Licensing and Regulatory Affairs (LARA).

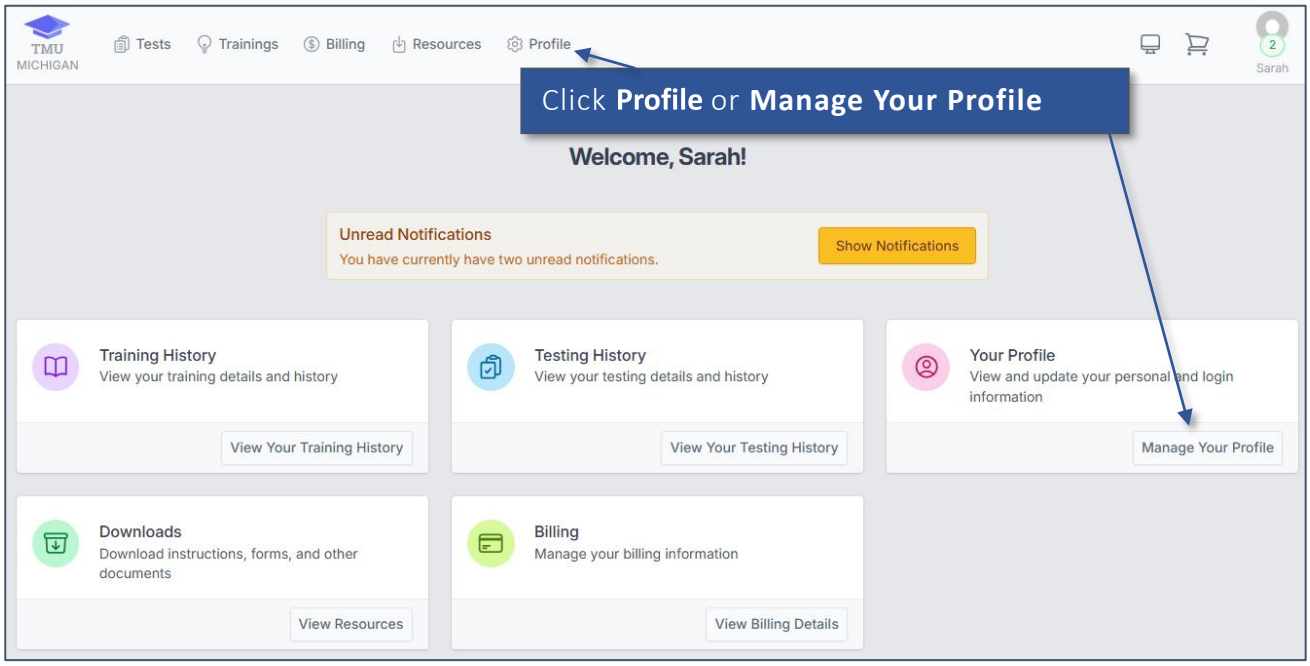
The Audio Version of the Knowledge Exam

An audio (oral) version of the knowledge exam is available. However, you must request an Audio version before you submit your testing fee payment.

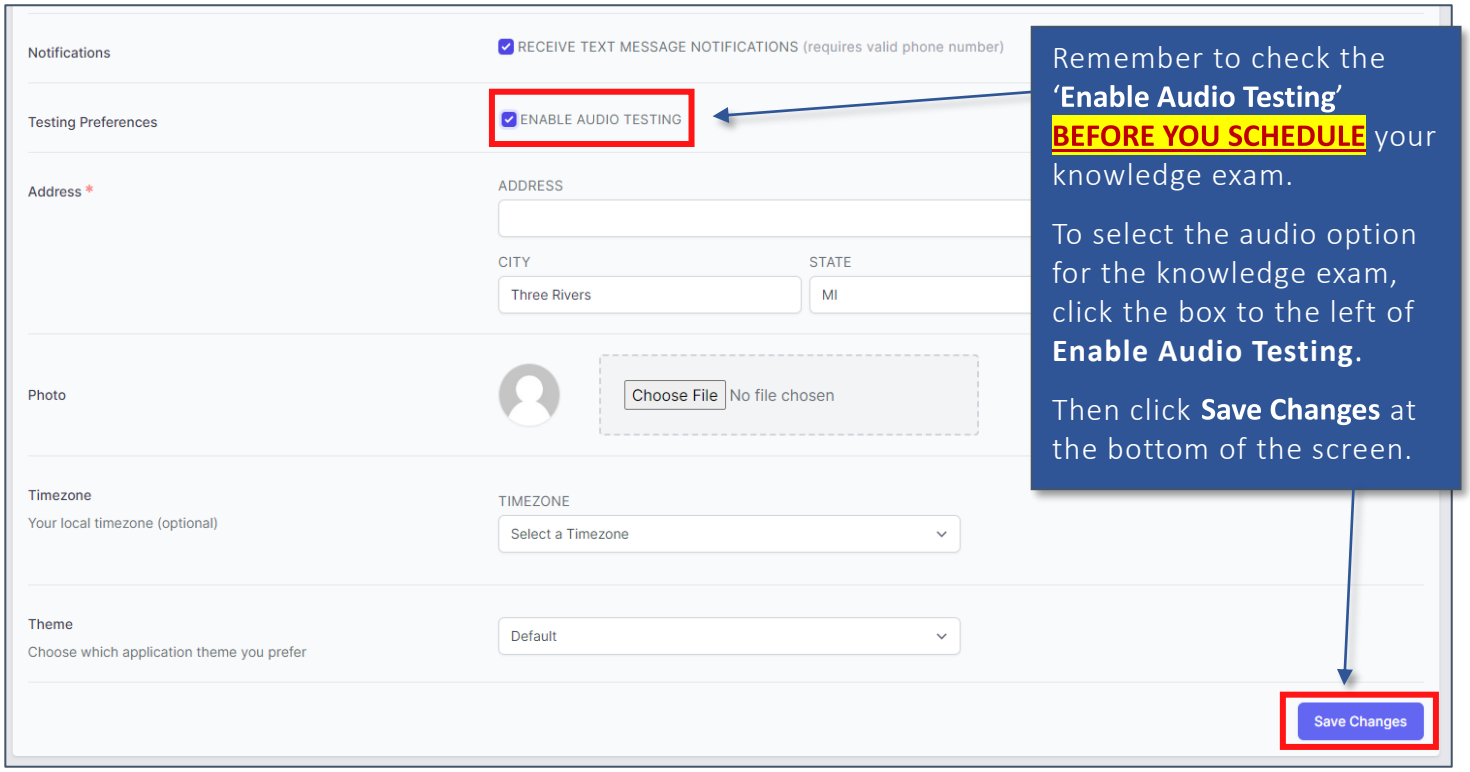
The questions are read neutrally to you and can be heard through wired headphones or earbuds plugged into the computer. **Bluetooth-connected devices are not allowed.** When taking an Audio version of the Knowledge exam, the audio control buttons are displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Select an Audio Version of the Knowledge Exam

To select the audio version of the knowledge test, follow the instructions on the next page.



Check the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:



Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere. Along with all other policies and requirements in this handbook, this section outlines the *additional* requirements for the remotely proctored

knowledge exam. The Candidate Handbook can be accessed within your TMU© account under your 'Downloads' tab. Please see the **Access the Candidate Handbook and Testing Instructions** section.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

- **An updated version of Google Chrome as your Internet browser.**
  - **TMU© does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download *before* test day**.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule or Reschedule a Test Event**.

- **Please ensure you have met the Remotely Proctored Knowledge Exam Candidate Requirements listed above before scheduling a remotely proctored knowledge exam.**
- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Exam**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see this handbook's **Test Confirmation Letter** and the **View your TMU© Notifications** sections for information to access your test confirmation).

- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
    - Remember, for this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the **View your TMU© Notifications** section.

Please call D&SDT at (888) 401-0462 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under **Access the Candidate Handbook and Testing Instructions**.

Remotely Proctored Knowledge Exam Testing Attire

For remotely proctored knowledge testing, **you must be wearing:**

- **Appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.
    - *Bluetooth-connected devices* such as *smartwatches, smart glasses, wearable technology, activity trackers, etc.,* ***are not allowed***.

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before the start time** listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior to **(at least 20 minutes)** the time listed on your test confirmation, you will not be allowed to test, will be considered a No-Show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your **mandatory identification** to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's **Identification** section for specifics.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
    - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone/tablet so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - ***You may not use a video filter, such as a background or blurring your screen.***
- **NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).

- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam Policies

All **Security**, **Testing Attire**, and **Testing Policies** requirements are followed during the remotely proctored knowledge exam. Please refer to those sections for information. The following are additional policies regarding the remotely proctored knowledge exam.

The following *additional* policies are observed at each remotely proctored test event:

- If you do not wear appropriate attire as outlined in the **Remotely Proctored Knowledge Exam Testing Attire** section, and do not conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting and mark you as a no-show.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - ***You may not use a video filter, such as a background or blurring your screen.***
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure room/area that is free of distractions and interruptions, *just as you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- If you have requested and paid for an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
    - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
    - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign language word-for-word translation dictionaries, electronic dictionaries, and unapproved language translators are strictly prohibited.
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with a basic calculator. Before starting your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor.
    - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor ***again***. You will then be told to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
    a. omnivert
    b. extrovert
    c. introvert
    d. ambivert

2. Ben can be classified as an
    a. omnivert
    b. extrovert
    c. introvert
    d. ambivert

3. Paul and Ben have identical
    a. noses
    b. shoes
    c. earrings
    d. tattoos

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
    a. Wisconsin
    b. Montana
    c. Oregon
    d. Wyoming

5. Amy resides in a(n)
    a. house
    b. farm
    c. condo
    d. apartment

6. Amy lives in
    a. Canada
    b. America
    c. Mexico
    d. Peru

7. Amy lives with her
    a. aunt
    b. grandmother
    c. father
    d. sister

8. Amy's brother's name is
    a. Nick
    b. Loren
    c. Chad
    d. Jared

9. Tomorrow, she is going to
    a. Montana
    b. Canada
    c. Wisconsin
    d. Oregon

10. The type of book that is yellow is a(n)
    a. dictionary
    b. animal interest
    c. tourist
    d. guidebook

11. Amy believes the most important book is the color
    a. red
    b. black
    c. yellow
    d. blue

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman named Katherine who overcame adversity. Katherine then embraced her given name.

12. Katherine is a
    a. last name
    b. middle name
    c. legal name
    d. nickname

13. The purpose of Katherine's mother sharing the story with Katherine is to
    a. entertain
    b. persuade
    c. inform
    d. describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

Knowledge Practice Test

D&SDT offers a free knowledge test question of the day and a ten-question online static practice test available on our website at **www.hdmaster.com**. Candidates may purchase complete practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to 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.

NOTE: Make sure you select **Michigan** from the drop-down list.

The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

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. When you are communicating with residents, you need to remember to:
   (A) Face the resident and make eye contact
   (B) Speak rapidly and loudly
   (C) Look away when they make direct eye contact
   (D) Finish all their sentences for them

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: 1-C | 2-A |3-D

THE MANUAL SKILL TEST

- The purpose of the Skill Test is to evaluate your performance when demonstrating LARA-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to present your ID, which you showed the RN Test Observer at check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed **30 minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted when 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **critical** steps (in **bold** font) and 80% of all non-key steps on each task assigned to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.

- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent unless the words *BEFORE* or *AFTER* are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized or simulated WILL NOT COUNT.**

Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed below that you will be required to sign during the equipment and supplies demonstration.

Recording Form:

Candidate's Name: _____
PLEASE PRINT

PULSE: _____ *beats* **RESPIRATIONS:** _____ *breaths*

URINE OUTPUT: _____ ml

GLASS 1: _____ GLASS 2: _____ **TOTAL FLUID INTAKE:** _____ ml	**FOOD INTAKE:** _____%

Candidate's Signature: _____

Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assist a Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Don [PUT ON] PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Doff [REMOVE] PPE with Hand Washing
- Perineal Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.

Skill Tasks Listing

To receive credit, you must actually perform and demonstrate every step during your skill test demonstration.

- The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.
- **For all tasks, the steps will be performed on a live resident actor, except for catheter and perineal care for a female, which will be demonstrated on a manikin.**
- You will be scored only on the steps listed. You must score **80%** on each task without missing any **critical** steps (the **bolded** steps) to pass the skill component of your competency evaluation.
- If you fail the Skill Test, there will always be one of the first mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly selected so that every Skill Test is comparable in difficulty and has an average time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT scoring teams will officially score and double-check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Michigan nurse aide skill test, 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.

Mandatory Tasks

Assist a Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing

(One of the possible first mandatory tasks.)

1. Knock on the door.
2. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
3. Explain the procedure to the resident.
4. Provide for the resident's privacy; *pull the privacy curtain*.
5. Put on gloves.
6. Position the resident on the bedpan safely and correctly. *(Pan is not upside down, it is centered, etc.)*
7. Raise the head of the bed to a comfortable level.
8. Leave tissue within reach of the resident.
9. Leave the call light or signaling device within reach of the resident.
10. Step behind the privacy curtain to provide privacy for the resident.
11. When the RN Test Observer indicates the candidate returns.
12. Lower the head of the bed.
13. Gently remove the bedpan.
14. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into the bedpan.
15. Place the graduate on a level, flat surface.
16. Pour bedpan contents into the graduate.
17. With the graduate at eye level, measure output.

18. Empty the equipment into the designated toilet/commode.
19. Rinse the equipment and empty the rinse water into the designated toilet/commode.
20. Return equipment to storage.
21. Wash/assist the resident in washing with soap and water.
22. Dry/assist the resident in drying hands.
23. Place soiled linen in a designated laundry hamper.
24. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
25. Record the output in mL on the previously signed recording form.
26. **The candidate's recorded measurement is within 25 mL of the RN Test Observer's reading.**
27. Place the call light or signaling device within easy reach of the resident.
28. Maintain respectful, courteous interpersonal interactions at all times.
29. Turn on the water.
30. Wet hands and wrists thoroughly.
31. Apply soap to hands.
32. Rub hands together using friction with soap.
33. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
34. Scrub/wash with interlaced fingers pointing downward with soap.
35. Wash all surfaces of your hands with soap.
36. Wash wrists with soap.
37. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
38. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
39. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
40. Discard paper towels in the trash container as used.
41. Turn off the faucet with a clean, dry paper towel, and discard it in a trash container as used.
42. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, using a wet paper towel to turn off the faucet, etc.)*

Catheter Care for a Female Resident with Hand Washing

(One of the possible first mandatory tasks.) [DEMONSTRATED ON A MANIKIN]

1. Knock on the door.
2. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub your hands together until they are completely dry.
3. Explain the procedure to the resident.
4. Provide for the resident's privacy; *pull the privacy curtain*.
5. Fill a basin with comfortably warm water.
6. Put on gloves.
7. Expose the area surrounding the catheter, only exposing the resident between the hip and knee.
8. **Hold the catheter where it exits the urethra with one hand.**
9. Use a clean washcloth with water and soap.
10. While holding the catheter, clean at least 3-4 inches down the drainage tube.
11. **Clean with strokes only away from the urethra. *(At least two strokes)***
12. Use a clean portion of the washcloth for each stroke.
13. While holding the catheter, rinse at least 3-4 inches down the drainage tube.

14. Rinse using strokes only away from the urethra.
15. Rinse using a clean portion of the washcloth for each stroke.
16. Pat dry.
17. **Do not allow the tube to be tugged/pulled at any time during the procedure.**
18. Replace the top cover over the resident.
19. Place soiled linen in a designated laundry.
20. Empty equipment.
21. Rinse equipment.
22. Dry equipment.
23. Return equipment to storage.
24. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on the water.
28. Wet hands and wrists thoroughly.
29. Apply soap to hands.
30. Rub hands together using friction with soap.
31. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
32. Scrub/wash with interlaced fingers pointing downward with soap.
33. Wash all surfaces of your hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
36. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
37. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
38. Discard paper towels in the trash container as used.
39. Turn off the faucet with a clean, dry paper towel, and discard it in a trash container as used.
40. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, using a wet paper towel to turn off the faucet, etc.)*

Don [Put On] PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Doff [Remove] PPE with Hand Washing

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the gown at the waist, making sure that the back flaps cover the clothing as completely as possible.
7. Put on gloves.
8. The cuffs of the gloves overlap the cuffs of the gown.
9. Knock on the door.
10. Explain the procedure to the resident.

11. Provide for the resident's privacy; *pull the privacy curtain*.
12. Place the call light or signaling device within easy reach of the resident.
13. Place a barrier on the floor under the drainage bag.
14. Place the graduate on the previously placed barrier.
15. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
16. Avoid touching the graduate with the tip of the tubing.
17. Close the drain.
18. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
19. Place the graduate on a level, flat surface.
20. With the graduate at eye level, measure output.
21. Empty the graduate into the designated toilet/commode.
22. Rinse equipment, emptying rinse water into the designated toilet/commode.
23. Return equipment to storage.
24. Maintain respectful, courteous interpersonal interactions at all times.
25. **Remove gloves BEFORE removing the gown.**
26. **With one gloved hand, grasp the other glove at the palm to remove it.**
27. **Slip fingers from the ungloved hand underneath the cuff of the remaining glove at the wrist and remove the glove, turning it inside out as it is removed.**
28. Dispose of gloves in the trash container without contaminating yourself.
29. Unfasten the gown at the waist.
30. Unfasten the gown at the neck.
31. Remove the gown without touching the outside of the gown.
32. While removing the gown, turn the gown inward and keep it inside out.
33. Dispose of the gown in a designated container without contaminating yourself.
34. Turn on the water.
35. Wet hands and wrists thoroughly.
36. Apply soap to hands.
37. Rub hands together using friction with soap.
38. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
39. Scrub/wash with interlaced fingers pointing downward with soap.
40. Wash all surfaces of your hands with soap.
41. Wash wrists with soap.
42. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
43. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
44. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
45. Discard paper towels in the trash container as used.
46. Turn off the faucet with a clean, dry paper towel, and discard it in a trash container as used.
47. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, using a wet paper towel to turn off the faucet, etc.)*
48. Record the output in mL on the previously signed recording form.
49. **The candidate's recorded measurement is within 25 mL of the RN Test Observer's measurement.**

Perineal Care for a Female Resident with Hand Washing

(One of the possible first mandatory tasks.) [DEMONSTRATED ON A MANIKIN]

1. Knock on the door.
2. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub your hands together until they are completely dry.
3. Explain the procedure to the resident.
4. Provide for the resident's privacy; *pull the privacy curtain*.
5. Fill a basin with comfortably warm water.
6. Raise bed height.
7. Put on gloves.
8. Turn the resident and place a waterproof pad under the resident's buttocks.
9. Expose the perineal area only.
10. Separate labia. *(It is helpful if you verbalize separating labia as you demonstrate separating labia.)*
11. Use water and a soapy washcloth *(peri-wash and no-rinse soaps are not allowed)*.
12. Clean one side of the labia from front to back.
13. Use a clean portion of the washcloth and clean the other side of the labia from front to back.
14. **Use a clean portion of the washcloth and clean the vaginal area from front to back.**
15. Use a clean washcloth and rinse from one side of the labia from front to back.
16. Use a clean portion of the washcloth and rinse the other side of the labia from front to back.
17. Use a clean portion of the washcloth and rinse the vaginal area from front to back.
18. Pat dry.
19. Assist resident (manikin) to turn onto the side, away from the candidate, toward the center of the bed.
20. Use a clean washcloth with water and soap *(peri-wash and no-rinse soaps are not allowed)*.
21. **Wash from the vagina to the rectal area.**
22. Use a clean portion of the washcloth with any stroke.
23. Use a clean washcloth and rinse the rectal area from front to back.
24. Use a clean portion of the washcloth with any stroke.
25. Pat dry.
26. Safely remove the waterproof pad from under the resident's buttocks.
27. Position the resident on their back.
28. Place soiled linen in a designated laundry hamper.
29. Empty equipment.
30. Rinse equipment.
31. Dry equipment.
32. Return equipment to storage.
33. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
34. Lower bed.
35. Place the call light or signaling device within easy reach of the resident.
36. Maintain respectful, courteous interpersonal interactions at all times.
37. Turn on the water.
38. Wet hands and wrists thoroughly.
39. Apply soap to hands.
40. Rub hands together using friction with soap.
41. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
42. Scrub/wash with interlaced fingers pointing downward with soap.

43. Wash all surfaces of your hands with soap.
44. Wash wrists with soap.
45. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
46. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
47. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
48. Discard paper towels in the trash container as used.
49. Turn off the faucet with a clean, dry paper towel and discard it in a trash container as used.
50. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, using a wet paper towel to turn off the faucet, etc.)*

Other Tasks

Apply a Knee-High Anti-Embolic (Elastic) Stocking to a Resident's Leg

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise bed height.
4. Provide for the resident's privacy; *pull the privacy curtain*.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll-or- pull the top of the stocking over the resident's foot, heel, and up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower bed.
13. Place the call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident to Ambulate using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the bed brakes to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Bring the resident to a sitting position *by raising the head of the bed*.

7. Assist the resident in putting on non-skid shoes/footwear.
8. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed. *(If needed, assist the resident in scooting to the edge of the bed.)*
9. Place a gait belt around the resident's waist to stabilize the trunk.
10. Tighten the gait belt.
11. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
12. Face the resident.
13. Grasp the gait belt on both sides with an upward grasp.
14. Bring the resident to a standing position.
15. Stabilize the resident.
16. Ambulate the resident at least ten (10) steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting the resident in the wheelchair in a controlled manner that ensures safety.
18. Use proper body mechanics at all times.
19. Remove the gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Denture Care – Clean an Upper or Lower Denture

(ONLY ONE PLATE, EITHER AN UPPER OR LOWER, IS USED IN TESTING.)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Line the bottom of the sink with a protective lining that would help prevent damage to the denture.** *(A towel, washcloth, or paper towels are all acceptable.)*
4. Put on gloves.
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. Rinse the denture under cool running.
9. Thoroughly brush the inner surfaces of the denture.
10. Thoroughly brush the outer surfaces of the denture.
11. Thoroughly brush the chewing surfaces of the denture.
12. Rinse all surfaces of the denture under cool running water.
13. Rinse the denture cup and lid.
14. Place the denture in the rinsed cup.
15. Add cool, clean water to the denture cup and replace the lid on the denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard the sink protective lining in an appropriate container.
19. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.

20. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

Dress a Resident with an Affected (Weak) Side in Bed

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Raise bed height.
5. Keep the resident covered while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
9. **Always dress from the affected (weak) side first when dressing the resident in a button-up shirt.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. **When dressing the resident in pants, always dress the affected (weak) side leg first.**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed *(pants pulled up to the waist, front and back, and shirt completely buttoned)*.
14. Lower bed.
15. Place the call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Dependent Resident with a Meal in Bed

(THE MEAL PROVIDED IS PER THE RESIDENT'S CARE PLAN.)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state the name and verify that the name matches the name on the diet card.
4. **Position the resident in an upright, sitting position, at least 75-90 degrees, BEFORE assisting the resident with the meal.**
5. Protect clothing from soiling using a napkin, clothing protector, or towel.

6. Provide hand hygiene for the resident BEFORE assisting the resident with the meal. *(You may use a disposable wipe and dispose of it in a trash can –or- wash the resident's hands with soap and a wet washcloth –or- they may rub hand sanitizer over all surfaces of the resident's hands until dry.)*
7. Ensure the resident's hands are dry BEFORE assisting the resident with the meal. *(If a wet washcloth with soap was used, you must dry the resident's hands. The resident's hands must be dry if a disposable wipe or hand sanitizer is used.)*
8. Place soiled linen in a designated laundry hamper or dispose of it in an appropriate container.
9. Sit in a chair, facing the resident, while assisting the resident with the meal.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow the resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER assisting the resident with the meal.
15. Remove the clothing protector and place it in a designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 45 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
18. **The candidate's calculation must be within 25 percentage points of the RN Test Observer's calculation.**
19. Record estimated intake as the sum total fluid consumed in mL on the previously signed recording form.
20. **The candidate's calculation must be within 30 mL of the RN Test Observer's calculation.**
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Foot Care for a Resident on One Foot

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.
4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse the resident's foot in warm water.
    a. You must verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
6. Use water and a soapy washcloth.
7. Wash the resident's entire foot.
8. Wash between the resident's toes.
9. Rinse the resident's entire foot.
10. Rinse between the resident's toes.
11. Dry the resident's foot thoroughly.
12. **Dry thoroughly between the resident's toes.**
13. Apply lotion to the top and bottom of the resident's foot.
14. Avoid getting lotion between the resident's toes.
15. If excess lotion is on the resident's foot, wipe it with a towel/washcloth.

16. Replace the sock on the resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Place soiled linens in a designated laundry hamper.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry
23. Place the call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.

Modified Bed Bath- Whole Face and One Arm, Hand and Armpit

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Raise bed height.
5. Cover the resident with a bath blanket.
6. Remove the remaining top covers. Fold to the bottom of the bed or place aside.
7. Remove the resident's gown without exposing the resident and place the soiled gown in a designated laundry hamper.
8. Fill a basin with comfortably warm water.
9. Beginning with the eyes, wash the eyes WITHOUT SOAP.
10. **Wash the resident's eyes from the inner to the outer aspect.**
11. Use a clean portion of the washcloth for each stroke.
12. Wash the resident's whole face WITHOUT SOAP. *(Note: Wash the entire face, including the mouth and nose.)*
13. Pat dry the face.
14. Place a towel under the resident's arm, exposing one arm.
15. Wash the resident's arm with soap.
16. Wash the resident's hand with soap.
17. Wash the resident's armpit with soap.
18. Rinse the resident's arm.
19. Rinse the resident's hand.
20. Rinse the resident's armpit.
21. Pat dry the resident's arm.
22. Pat dry the resident's hand.
23. Pat dry the resident's armpit.
24. Assist the resident in putting on a clean gown.
25. Empty equipment.
26. Rinse equipment.
27. Dry equipment.
28. Return equipment to storage.
29. Place soiled linen in a designated laundry hamper.

30. Lower bed.
31. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
32. Place the call light or signaling device within easy reach of the resident.
33. Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care—Brush a Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Drape the resident's chest with a towel to prevent soiling.
5. **Put on gloves BEFORE cleaning the resident's mouth.**
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing their mouth.
12. Wipe the resident's mouth.
13. Remove soiled linen.
14. Place soiled linen in a designated laundry hamper.
15. Empty the container. *(The container may be an emesis basin or a disposable cup.)*
16. Rinse the emesis basin, if used, or discard disposable items in a trash can.
17. Dry the emesis basin, if used.
18. Rinse the toothbrush.
19. Return equipment to storage.
20. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

Passive Range of Motion for a Resident's Hip and Knee

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Raise bed height.
5. Position the resident supine (bed flat).

6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently move the resident's entire leg away from the body.
    a. *Abduction*
8. Gently return the resident's leg toward the body.
    a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue correctly supporting joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
11. Gently bend the resident's knee and hip toward the resident's trunk.
    a. *Flexion of the hip and knee at the same time.*
12. Gently straighten the resident's knee and hip.
    a. *Extension of the hip and knee at the same time.*
13. Gently complete flexion and extension of the knee and hip at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Passive Range of Motion for a Resident's Shoulder

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Raise the bed height.
5. Correctly support joints at all times by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
6. Gently raise the resident's straightened arm up and over the resident's head to ear level.
    a. *Flexion*
7. Gently bring the resident's arm back down to the side of the resident's body.
    a. *Extension*
8. Gently complete flexion and extension of the shoulder at least three times.
9. Continue correctly supporting shoulder joints by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
10. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
    a. *Abduction*
11. Gently return the resident's arm to the side of the resident's body.
    a. *Adduction*
12. Gently complete abduction and adduction of the shoulder at least three times.
13. Do not force any joint beyond the point of free movement.

14. **The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
15. Lower bed.
16. Place the call light or signaling device within easy reach of the resident.
17. Maintain respectful, courteous interpersonal interactions at all times.
18. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Position a Dependent Resident in Bed on their Side

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Position the bed flat.
5. Raise bed height.
6. **Direct the RN Test Observer to stand on the side of the bed opposite the working side to ensure safety.**
7. From the working side of the bed – gently move the resident's upper body toward self.
8. From the working side of the bed – gently move the resident's hips toward self.
9. From the working side of the bed – gently move the resident's legs toward self.
10. Gently assist/turn the resident to slowly roll onto the correct side that the RN Test Observer read to the candidate in the scenario at the start of the task.
11. Place or adjust the pillow under the resident's head for support.
12. Reposition the resident's arm and shoulder so that the resident is not lying on their arm.
13. Place a support device under the resident's upside arm.
14. Place a support device behind the resident's back.
15. Place a support device between the resident's knees.
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Transfer a Resident from their Bed to a Wheelchair using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy; *pull the privacy curtain*.
4. Obtain a gait belt for the resident.
5. **Lock the bed brakes to ensure the resident's safety.**
6. **Lock the wheelchair brakes to ensure the resident's safety.**
7. Bring the resident to a sitting position by raising the head of the bed.

8. Assist the resident in putting on non-skid shoes/footwear.
9. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Position the wheelchair touching the side of the bed.
14. Face the resident.
15. Grasp the gait belt on both sides with an upward grasp.
16. Bring the resident to a standing position.
17. Assist the resident in pivoting in a controlled manner that ensures safety.
18. Lower the resident into the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Vital Signs – Count and Record a Resident's Radial Pulse and Respirations

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing fingertips on the thumb side of the resident's wrist.
4. Count the resident's radial pulse for one full minute.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. Record the resident's radial pulse rate reading on the previously signed recording form.
6. **The candidate's recorded radial pulse rate is within four (4) beats of the RN Test Observer's recorded rate.**
7. Count the resident's respirations for one full minute.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
8. Record the resident's respiration reading on the previously signed recording form.
9. **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded rate.**
10. Place the call light or signaling device within easy reach of the resident.
11. Maintain respectful, courteous interpersonal interactions at all times.
12. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

KNOWLEDGE EXAM VOCABULARY LIST

abandonment
abdominal thrust
abductor wedge
abnormal vital signs
absorption
abuse
accidents
accountable
activities
acute
adaptive
adduction
ADL
admitting resident
advance directives
affected side
aging process
agitation
AIDS
Alzheimer's
ambulation
Amyotrophic Lateral Sclerosis (ALS)
angina
anterior
anti-embolic (elastic) stocking
antisepsis
anxiety
aphasia
apical
apnea
arthritis
aspiration
assault
assistive device(s)
atrophy
audiologist
authorized duty
autoclave
axillary temperature
basic needs
bath water temperature
bathing
bed cradle
bed height
bed making
bedrest
behavior
behavioral care plan
beliefs
biohazard
bladder training
bleeding
blindness
blood pressure
bodily fluid
body alignment
body language
body mechanics
body systems
body temperature
bone loss
bowel program
brain stem
break time
breathing
brittle bones
burnout
calculate intake
call light
cancer
cardiac arrest
cardiopulmonary resuscitation
cardiovascular system
care impaired
care plan
cataract
catheter
ccs in an ounce
central nervous system
chain of command
charge nurse
chemical disinfection
chest pain
choking
chronic
circulatory system
cleaning
clear liquid diet
clergy
cognitively impaired
cold application
colostomy care
coma
combative resident
communicable
communication
competency evaluation
conduct
confidentiality
conflict resolution
confused resident
congestive heart failure
constipation
constrict
contact precautions

contracture
converting measures
COPD
coughing excessively
cultural
CVA
dangling
de-escalation
death and dying
decubitus ulcer
deeper tissue
dehydration
delegation
demanding resident
dementia
dentures
dependability
developmental disability
diabetes
dialysis
diastolic
diet
dietitian
digestion
dignity
dilate
dirty linen
discharging resident
disease process
disinfection
disoriented
disposing of contaminated materials
disrespect
dizziness
DNR
documentation
domestic abuse
dressing
dry skin
dysphagia
dyspnea
dysuria
edema
elderly
electrical equipment
elimination
emesis
emesis basin
emotional abuse
emotional needs
emotional stress
emotional support
empathy
emphysema
enema
essential behaviors
ethics
etiquette
eyeglasses
facility policy
falls
fasting
fecal impaction
feces
feeding
fire safety
first aid
flatus
foot care
foot drop
Fowler's
fractures
fraud
frayed cord
gait belt
gangrene
gastric feedings
gastrostomy tube
geriatrics
gerontology
gestures
gifts
gloves
grand mal seizure
grieving process
group settings
hair care
hand care
hand washing
health-care team
hearing aid
hearing impaired
heart muscle
heat application
helping residents
hemiplegia
hip prosthesis
HIPAA
HIV
holistic care
hormones
hospice
hyperglycemia
hypertension
hyperventilation
immobility
impaired
in-service programs
incontinence
indwelling catheter
infection
input and output (I&O)
insomnia
intake and output
integumentary system
inter-generational care

interpersonal skills
invasion of privacy
isolation
IV care
job description
lactose intolerance
lift/draw sheet
linen
living will
log roll
loose teeth
male perineal care
Maslow
masturbation
material safety data sheets (MSDS)
measuring height
measuring temperature
mechanical lift
medical asepsis
medical record
medications
memory loss
mental health
mentally impaired
metastasis
microorganism
military time
mistakes
mobility
mouth care
moving
mucous membrane
Multiple Sclerosis
musculoskeletal
nail care
nasal cannula
neglect
non-contagious disease
non-verbal communication
nosocomial
NPO
nurse
nursing assistant's role
nutrition
objective
obsessive-compulsive
occupied bed
ombudsman
oral care
oral temperature
orientation
orthostatic hypotension
osteoporosis
ostomy bag
overbed table
oxygen
palliative care
paralysis
paranoia
Parkinson's
passive
pathogen
patience
perineal care
peristalsis
personal care
personal items
personal protective equipment (PPE)
personal values
pet therapy
phantom pain
phone etiquette
physical needs
physician's authority
plaque
plate rim
podiatrist
positioning
postmortem care
precautions
prefix
pressure injury
preventing falls
privacy
pronation
prostate gland
prosthesis
psychological needs
psychosocial
PTSD
pulse
quadriplegia
quality of life
RACE (acronym)
radial
range of motion
reality orientation
rectal
refusal
regulation
rehabilitation
religious service
reminiscing
renewal
reporting
reposition
resident abuse
resident belongings
resident independence
resident pictures
resident rights
resident treatment
resident trust
resident unit
Resident's Bill of Rights

resident's chart	Sitz bath	toenails
resident's environment	skin integrity	transfers
resident's family	slander	transporting food
residents	smoking	transporting linens
respectful treatment	social needs	tub bath
respiration	social worker	twice daily
respiratory system	soiled linen	tympanic temperature
responding to resident behavior	specimen	unaffected
responsibility	spiritual needs	unconscious
restorative care	sputum specimen	uniform
restraint	stages of grief	unsteady
rigor mortis	standard precautions	urethral
risk factor	STAT	urinary catheter
rotation	state tested	urinary system
safety	stealing	urination
sanitizer	sterilization	UTI
scale	stethoscope	validation therapy
seclusion	stress	varicose veins
secretions	stroke	vision change
security	subjective	vital signs
seizure	sundowning	vomitus
self-esteem	supplemental feedings	walker
semi-Fowlers	suprapubic	wandering resident
sensory system	survey	warm application
sexual abuse	swelling	water faucets
sexual harassment	tachycardia	water pitcher
sexual needs	temperature	weakness
sharing information	tendons	weighing
sharps container	terminal illness	well-being
shaving	terminology	wheelchair safety
shearing	thickened liquids	withdrawn resident
side rails	threatening resident	
	tips	

Notes: