



D&S Diversified Technologies LLP

Headmaster LLP

Michigan Nurse Aide Candidate Handbook

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Version 4

Updates Effective March 7, 2024

Testing fee increase (page 3).

Michigan Nurse Aide Candidate Handbook

Contact Information

<p>Questions regarding: testing process • test scheduling • eligibility to test (888) 401-0462</p> <p>Questions regarding: Nurse Aide Registry- renewals, reciprocity • obtaining information on official regulations and guidelines for nurse aides • obtaining information regarding approved training programs</p> <p>..... <i>Nurse Aide Phone</i> (517) 284-8961 <i>Bureau Phone</i> (517) 335-1980 <i>Email:</i> BCHS-CNA-Registry@michigan.gov</p>		
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<p>Michigan Department of Licensing and Regulatory Affairs (LARA) - Bureau of Community and Health Systems (BCHS) <i>Health Facility Professional and Nurse Aide Section</i> PO Box 30664 Lansing, MI 48909</p> <p>Email: BCHS-CNA-Registry@michigan.gov Michigan Nurse Aide Web Site: https://www.michigan.gov/lara/0,4601,7-154-89334_63294_75200--_00.html</p>	<p><i>Monday through Friday</i> 8:00AM – 5:00PM <i>Central Standard Time (CST)</i></p>	<p>Phone #: (517) 284-8961 <i>Nurse Aide</i></p> <p>Phone #: (517) 335-1980 <i>Bureau Phone</i></p>

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Introduction

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

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

This handbook describes the nurse aide competency examination process and is designed to help prepare candidates for testing. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts to be identified and listed on the Michigan Nurse Aide Registry.

The Michigan Department of Licensing and Regulatory Affairs Bureau of Community and Health Systems (LARA-BCHS) has approved D&S Diversified Technologies, LLP (D&SDT)-Headmaster, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-Headmaster at (888)401-0462 or go to D&SDT-Headmaster's [Michigan Nurse Aide \(NA\) webpage](#) or at www.hdmaster.com and click on 'Michigan CNA'. The information in this handbook will help you prepare for your examination.

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, a nurse aide candidate will pass both the knowledge and skills portions of the competency exam and meeting federal and/or state requirements will be listed on the MINAR. A newly trained nurse aide candidate must pass both 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 that Michigan has reciprocity with.

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 prior to taking a competency evaluation examination and
- ❖ does not allow candidates to exempt out of the training course hours or testing.

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MICHIGAN APPROVED STATES FOR RECIPROCITY

The following states meet or exceed the Michigan requirements:

ALABAMA	KANSAS	NORTH DAKOTA
ALASKA	KENTUCKY	OHIO
ARIZONA	LOUISIANA	OKLAHOMA
ARKANSAS	MAINE	OREGON
CALIFORNIA	MISSISSIPPI	PENNSYLVANIA
COLORADO	MISSOURI	SOUTH CAROLINA
CONNECTICUT	NEBRASKA	SOUTH DAKOTA
GEORGIA	NEVADA	TENNESSEE
HAWAII	NEW	TEXAS
IDAHO	HAMPSHIRE	UTAH
ILLINOIS	NEW JERSEY	WASHINGTON
INDIANA	NEW MEXICO	WISCONSIN
IOWA	NEW YORK	

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-HEADMASTER’s [Michigan webpage](#). You will need to attach your proof of training when you submit the form.

Once your completed waiver and required documentation has been received, D&SDT-HEADMASTER staff will determine if you are eligible to test. You must have a valid email address in order to receive your TMU© login user name and temporary password. Once you have received your username and password, you must log into TMU© at mi.tmutest.com and pick 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.

Americans with Disabilities Act (ADA)

ADA Compliance

The Michigan Department of Licensing and Regulatory Affairs (LARA) and D&SDT-Headmaster 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).

If you have a qualified disability or limitation, you may request special accommodations for examination. D&SDT-Headmaster must approve accommodations in advance of examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) by clicking on the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach the required documentation found on the second page of the request form to an email to michigan@hdmaster.com in order to be reviewed for accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed. **Please allow additional time for your request to be approved.** If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (888)401-0462.

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The Michigan Nurse Aide Competency Exam

Payment Information

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

Complete your Account in TMU©

Your initial information will be entered in D&SDT-HEADMASTER’s 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/verify your demographic information.

- It is highly recommended that you sign in to your account, update your password, and complete/verify your demographic information when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created.

If you do not know your Username and/or Password, enter your email address and click “Forgot Your Password?” You will be asked to re-enter your email and then click “Recover Your Account” a ‘reset password link’ will be sent to your email, make sure you check your junk/spam mail for this email, (see instructions under ‘Forgot your Password and Recover your Account’). If you are unable to sign in for any reason, contact D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST Monday through Friday, excluding holidays.

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 TMU© account on the next page:

Michigan Nurse Aide Candidate Handbook

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:**

TMU MICHIGAN

Tests Trainings Employment Billing Downloads Profile

Home > Setup Account

Setup Account

We're Sorry, Your Account Still Needs Some Info
Enter the below information to finish setting up your account.

FIRST * MIDDLE LAST * SUFFIX

SOCIAL SECURITY # * BIRTHDATE * PHONE *

Encrypted for your safety

ADDRESS *

CITY * STATE ZIPCODE *

MI

Enter the blank * fields and then click on-Finish Account Setup

DISCLAIMER
By completing your account you consent to your name and certification status being publicly listed on the Michigan registry

Finish Account Setup

This is the screen you see after you click on Sign In, where you will enter your Username/Email and Password:

TMU MICHIGAN

Tests Trainings Employment Billing Downloads Profile

Thanks, your account has now been setup.

Welcome, Sample!

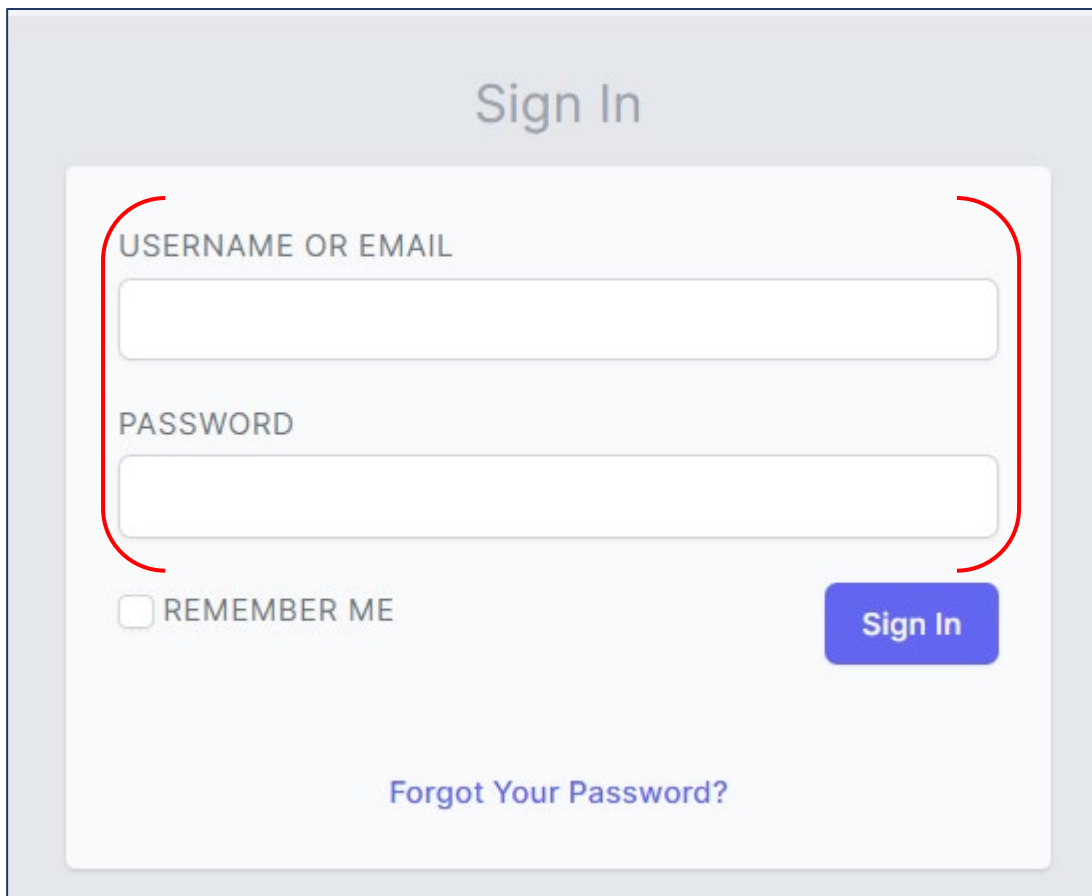
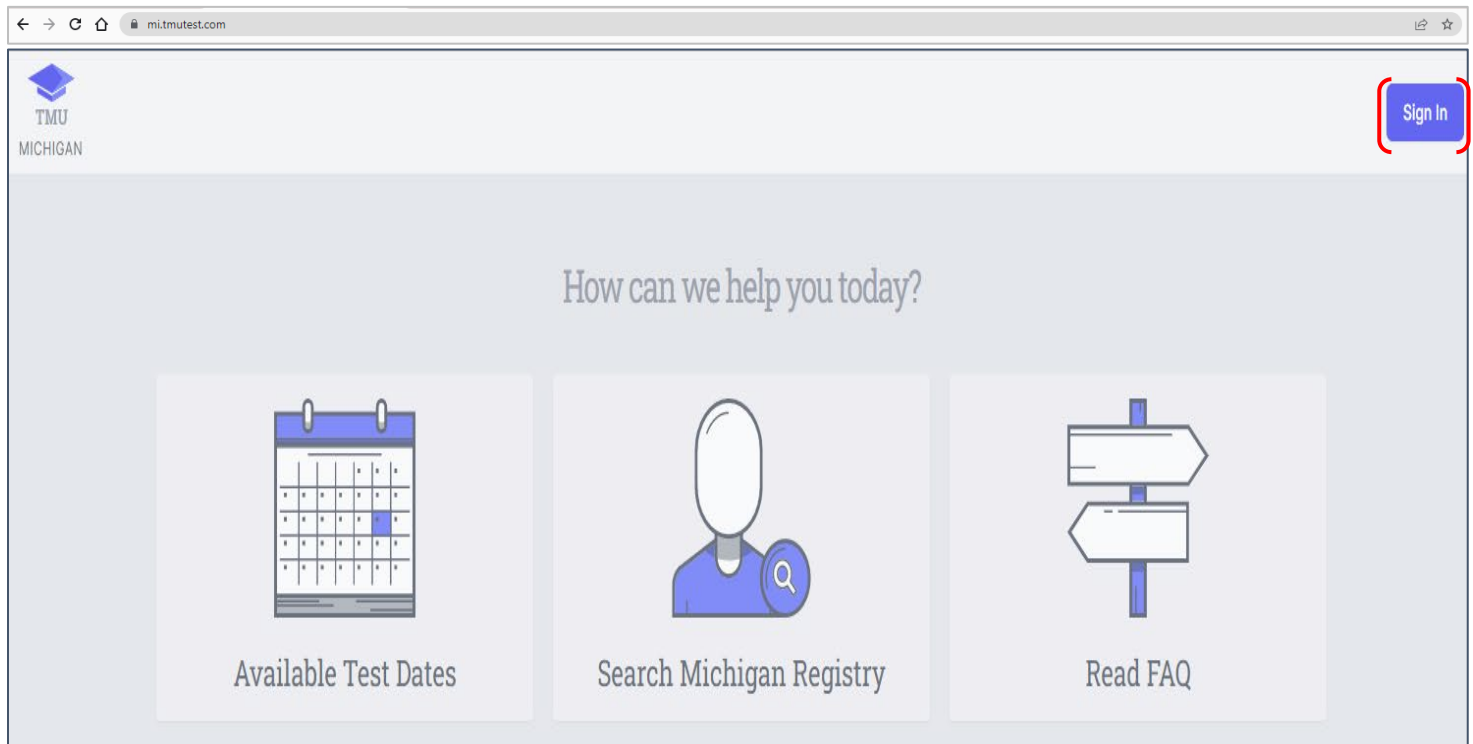
Testing Your Profile

Your Certifications

No certifications on record.

Michigan Nurse Aide Candidate Handbook

This is the Michigan TMU© main page:



Michigan Nurse Aide Candidate Handbook

Forgot Your Password and Recover your Account

If you do not remember your password, follow the 'Forgot Your Password and Recover Your Account' screenshots below to reset your password and recover your account:

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

(Forgot Your Password?)

Click on-
Forgot Your Password?

TMU
MICHIGAN

Sign In

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

Type in your Email Address

Click on – Recover Account

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

-OR- You can type in the requested data under Using other Information

Click on - Recover Account

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TMU MICHIGAN

Sign In

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

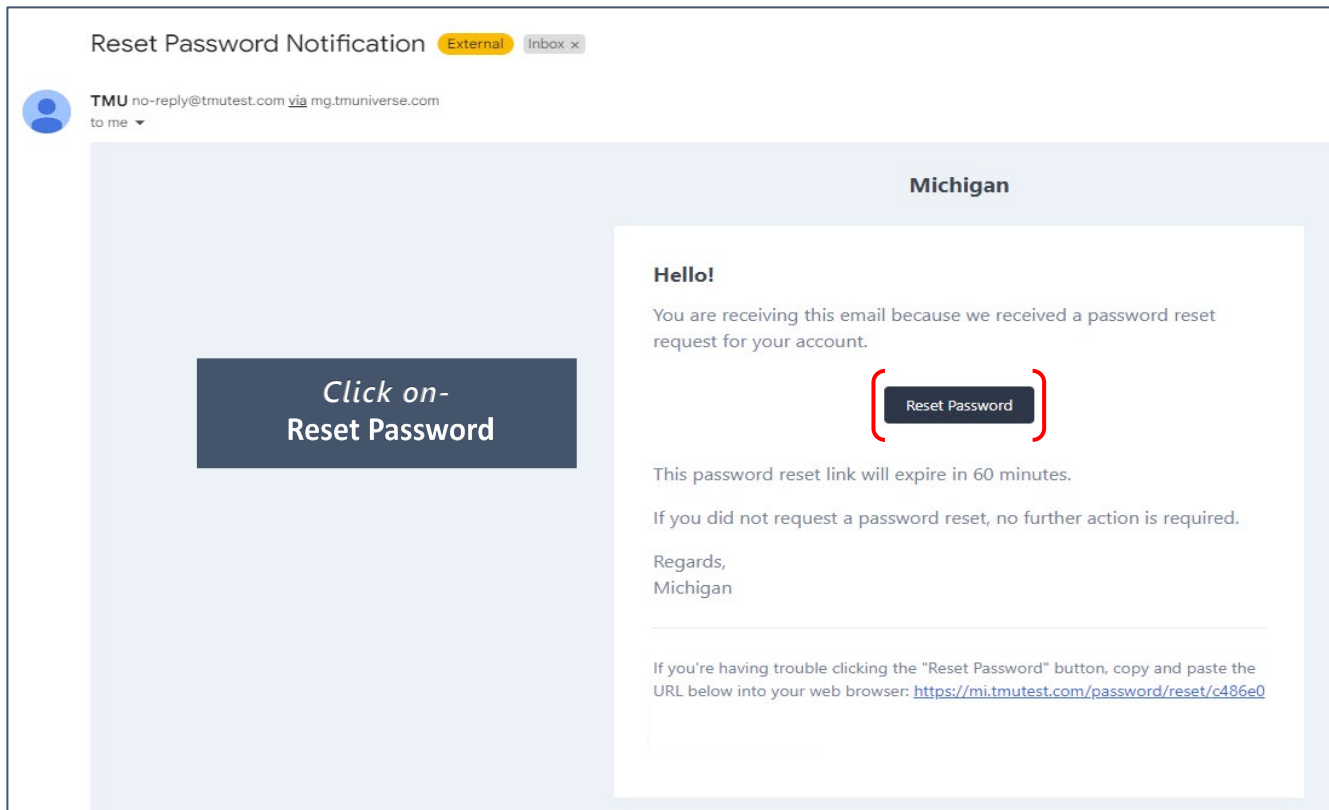
DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

This is what the email will look like (check your junk/spam folder for the email):



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

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Reset Your Password

E-MAIL ADDRESS
sample@sampleemail.com

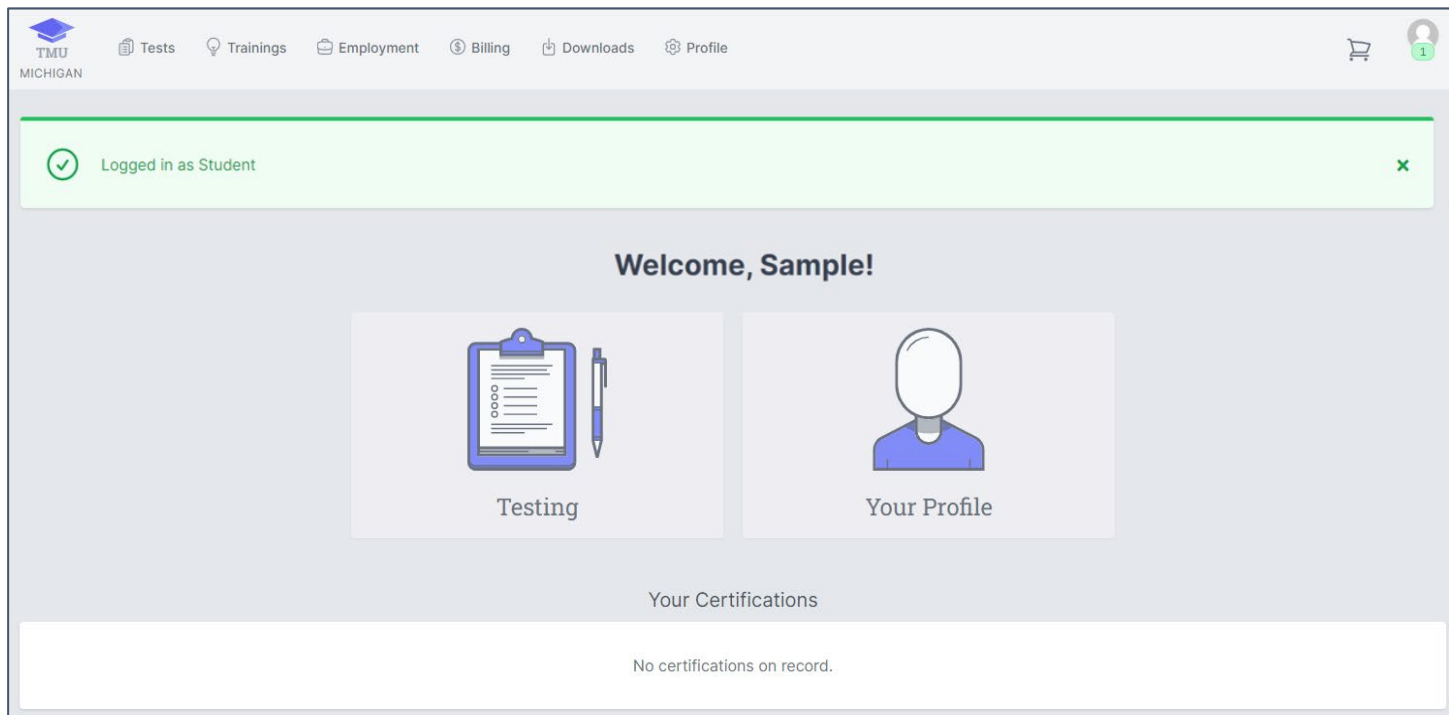
PASSWORD

CONFIRM PASSWORD

[Reset Password](#)

Type in your Password and Confirm Password, then click on – Reset Password

This is the home screen you will see once you have reset your password:



The screenshot shows the user dashboard for TMU Michigan. At the top, there is a navigation bar with links for Tests, Trainings, Employment, Billing, Downloads, and Profile. A green notification bar at the top left indicates the user is logged in as a student. The main content area features a welcome message "Welcome, Sample!" and two primary action buttons: "Testing" (with a clipboard icon) and "Your Profile" (with a person icon). Below these, there is a section for "Your Certifications" which currently shows "No certifications on record."

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Schedule a Michigan Nurse Aide Exam

Once you have completed your program, your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe® (TMU®) database and your testing fee has been paid (see instructions under 'Self-Pay of Testing Fees'), you may schedule your exam date online at the Michigan TMU® webpage, mi.tmutest.com, using your Email or Username and Password (instructions under 'Scheduling/Rescheduling into a Test Event'). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST, Monday through Friday, excluding holidays.

To schedule or reschedule your test date, sign in to the Michigan TMU® webpage at mi.tmutest.com with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST, Monday through Friday, excluding holidays, for assistance.

SELF-PAY OF TESTING FEES IN TMU®

Testing fees must be paid before you can schedule a test date. Once your training program has completed your training record with completion hours and date, you will receive an email and text message stating 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. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

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

The screenshot shows the TMU Michigan website interface. At the top, there is a navigation bar with icons for Tests, Trainings, Employment, Billing, Downloads, and Profile. Below this, the breadcrumb trail reads 'Home > Tests'. The main content area is titled 'Your Tests' and features a 'Scheduling' tab highlighted with a red box. Under this tab, there is a table with three rows, each containing a blue checkmark in a box (also highlighted with a red box), followed by 'EXAM', 'Certified Nurse Aide Knowledge Not Eligible', and 'Certified Nurse Aide Skill Not Eligible'. To the right of the table, a dark blue text box provides instructions: 'Under Scheduling click on the box to the left of Exam to select the test component – a checkmark will appear in the box. Then click on- Add Selected Items to Cart'. At the bottom right of the page, there is a blue button labeled 'Add Selected Items to Cart' with a red box around it.

EXAM	REASON
<input checked="" type="checkbox"/> Certified Nurse Aide Knowledge Not Eligible	Payment Required
<input checked="" type="checkbox"/> Certified Nurse Aide Skill Not Eligible	Payment Required

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TMU MICHIGAN Tests Trainings Employment Billing Downloads Profile 2

Home > Cart

Cart

✓ Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart. ✕

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for Audio Test	Knowledge	125.00	Remove
Certified Nurse Aide for	Skill	125.00	Remove
Subtotal:		250.00	
Bundle Discount:		- 125.00	
Total:		\$ 125.00	

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

click on- Pay with Credit Card

Pay with Credit Card

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for Audio Test	125.00
Certified Nurse Aide for	125.00
Subtotal:	250.00
Bundle Discount:	- 125.00
Total:	\$ 125.00

Pay with a Card

CARDHOLDER NAME CARD NUMBER

EXP MONTH EXP YEAR SECURITY CODE

CARDHOLDER ADDRESS

CITY STATE ZIP CODE

Submit Payment

Enter the Credit Card information and then click on- Submit Payment

You will receive a receipt of the transaction.

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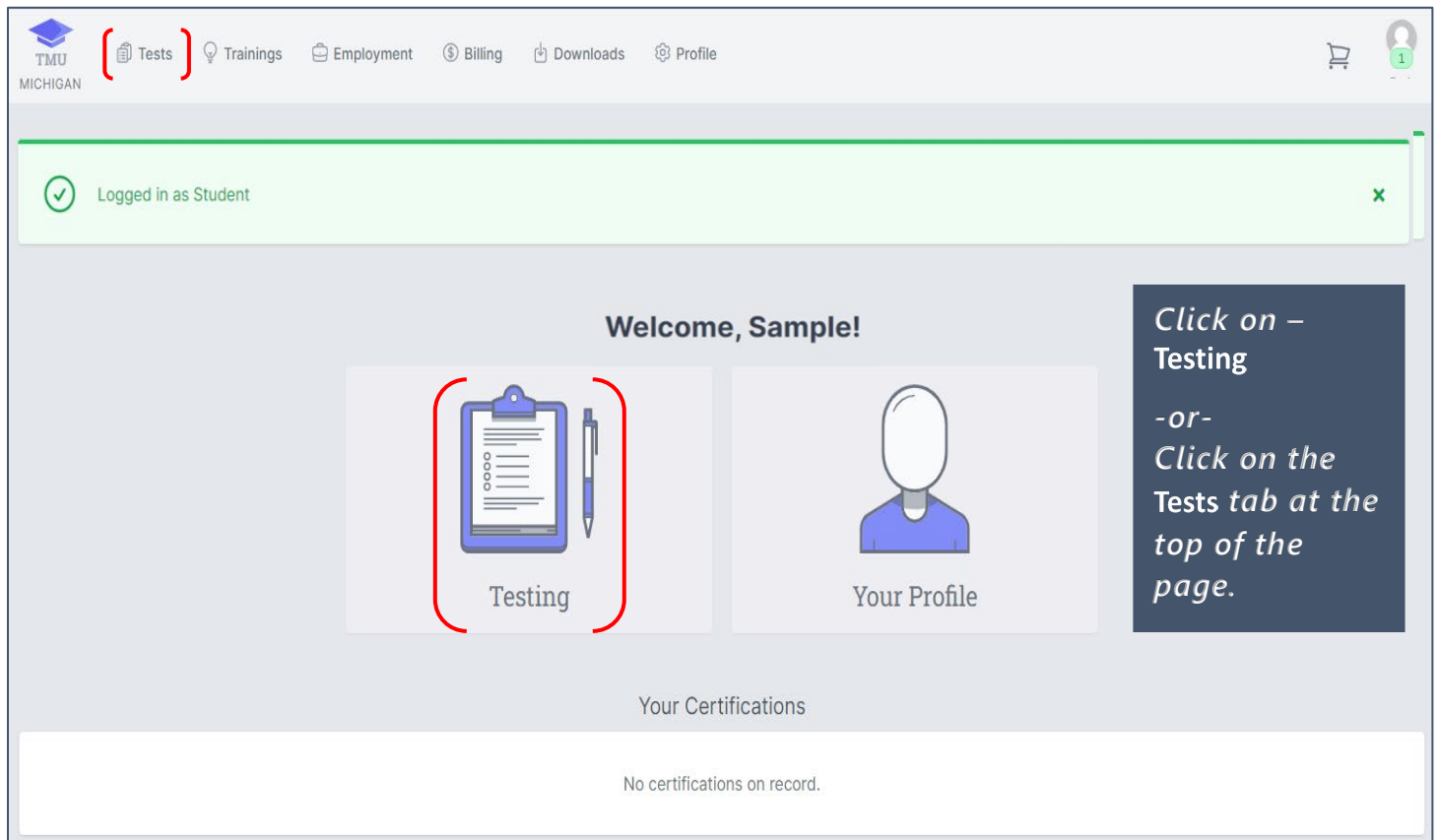
For special circumstances only: You may also pay your testing fees by requesting a paper Candidate Payment Form 1402CND-MI. The 1402CND-MI payment form can be submitted to D&SDT-Headmaster, along with your payment (money order, cashier's check, facility check, Visa or MasterCard), by emailing (credit card payment only), accounting@hdmaster.com, mailing (money order, cashier's check or facility check) P.O. Box 6609, Helena, MT 59604, or faxing (credit card payment only), (406)442-3357 (a \$5.00 per candidate fax fee applies). No personal checks or cash are accepted. Please make money orders or cashier checks out to **HEADMASTER**.

NOTE: Forms with missing information, payment or signatures will not be processed and for credit card payments, will be shredded. Payment forms with a money order, cashier's check, or facility check will be returned to the candidate.

Once we receive your payment form and process your payment, you will be notified via email and text that you are eligible to schedule a test event. If you do not receive an email or text message within 5 days of submitting your payment form, please call D&SDT-Headmaster at (888)401-0462 to check the status. You will then need to sign in to your TMU© account (mi.tmutest.com) using your Email or Username and Password. Please see the instructions under '**Schedule/Reschedule a Test Date**'. All D&SDT-Headmaster forms can be found on D&SDT-Headmaster's [Michigan NA webpage](#).

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/reschedule a test event.**

This is the screen you will see once you have signed in:

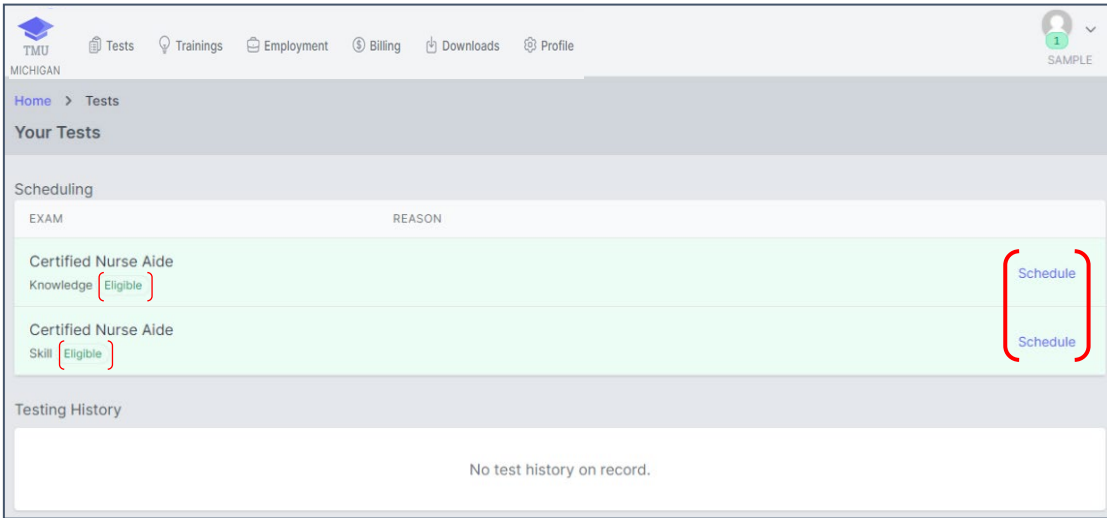


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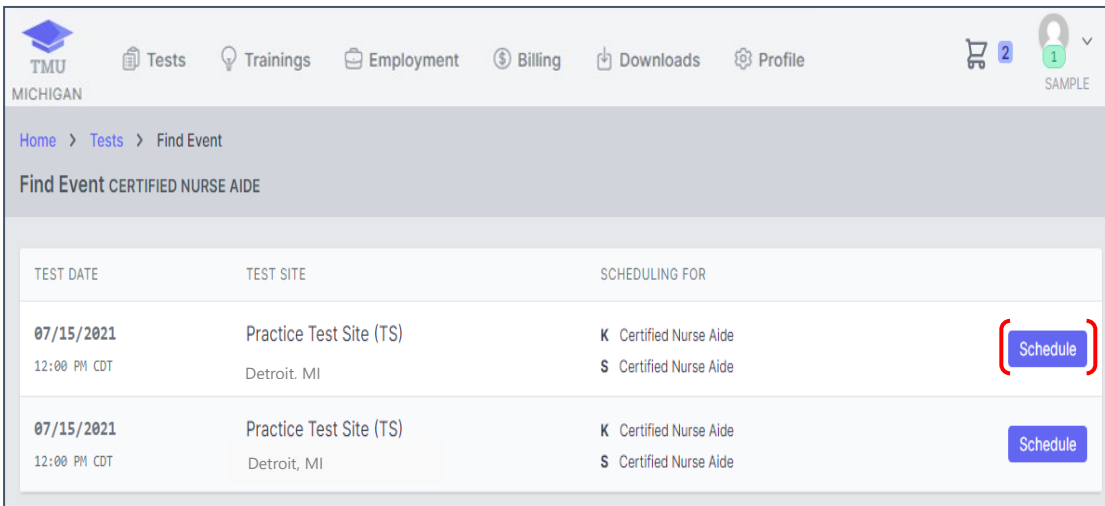
SCHEDULE/RESCHEDULE INTO A TEST EVENT

After testing fees are paid (see instructions under **'Self-Pay of Testing Fees'**), you will be able to schedule and/or reschedule your test event up to the business day before a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may log in with any Internet-connected device.

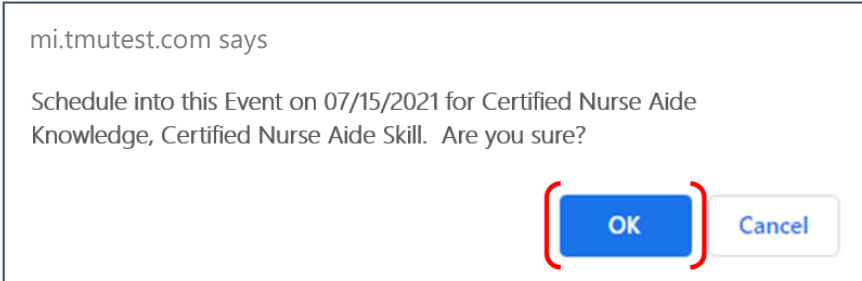
To schedule or reschedule your test date, sign in to the Michigan TMU© webpage at mi.tmutest.com with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (888)401-0462 during regular business hours 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST Monday through Friday, excluding holidays, for assistance.



All eligible test events will appear in this format. To select a test site and test date, click on – **Schedule** to the right of the test date you want to schedule into

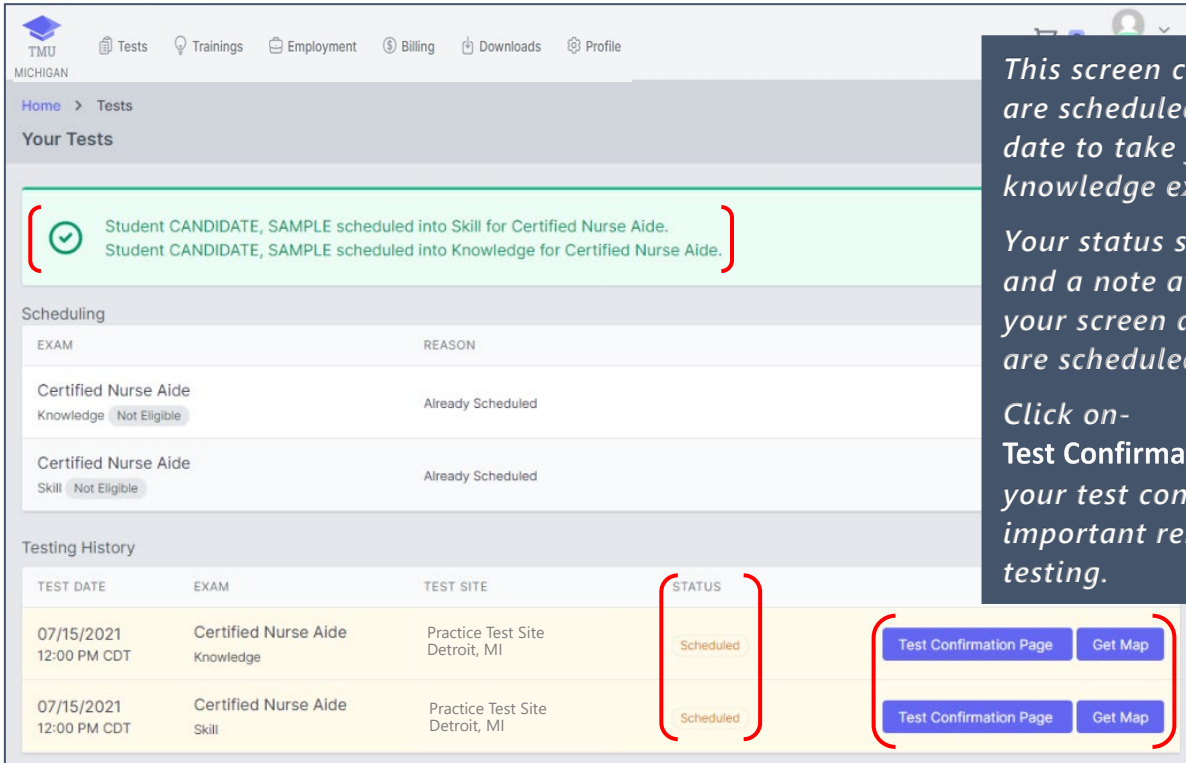


To select a test site and test date, click on – **Schedule**



To confirm this is the site and date you want to schedule into, click on – **OK**

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Your Tests

Student CANDIDATE, SAMPLE scheduled into Skill for Certified Nurse Aide.
 Student CANDIDATE, SAMPLE scheduled into Knowledge for Certified Nurse Aide.

EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Already Scheduled
Certified Nurse Aide Skill Not Eligible	Already Scheduled

TEST DATE	EXAM	TEST SITE	STATUS
07/15/2021 12:00 PM CDT	Certified Nurse Aide Knowledge	Practice Test Site Detroit, MI	Scheduled
07/15/2021 12:00 PM CDT	Certified Nurse Aide Skill	Practice Test Site Detroit, MI	Scheduled

This screen confirms you are scheduled into a test date to take your knowledge exam

Your status shows Scheduled and a note at the top of your screen also shows you are scheduled.

Click on-Test Confirmation Page to see your test confirmation with important reminders for testing.

TEST CONFIRMATION LETTER

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

The body of the test confirmation letter directs you to read the Michigan Nurse Aide Candidate Handbook for important information about test day.

It is important you read this letter!

Failure to do so could result in your not being allowed to test, being a No-Show, and forfeiting all testing fees paid.

Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation at the time they are scheduled.

See a sample Test Confirmation Letter on the next page.

Michigan Nurse Aide Candidate Handbook

Scheduled Test Confirmation - Michigan Certified Nurse Aide

Get Map
Print Page

Test Date: 05/06/2023

Test Time: 10:00 AM EDT

Test Exam: Skill - Certified Nurse Aide

Test Site: (TS)
Peck, MI 48466

SAMPLE CANDIDATE

123 Sunflower Lane

Detroit, MI 11111

- TESTING BEGINS AT 10:00 AM EDT: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to <https://mi.tmutest.com>, click on 'Forgot Password', enter your email, click on 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 888.401.0462.

Refer to the **Nurse Aide Competency Exam** section of the **Michigan Candidate Handbook** regarding 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 prior to your testing date.

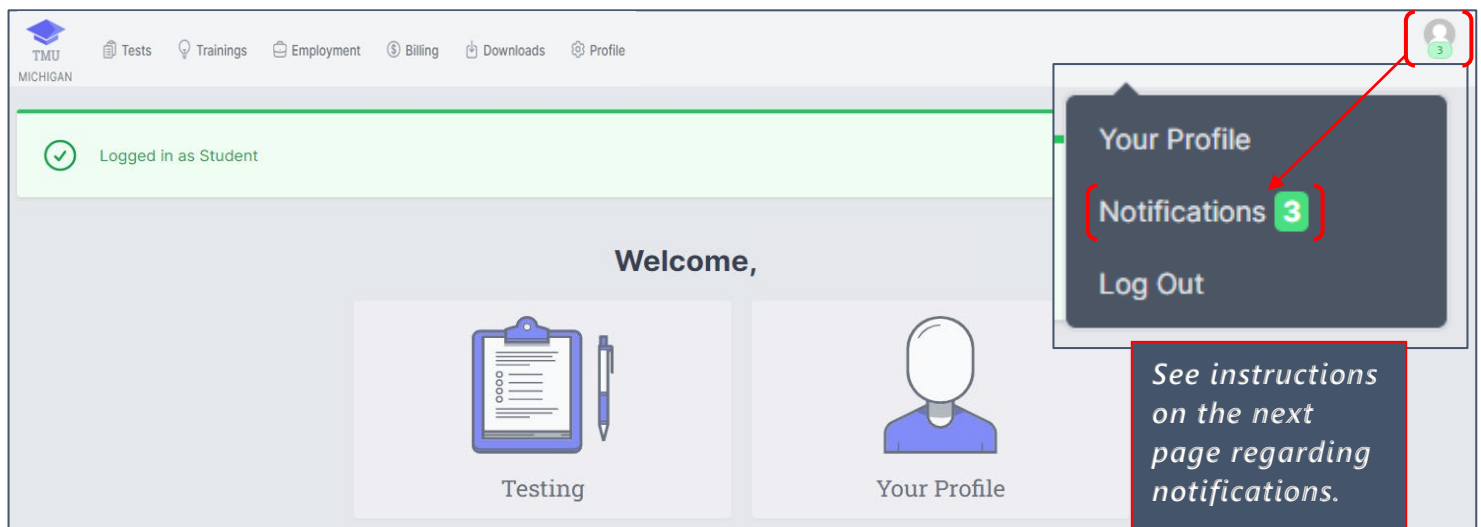
[Click to open the Candidate Handbook](#)

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. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on D&SDT-Headmaster's [Michigan NA webpage](#).

Please see the '**Remotely Proctored Knowledge Exam Option**' 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-Headmaster at (888)401-0462, Monday through Friday, excluding holidays, 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST.

Checking/Viewing your Notifications

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



The screenshot shows the TMU Michigan student dashboard. At the top left is the TMU Michigan logo. A navigation bar includes links for Tests, Trainings, Employment, Billing, Downloads, and Profile. A green banner indicates the user is logged in as a Student. The main content area says 'Welcome,' and features two large buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon). In the top right corner, a user profile icon has a red notification badge with the number '3'. A dark grey dropdown menu is open, showing 'Your Profile', 'Notifications 3' (with a red box around the '3'), and 'Log Out'. A red arrow points from the notification badge to the 'Notifications 3' menu item. A dark blue box with white text at the bottom right says 'See instructions on the next page regarding notifications.'

Michigan Nurse Aide Candidate Handbook

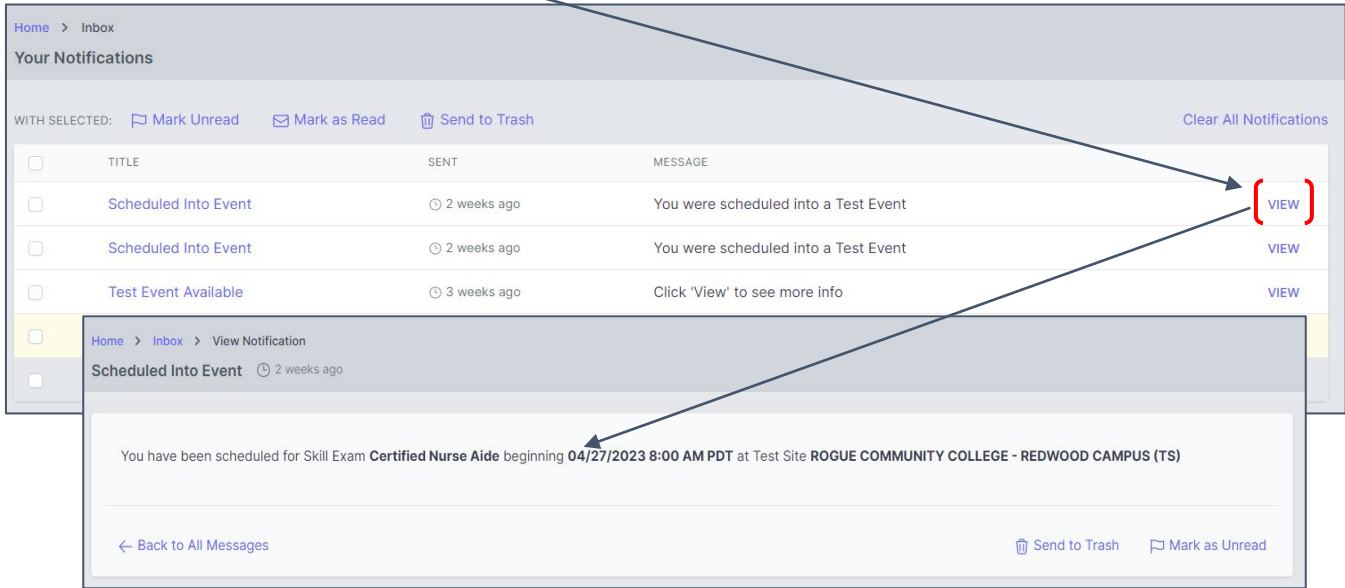
When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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.

See screenshots on the previous page regarding these notification instructions.



Time Frame for Testing from Training Program Completion

You must schedule a test date **within 24 months of your date of training program completion**. 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 20 to 30 minutes before your exam starts.

- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get checked in with the RN Test Observer.
 - *For example*, if your test start time is 8:00AM, you must be at the test site for check-in **no later than 7:40AM**.

Note: If you arrive late, you will not be allowed to test.

Michigan Nurse Aide Candidate Handbook

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 attire and appropriate shoes. This is considered a NO SHOW; you must pay for another test and date.

Identification

You must bring a-

UNITED STATES (US) GOVERNMENT ISSUED, SIGNED, UNEXPIRED, PHOTO-BEARING FORM OF IDENTIFICATION

Only *original IDs are accepted. No photocopies, faxes, or images are allowed. Examples of the forms of US government-issued, acceptable photo IDs are:

- State or other United States Government Issued Driver's License
- State Identification Card (*that meets all identification criteria*)
- US Passport (Foreign Passports and Passport Cards *are not acceptable*)
 - **Exception:** *A signed Foreign Passport that contains a US VISA is acceptable*
- Alien Registration Card (*that meets all identification criteria and may contain a fingerprint in place of a signature*)
- Tribal Identification Card (*that meets all identification criteria*)
- Work Authorization Card (*that meets all identification criteria*)
- Military Identification (*that meets all identification criteria*)

NOTE: *A temporary ID is accepted if it is 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 (marriage certificate, divorce decree, or petition for name change). **(To reiterate, the candidate's Temporary ID name must match the candidate's name in their TMU© account).**

School IDs are NOT ACCEPTABLE as a form of identification for testing.

Identification Criteria = *US Government issued, non-expired, signed (or fingerprint – Alien Registration Card) 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-Headmaster 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.

Michigan Nurse Aide Candidate Handbook

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, and you will have to reschedule and pay for another test and date.

You will be required to re-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.

Instructions for the Knowledge Exam, Remotely Proctored Knowledge Exam, and Skill Tests

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. If you are taking a remotely proctored knowledge exam, the instructions are in your TMU© account under the 'Downloads' tab.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** taking the knowledge exam or skills test. 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 also available under the '**DOWNLOADS**' tab in your TMU© account. *Refer to the '**Accessing the Candidate Handbook and Testing Instructions in your TMU© Account**' section of this handbook for instructions.

Testing Policies

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at mi.tmutest.com before your test date to update your password and complete your demographic information. Refer to this handbook's '**Complete Your TMU© Account**' 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 up to five (5) hours, in the worst-case scenario.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in at least 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
- If you do not bring a valid and appropriate United States (US) government-issued, signed, non-expired photo-bearing form of identification, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.

Michigan Nurse Aide Candidate Handbook

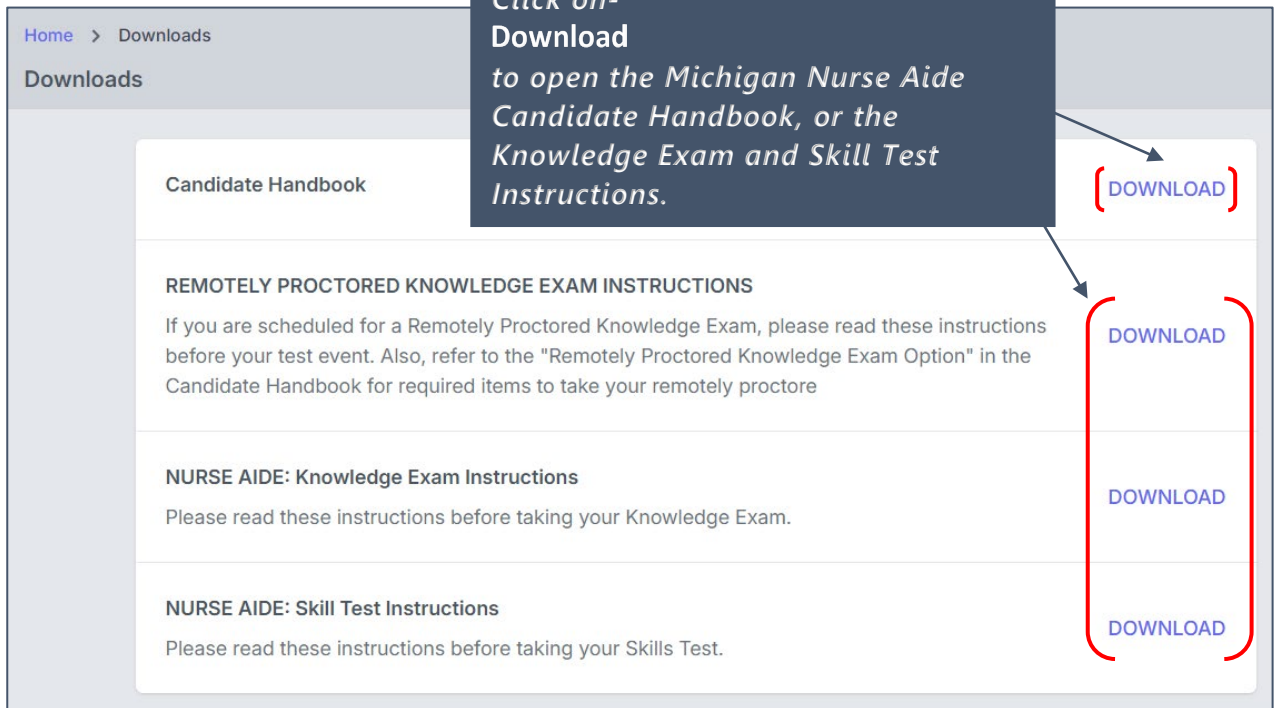
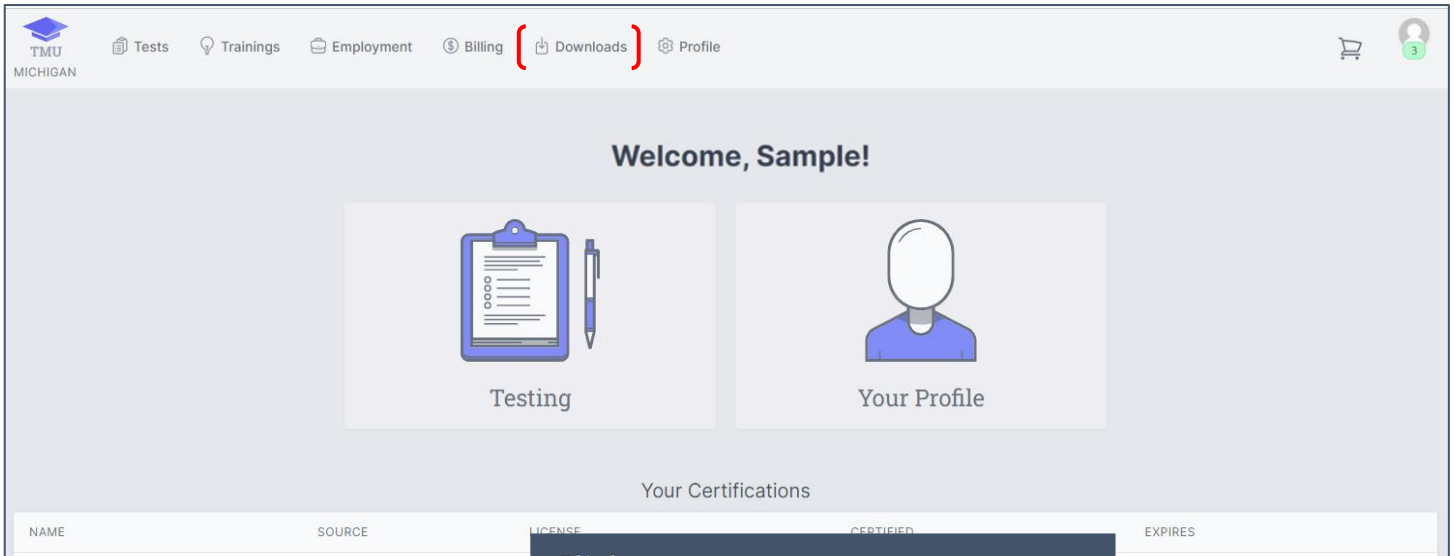
- If the FIRST and LAST printed names on your ID do not match your current name of record in your TMU© account, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not wear full clinical attire, appropriate shoes, and long hair pulled back and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra 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 to place your personal items, and you are to collect these items when you complete your test(s).
- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, and Bluetooth-connected devices are not permitted on or near you in either testing room. The testing team will inform you of the designated area to place your electronic devices, and you are to collect these items when you complete your test(s).
 - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
- If you are taking the remotely proctored knowledge exam, please refer to the 'Remotely Proctored Knowledge Exam Option' section of this handbook.
- Anyone caught using any electronic recording device during testing will be removed from the testing room(s), have their test scored as a failure, forfeit all testing fees, and will be reported to their training program and the Michigan Department of Licensing and Regulatory Affairs (LARA). You may, however, use personal devices in the waiting area during your free time.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Foreign language translation dictionaries, translating devices, and non-approved language translators **are not permitted** to be used during testing.
- 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 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 to finish your exam.
- If you are discovered causing a disturbance, engaging in misconduct, visibly impaired, or trying to take notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt, and you will be reported to your training program and the Michigan Department of Licensing and Regulatory Affairs (LARA).
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals), or children are allowed.
 - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as an CNA (examples: cast, arm/leg braces, crutches, etc.) Call

Michigan Nurse Aide Candidate Handbook

D&SDT-Headmaster immediately if you are on doctor's orders. You must fax a signed doctor's order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.

- **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 'Downloads' tab.

ACCESSING THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS IN YOUR TMU© ACCOUNT



Michigan Nurse Aide Candidate Handbook

Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid. A report of your behavior will be given to your training program and the Michigan Department of Licensing and Regulatory Affairs (LARA). You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and LARA and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt, and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You may need to obtain permission from LARA in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room, and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and LARA, and you may need to obtain permission from LARA in order to be eligible to test again.

Reschedules

All candidates may reschedule for a new test date up until one (1) business day preceding 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 screen shots under **'Schedule/Reschedule into a Test Event'**.)

- ❖ **Example:** If you are scheduled to take your exam on a Friday, you would need to reschedule by close of business the Wednesday before your scheduled exam. D&SDT-Headmaster’s regular business hours are 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST, Monday through Friday, excluding holidays.

Scheduled test date is on a:	Reschedule before 8:00PM EST/7:00PM CST 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 prior to a scheduled test date.

Michigan Nurse Aide Candidate Handbook

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 Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at www.hdmaster.com at least **one (1) full business day** prior to 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 filling out and submitting the Refund Request Fillable Form by close of business (D&SDT-Headmaster is open until 8:00PM EST/7:00PM CST 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-Headmaster. Requests for refunds made after 30 days will not be issued.

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-Headmaster. Requests for refunds made after 30 days will not be issued.
- 2) A refund request for testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster'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 Policies

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

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-Headmaster 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-Headmaster 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-HEADMASTER 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

Michigan Nurse Aide Candidate Handbook

- your phone number is disconnected/your voice mailbox 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 Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day prior to 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**. You will forfeit all fees paid and must sign into 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-Headmaster’s costs incurred for services requested and resulting work that is performed. If a reschedule or refund request is not done or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist. 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, providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email. A tow bill, police report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3-business days, you will have to pay as though you were a No Show.
- **Weather or road condition-related issue:** D&SDT-Headmaster must be contacted within one business day via phone, 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 the 3-business-day time frame, you will have to pay as though you were a No-Show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and a doctor’s note must be submitted within three (3) business days of the missed exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though 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 for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame, you will have to pay as though you were a No Show. (Immediate family is parent, grand and great-grand parent, sibling, children, spouse or significant other.)

Michigan Nurse Aide Candidate Handbook

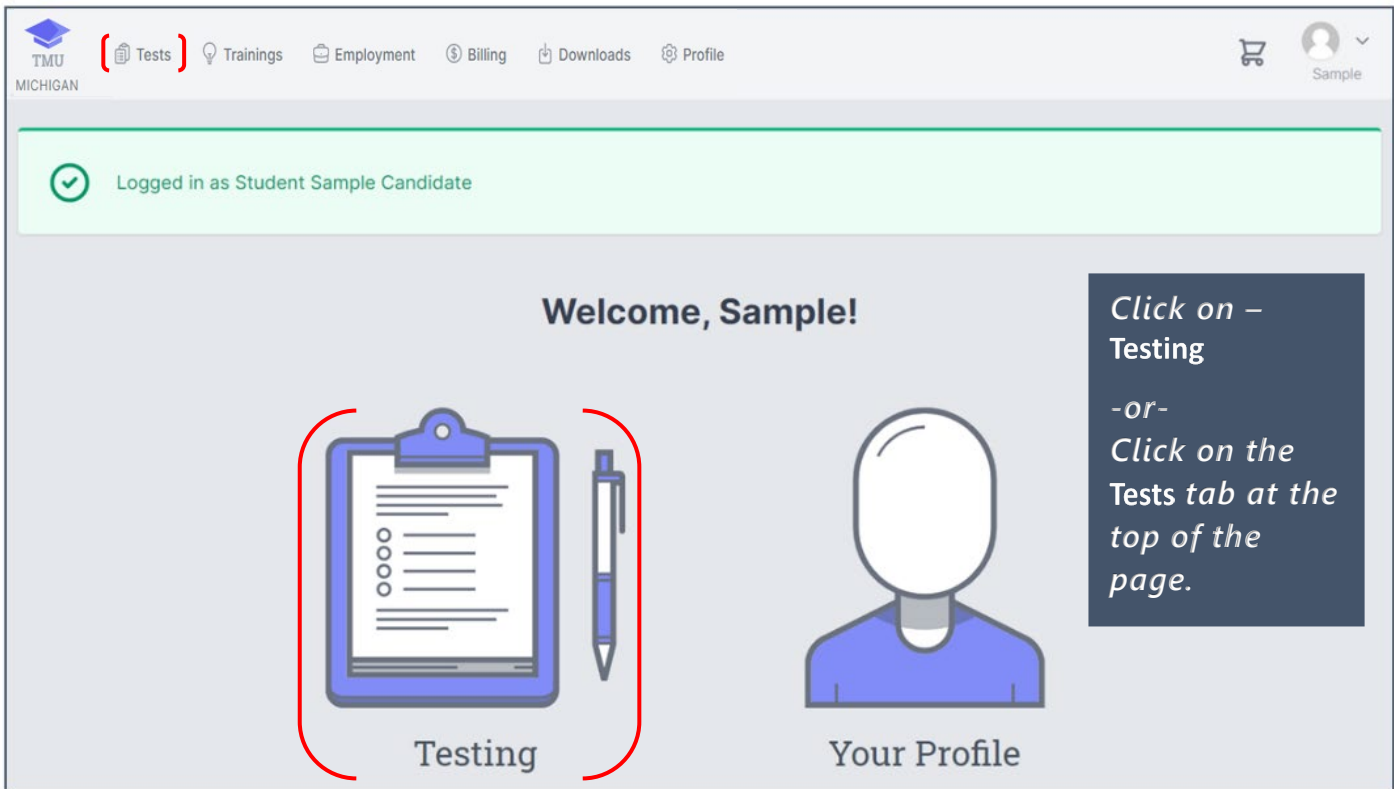
- **Remotely proctored testing issues:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and appropriate documentation must be submitted within three (3) business days of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a No-Show.
 - **Internet outage or issue:** Documentation from the Internet provider showing outage date and times.
 - **Computer or cell phone issue:** If computer or cell phone fail to work, documentation from a computer repair technician/shop or other appropriate documentation is required.

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU@ account the day your test is officially scored after 7:00PM CST or EST. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

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-Headmaster scoring teams. Official test results will be available by signing in to your TMU@ account after 7:00PM (CST or EST) the business day after your test event. (See instructions and screenshots to access your Test Results below.)



Michigan Nurse Aide Candidate Handbook

Testing History Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS
05/03/2023 12:40 PM EDT	Certified Nurse Aide Skill	Professional Education Services (N21-00001) (TS) Grand Rapids, MI	Failed
05/01/2023 8:00 PM EDT	Certified Nurse Aide Knowledge	Remotely Proctored Test (TS)	Passed

[Details](#) [Print Test Results](#)
[Details](#) [Print Test Results](#)

Click on – Details to view your results.

Click on Print Test Results to print your results.

Click on Please take our satisfaction survey to complete the exit survey.

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

TEST DATE: Wednesday, May 3, 2023

Dear |

You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 86.15%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

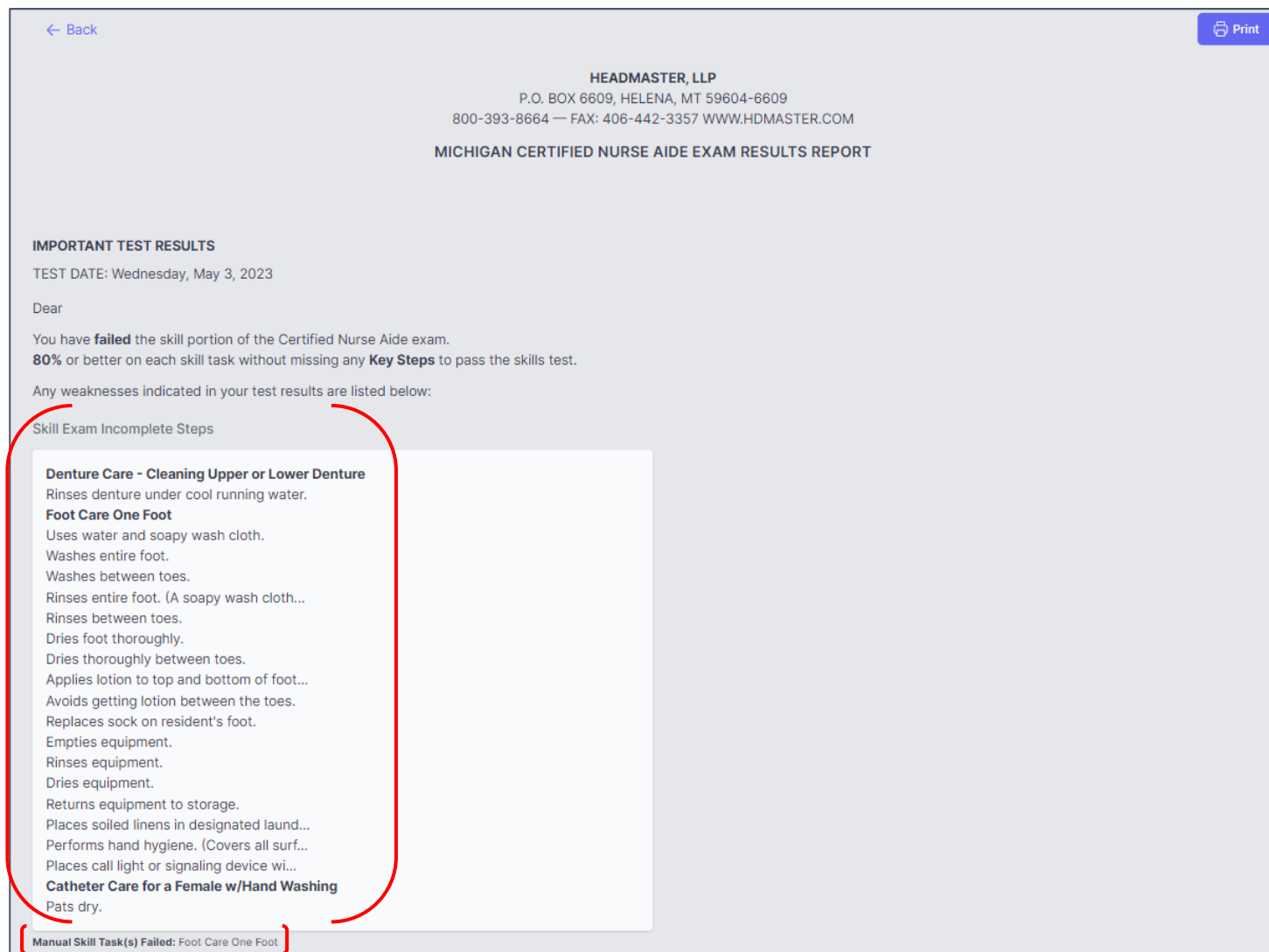
Safety	86%
Communication	100%
Infection Control	71%
Client Rights	67%
Data Collection	100%
Basic Nursing Skills	100%
Role / Responsibility	86%
Disease Process	67%
Mental Health	100%
Personal Care	100%
Care Impaired	100%
Aging Process and Restorative Care	50%

Skill Exam Incomplete Steps

Vocabulary words to study: restraint, microorganism, reposition, assistive devices, rights, MSDS, reminiscing, central nervous system, infection control

Michigan Nurse Aide Candidate Handbook

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 in order 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 repay for the portion that you failed before you can schedule a new exam date.

Michigan Nurse Aide Candidate Handbook

You can schedule a test or re-test online in your TMU© account with your Email or Username and Password online at mi.tmutest.com. You will need to pay with a Visa or Master Card before you are able to schedule. (See [instructions with screen shots under 'Schedule/Reschedule into a Test Event'](#).) Call D&SDT-Headmaster at (888)401-0462 during regular business hours, 8:00AM to 8:00PM EST/7:00AM to 7:00PM CST, Monday through Friday, excluding holidays, if assistance is needed. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a \$25 test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request and Payment Form 1403](#) available on D&SDT-Headmaster's main webpage at www.hdmaster.com (before you get to the Michigan webpage). Submit the Test Review Fee of \$25 (MasterCard, Visa, or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (888)401-0462 and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as a CNA in Michigan is demonstration by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations and measurements recorded by the RN Test Observer at the time of your test. D&SDT-Headmaster will re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test(s). D&SDT-Headmaster cannot review test results or reviews with instructors/programs. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test reviews with the candidate. D&SDT-Headmaster will not review test results or reviews with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT - Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the Michigan Department of Licensing and Regulatory Affairs (LARA).

The Knowledge/Audio Exam

You will be required to re-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

Michigan Nurse Aide Candidate Handbook

question mean?") The Knowledge Test Proctor will have scratch paper and a basic calculator available for use during your knowledge exam.

You must have a 74% or better score to pass the knowledge portion of the exam.

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

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge test. The Knowledge Test Proctor will provide you with a code at the test event to start your test.

An audio (oral) version of the knowledge exam is available. However, you must request an Audio version of the knowledge exam before you submit your testing fee payment. The questions are read to you in a neutral manner and can be heard through headphones/earbuds plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

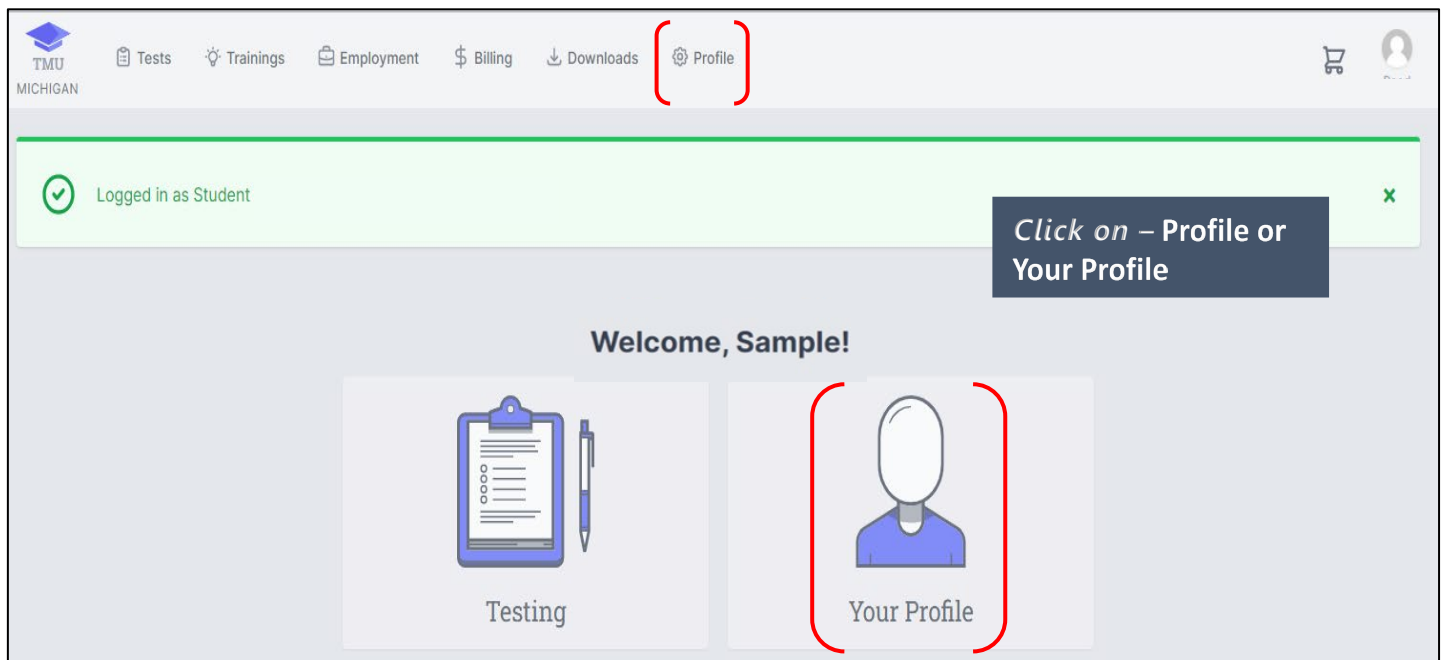
- ❖ *Foreign language translation dictionaries, translator devices of any type or non-approved language translators are not be permitted to be used during testing.*

All test materials, including scratch paper and calculator, must be left in the testing room. 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).

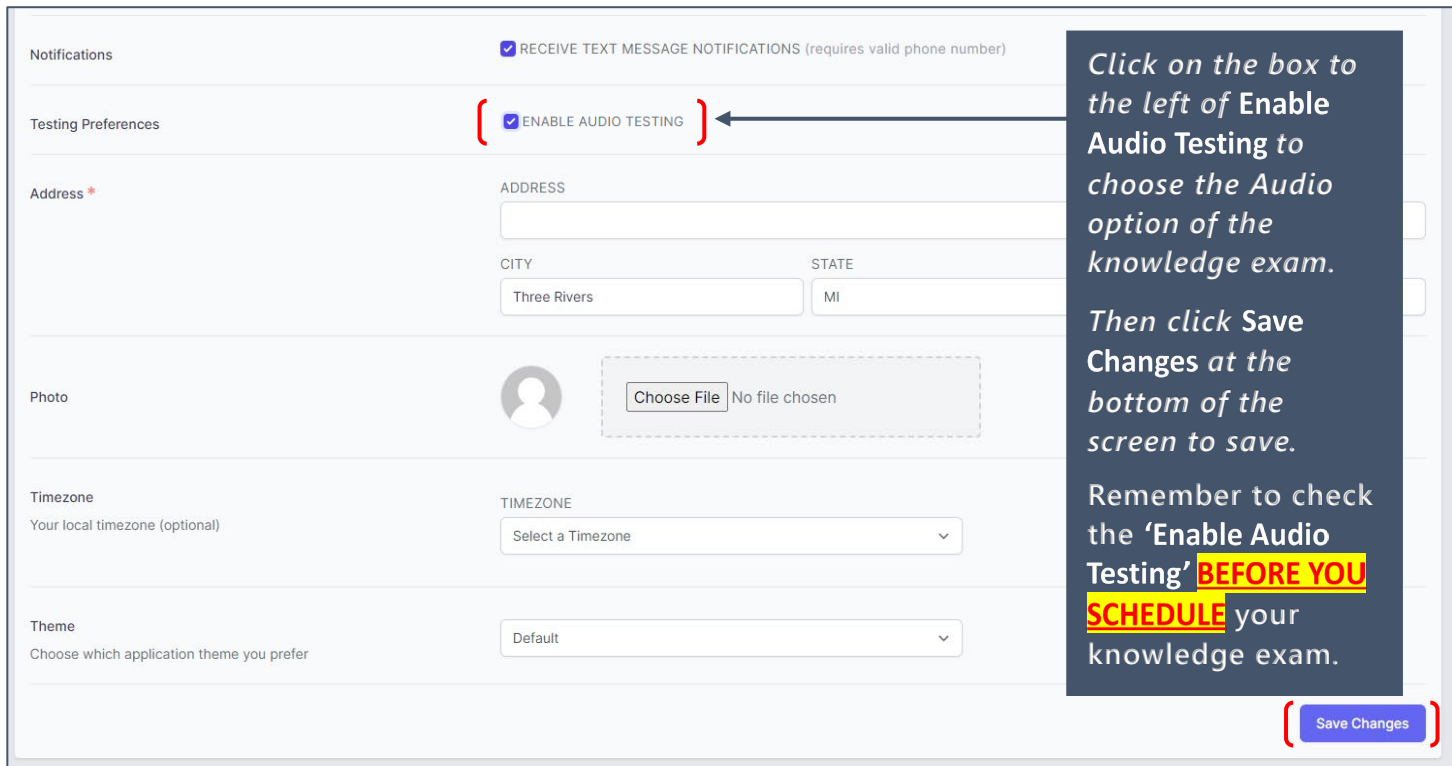
Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge test, follow the instructions with screenshots that follow on the next page.

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



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Notifications RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)

Testing Preferences ENABLE AUDIO TESTING

Address * ADDRESS
 CITY STATE
 Three Rivers MI

Photo No file chosen

Timezone Your local timezone (optional) TIMEZONE
 Select a Timezone

Theme Choose which application theme you prefer Default

Remotely Proctored Knowledge Exam Option

You will have the option to take the knowledge exam with a remote proctor.

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.**
- A smartphone to access the 'video conferencing app' (e.g., Zoom) that you must download.
 - You will be provided information via email for the 'video conferencing app' (example; Zoom, etc.) you will need before test day.
 - The night before your scheduled remotely proctored knowledge exam, you will receive an email reminder with the password-protected link to join the test event.
- A distraction and interruption-free area of your home, etc., where you will be testing.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired earbuds or headphones, which you will need to show to the remote proctor at check-in. Earbuds or headphones cannot be Bluetooth-connected devices.
 - 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.

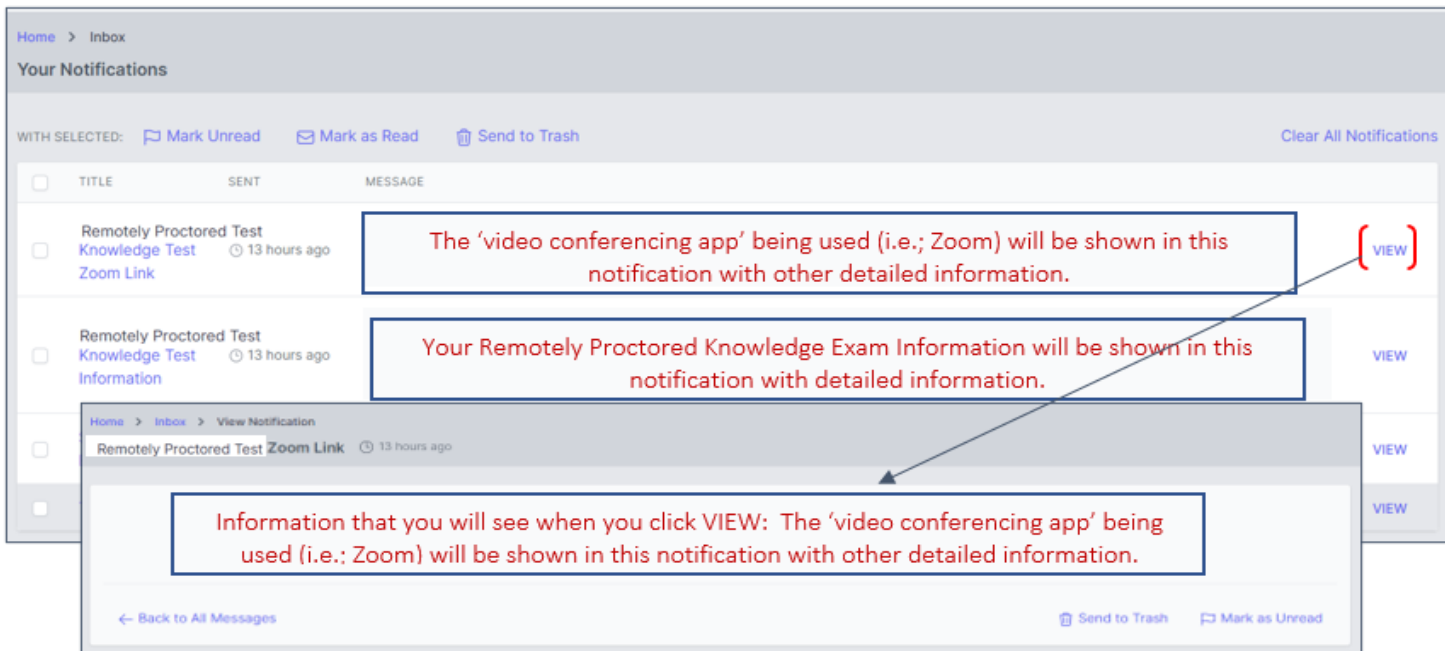
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SCHEDULING A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to ‘Schedule/Reschedule into 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 Test Site**’.
- Once scheduled, a test confirmation will be sent via email and/or text message, and a notification will be generated in your TMU© account for you to view (see the ‘Scheduling/Rescheduling into a Test Event’, ‘Test Confirmation Letter’, and the ‘Checking/Viewing your Notifications’ sections for information on accessing your test confirmation).
- Instructions and the link to download the ‘video conferencing app’ (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 that for this information, check your ‘NOTIFICATIONS’ under your profile pic in your TMU© account. **Please refer to the ‘Checking/Viewing your Notifications’ section.**

See the screenshots showing an example of what a notification regarding your remotely proctored knowledge exam will entail:



REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You are required to be signed in to the remotely proctored link for the check-in process with the test proctor prior (**10-20 minutes**) to the start time listed on your test confirmation. If you are not signed into the remotely proctored waiting room link prior (at least 10 minutes) to the time listed on your test confirmation, you will not be allowed to test, you will be considered a No Show, and you will forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory form of identification to the test proctor at check-in before starting your remotely proctored knowledge exam. Please see the ‘Identification’ section for specifics.

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- You will be required to show your surroundings to the test proctor during sign-in before starting your remotely proctored knowledge exam.

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

All ‘Testing Policies’ and ‘Security’ measures are adhered to during the remotely proctored knowledge exam. Please refer to those sections for information.

- The ‘video conferencing app’ (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the ‘video conferencing app’ (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the remote proctor and your test 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 a distraction- and interruption-free area, *just like you would if you were sitting in the knowledge test room at a test site.*
- Please see remotely proctored knowledge test issues information under the ‘No Show Exceptions’ section.
- If needed, you may do math calculations on a piece of scratch paper. You may also use a basic calculator. Before starting your test, 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 test, 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 you must tear up the scratch paper in view of the remote proctor and told to mute your phone before tearing up the scratch paper.
- Foreign word-for-word translation, translating devices of any type, or non-approved language translators are not allowed during the remotely proctored knowledge exam.

Please call D&SDT-Headmaster at (888)401-0462 if you have any questions, concerns or need assistance scheduling into a remotely proctored knowledge 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 the required categories as defined in the federal regulations. The subject areas are as follows 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

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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 version 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. Ben likes to attend 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 the same
 - a. nose
 - 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

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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 book that is the most important is the color
 - a. red
 - b. black
 - c. yellow
 - d. blue

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PASSAGE 3

Katherine did not like being called by her full name. Katherine 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 that overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
- last name
 - middle name
 - legal name
 - nick name
13. The purpose of Katherine's mother sharing the story with Katherine is to
- entertain
 - persuade
 - inform
 - 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-Headmaster offers a free knowledge test question of the day and a ten question on-line static practice test available on our web site at www.hdmaster.com. Candidates may also purchase complete practice tests that are randomly generated based on the state test plan. A mastery learning method is used, and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they may move onto the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

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

- Clean linens that touch the floor should be:**
 - Picked up quickly and placed back on the clean linen cart
 - Used immediately on the next resident bed
 - Considered dirty and placed in the soiled linen hamper
 - Used only in the room with the floor the linen fell on
- When you are communicating with residents, you need to remember to:**
 - Face the resident and make eye contact
 - Speak rapidly and loudly
 - Look away when they make direct eye contact
 - Finish all their sentences for them
- A resident's psychological needs:**
 - Should be given minor consideration
 - Make the resident withdrawn and secretive
 - Are nurtured by doing everything for the resident
 - Are nurtured when residents are treated like individuals

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

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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 re-present your ID that you showed the RN Test Observer at sign-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 a maximum of **thirty (30) minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted that 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 **key** steps (in **bold** font) and 80% of all non-key steps on each task assigned in order 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 in order 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 WILL NOT COUNT.**

Skill Test Recording Form

The RN test observer will provide a recording form similar to the one displayed below if your skill test includes a skill task which requires recording a count or measurement.

See recording form on the next page.

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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:

- Assisting Resident with the use of a Bedpan, Measure, and Record Urine Output with Hand Washing
- Catheter Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Donning PPE (Gown and Gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and Remove PPE with Hand Washing
- Perineal Care for a Female 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

Every step must actually be performed and demonstrated during your skill test demonstration in order to receive credit.

The steps that are listed for each task are the steps required for a nurse aide candidate to successfully demonstrate minimum proficiency of the skill task for the RN Test Observer. The steps will be performed on a live resident actor for all of the tasks with the exception of the catheter care for a female task and the perineal care for a female task, which will be demonstrated on a manikin.

You will be scored only on the steps listed.

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To pass the skill component of your competency evaluation, you must score 80% or better on each task without missing any key steps (the bolded steps).

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. This will always be one of the first mandatory tasks to start each skill test. The other tasks on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-Headmaster scoring teams will officially score and double-check your test.

Please 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.

Applying an Anti-Embolic Stocking to One Leg

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

Assist Resident to Ambulate using a Gait belt

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. Assist resident to put on non-skid shoes/footwear.
5. 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.
- 6. Lock bed brakes to ensure resident's safety.**
- 7. Lock wheelchair brakes to ensure resident's safety.**

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8. Bring resident to a sitting position.
9. Place gait belt around resident's waist to stabilize trunk.
10. Tighten gait belt.
11. Check gait belt for tightness by slipping fingers between gait belt and resident.
12. Face the resident.
13. Grasp gait belt on both sides with an upward grasp.
14. Bring resident to standing position.
15. Stabilize the resident.
16. Ambulate resident at least 10 steps to the wheelchair.
17. Assist resident to pivot/turn and sit resident in the wheelchair in a controlled manner that ensures safety.
18. Use proper body mechanics at all times.
19. Remove gait belt.
20. Place 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 hands together until hands are completely dry.

Assisting Resident with the use of a Bedpan, Measure and Record Urine Output 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 hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Put on gloves.
5. Position resident on bedpan safely and correctly. (Pan not upside down, is centered, etc.)
6. Raise head of bed to comfortable level.
7. Leave tissue within reach of resident.
8. Leave call light or signaling device within reach of resident.
9. Step behind privacy curtain to provide privacy for resident.
10. When the RN Test Observer indicates, candidate returns.
11. Lower the head of the bed.
12. Gently remove the bedpan.
13. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into bedpan.
14. Place graduate on designated level flat surface.
15. Pour bedpan contents into graduate.
16. With graduate at eye level, measure output.
17. Empty equipment used into designated toilet/commode.
18. Rinse equipment used and empty rinse water into designated toilet/commode.
19. Return equipment to storage.
20. Wash/assist resident to wash and dry hands with soap and water.
21. Place soiled linen in designated laundry hamper.
22. Remove gloves turning inside out as they are removed and dispose in trash container.

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23. Record the output on the previously signed recording form.
- 24. Candidate's recorded measurement is within 25mls of RN Test Observer's reading.**
25. Place call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on 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 for at least twenty (20) seconds with soap.**
32. Scrub/wash with interlace fingers pointing downward with soap.
33. Wash all surfaces of hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against 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 clean paper towel(s).
38. Discard paper towels to trash container as used.
39. Turn off faucet with a clean, dry paper towel and discard paper towel to 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, etc.)*

Catheter Care for a Female Resident with Hand Washing

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Fill basin with comfortably warm water.
5. Put on gloves.
6. Expose area surrounding catheter, only exposing resident between hip and knee.
- 7. Hold catheter where it exits the urethra with one hand.**
8. While holding catheter, clean at least 3-4 inches down the drainage tube.
- 9. Clean with strokes only away from the urethra.**
10. Use a clean portion of the washcloth for each stroke.
11. While holding catheter, rinse at least 3-4 inches down the drainage tube.
12. Rinse using strokes only away from the urethra.
13. Rinse using a clean portion of the washcloth for each stroke.
14. Pat dry.
- 15. Do not allow the tube to be tugged/pulled at any time during the procedure.**
16. Replace top cover over resident.
17. Place soiled linen in designated laundry.
18. Empty equipment.
19. Rinse equipment.
20. Dry equipment.
21. Return equipment to storage.

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22. Remove gloves turning inside out as they are removed and dispose in trash container.
23. Place call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.
25. Turn on water.
26. Wet hands and wrists thoroughly.
27. Apply soap to hands.
28. Rub hands together using friction with soap.
- 29. Scrub/wash hands together for at least twenty (20) seconds with soap.**
30. Scrub/wash with interlace fingers pointing downward with soap.
31. Wash all surfaces of hands with soap.
32. Wash wrists with soap.
33. Clean fingernails by rubbing fingertips against palm of the opposite hand.
34. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
35. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
36. Discard paper towels to trash container as used.
37. Turn off faucet with a clean, dry paper towel and discard paper towel to trash container as used.
- 38. 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, etc.)*

Denture Care – Cleaning Upper or Lower Denture

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands 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 dentures.** *(Towel, washcloth or paper towels are all acceptable.)*
4. Put on gloves.
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove denture from cup.
7. Handle denture carefully to avoid damage.
8. Rinse denture under cool/tepid running.
9. Thoroughly brush denture inner surfaces of upper or lower denture.
10. Thoroughly brush denture outer surfaces of upper or lower denture.
11. Thoroughly brush denture chewing surfaces of upper or lower denture.
12. Rinse all surfaces of denture under cool/tepid running water.
13. Rinse denture cup and lid.
14. Place denture in rinsed cup.
15. Add cool/tepid clean water to denture cup and replace lid on denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard sink protective lining in an appropriate container.

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19. Remove gloves turning inside out as they are removed and dispose in trash container.
20. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
21. Place call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

Donning PPE (Gown and gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and 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 hands together until hands 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 gown at the waist, making sure that the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Cuffs of gloves overlap cuffs of gown.
9. Explain the procedure to the resident.
10. Provide for resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying drainage bag.
17. Place graduate on a level flat surface.
18. With graduate at eye level, measure output.
19. Empty graduate into designated toilet/commode.
20. Rinse equipment emptying rinse water into designated toilet/commode.
21. Return equipment to storage.
22. Record the output on the previously signed recording form.
- 23. Candidate's recorded measurement is within 25mls of the RN Test Observer's measurement.**
24. Place call light or signaling device within easy reach of resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
- 26. Remove gloves BEFORE removing gown with one glove hand grasping the other glove at the palm to remove.**
- 27. Slip fingers from ungloved hand underneath cuff of remaining glove at the wrist and remove glove turning inside out as it is removed.**
28. Dispose of gloves in the trash container without contaminating self.
29. Unfasten gown at the waist.
30. Unfasten gown at the neck.
31. Remove gown without touching outside of the gown.

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32. While removing gown, turns gown inward and keeps it inside out.
33. Disposes of gown in designated container without contaminating self.
34. Turn on 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 for at least twenty (20) seconds with soap.**
39. Scrub/wash with interlace fingers pointing downward with soap.
40. Wash all surfaces of hands with soap.
41. Wash wrists with soap.
42. Clean fingernails by rubbing fingertips against 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 clean paper towel(s).
45. Discard paper towels to trash container as used.
46. Turn off faucet with a clean, dry paper towel and discard paper towel to 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, etc.)*

Dressing a Resident with an Affected (Weak) Side

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Keep resident covered while removing gown.
6. Remove gown from unaffected side first.
7. Place soiled gown in designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert hand through the sleeve of the shirt and grasp the hand of the resident.
- 9. When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
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 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 hands together until hands are completely dry.

Feeding a Dependent Resident

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Ask resident to state name and verify name matches the name on the diet card.
- 4. Position the resident in an upright, sitting position BEFORE feeding. At least 75-90 degrees.**
5. Protect clothing from soiling by using napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. *(Candidate may use a disposable wipe and dispose of in trash can –or– wash 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 resident's hands are dry BEFORE feeding. *(If a wet washcloth with soap was used, the candidate will need to dry the resident’s hands. If a disposable wipe or hand sanitizer was used, must make sure hands are dry.)*
8. Place soiled linen in designated laundry hamper, or dispose in appropriate container.
9. Sit in a chair, facing the resident, while feeding the resident.
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 resident time to chew and swallow.
14. Wipe resident's hands and mouth AFTER the feeding demonstration.
15. Remove clothing protector and place in designated laundry hamper. If napkin used, dispose of in trash container.
16. Leave 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. Candidate's calculation must be within 25 percentage points of the RN Test Observer’s.**
19. Record estimated intake as the sum total fluid consumed on the previously signed recording form.
- 20. Candidate's calculation must be within 30mls of the RN Test Observer's.**
21. Place 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 hands together until hands are completely dry.

Foot Care One Foot

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Fill 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 resident’s foot in warm water.
 - a. *You may verbalize the 5 to 20 minutes soaking time after you begin soaking the foot.*
6. Use water and a soapy washcloth.
7. Wash entire foot.

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8. Wash between toes.
9. Rinse entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.
- 12. Dry thoroughly between toes.**
13. Apply lotion to top and bottom of foot.
14. Avoid getting lotion between toes.
15. If any excess lotion on foot, wipe with a towel/washcloth.
16. Replace sock on resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Place soiled linens in designated laundry hamper.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry
23. Place call light or signaling device within easy reach of resident.
24. Maintain respectful, courteous interpersonal interactions at all times.

Modified Bed Bath- Face and One Arm, Hand and Underarm

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Cover resident with a bath blanket.
6. Remove remaining top covers. Fold to bottom of bed or place aside.
7. Remove resident's gown without exposing resident and place soiled gown in designated laundry hamper.
8. Fill basin with comfortably warm water.
- 9. Beginning with eyes, wash eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing inner aspect to outer aspect.**
10. Wash face WITHOUT SOAP.
11. Pat dry face.
12. Place towel under arm, exposing one arm.
13. Wash arm with soap.
14. Wash hand with soap.
15. Wash underarm with soap.
16. Rinse arm.
17. Rinse hand.
18. Rinse underarm.
19. Pat dry arm.
20. Pat dry hand.
21. Pat dry underarm.
22. Assist resident to put on a clean gown.

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23. Empty equipment.
24. Rinse equipment.
25. Dry equipment.
26. Return equipment to storage.
27. Place soiled linen in designated laundry hamper.
28. Lower bed.
29. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
30. Place call light or signaling device within easy reach of the resident.
31. Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care—Brushing Resident’s Teeth

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

Passive Range of Motion for One Hip and One Knee

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Position 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 resident's leg toward the body.
 - a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue to correctly support joints at all times 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 hip and knee at the same time.*
12. Gently straighten the resident's knee and hip.
 - a. *Extension of 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. Candidate must ask at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place call light or signaling device within easy reach of 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 hands together until hands are completely dry.

Passive Range of Motion for Shoulder

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Raise bed height.
5. Position resident supine (bed flat).
6. 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.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
 - a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
 - a. *Extension*

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9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue to correctly support shoulder joints by placing one hand under the resident's elbow or upper arm and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
 - a. Abduction
12. Gently return resident's arm to the side of the resident's body.
 - a. Adduction
13. Gently complete abduction and adduction of the shoulder at least three times.
14. Do not force any joint beyond the point of free movement.
- 15. Candidate must ask at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place call light or signaling device within easy reach of 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 hands together until hands are completely dry.

Perineal Care for a Female Resident with Hand Washing

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Fill basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn resident or raise hips and place a waterproof pad under resident's buttocks.
8. Expose perineal area only.
9. Separate labia. *(It is helpful if you verbalize separating labia as you demonstrate separating labia.)*
10. Use water and soapy washcloth (no peri-wash or no rinse soap allowed).
11. Clean one side of labia from front to back.
12. Use a clean portion of the washcloth, clean the other side of the labia from front to back.
- 13. Use a clean portion of the washcloth, clean the vaginal area from front to back.**
14. Use a clean washcloth, rinse from one side of labia from front to back.
15. Use a clean portion of the washcloth, rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, rinse the vaginal area from front to back.
17. Pat dry.
18. Assist resident (manikin) to turn onto side away from the candidate toward the center of the bed.
 - a. RN Test Observer may help hold the manikin on their side **ONLY** after the candidate has turned the manikin.
19. Use a clean washcloth with water and soap (no peri-wash or no rinse soap allowed).
- 20. Wash from vagina to rectal area.**
21. Use a clean portion of the washcloth with any stroke.
22. Use a clean washcloth, rinse rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.

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24. Pat dry.
25. Safely remove waterproof pad from under resident's buttock.
26. Position resident on their back.
27. Place soiled linen in designated laundry hamper.
28. Empty equipment.
29. Rinse equipment.
30. Dry equipment.
31. Return equipment to storage.
32. Remove gloves turning inside out as they are removed and dispose in trash container.
33. Lower bed.
34. Place call light or signaling device within easy reach of resident.
35. Maintain respectful, courteous interpersonal interactions at all times.
36. Turn on water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
- 40. Scrub/wash hands together for at least twenty (20) seconds with soap.**
41. Scrub/wash with interlace fingers pointing downward with soap.
42. Wash all surfaces of hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against palm of the opposite hand.
45. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
47. Discard paper towels to trash container as used.
48. Turn off faucet with a clean, dry paper towel and discard paper towel to trash container as used.
- 49. 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, etc.)*

Position a Dependent Resident in Bed on Side

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Position bed flat.
5. Raise bed height.
- 6. Directs RN Test Observer to stand on side of the bed opposite working side of the bed to provide safety.**
7. From the working side of bed – gently move resident's upper body toward self.
8. From the working side of the bed – gently move resident's hips toward self.
9. From the working side of the bed – gently move resident's legs toward self.
10. Gently assist/turn resident to slowly roll onto correct side that the RN Test Observer read to the candidate in the scenario at the start of the task.
11. Place or adjust pillow under resident's head for support.
12. Reposition resident's arm and shoulder so that the resident is not lying on arm.
13. Place support device under the resident's upside arm.

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14. Place support device behind resident's back.
15. Place support device between resident's knees.
16. Lower bed.
17. Place call light or signaling device within easy reach of 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 hands together until hands are completely dry.

Transfer Resident from Bed to Wheelchair using a Gait Belt

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Provide for resident's privacy.
4. Obtain a gait belt for the resident.
5. Assist resident to put on non-skid shoes/footwear.
6. 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.
- 7. Lock bed brakes to ensure resident's safety.**
- 8. Lock wheelchair brakes to ensure resident's safety.**
9. Bring resident to a sitting position.
10. Place gait belt around resident's waist to stabilize trunk.
11. Tighten gait belt.
12. Check gait belt for tightness by slipping fingers between gait belt and resident.
13. Position the wheelchair arm/wheel touching the side of the bed.
14. Face the resident.
15. Grasp gait belt on both sides with an upward grasp.
16. Bring resident to standing position.
17. Assist resident to pivot in a controlled manner that ensures safety.
18. Lower resident into the wheelchair in a controlled manner that ensures safety.
19. Remove gait belt.
20. Place 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 hands together until hands are completely dry.

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing fingertips on thumb side of the resident's wrist.

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4. Count resident' 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. Candidate's recorded radial pulse rate is within 4 beats of RN Test Observer's recorded rate.**
 7. Count 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 respirations reading on the previously signed recording form.
 - 9. Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**
 10. Place call light or signaling device within easy reach of 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 hands together until hands are completely dry.
-

Knowledge Exam Vocabulary List

abandonment	anterior	behavior
abdominal thrust	anti-embolitic stocking	behavioral care plan
abductor wedge	antibiotics	beliefs
abnormal vital signs	anxiety	biohazard
absorption	aphasia	bladder training
abuse	apical	bleeding
accidents	apnea	blindness
accountable	arthritis	blood pressure
activities	aspiration	body alignment
acute	assault	body fluid
adaptive	assistive device(s)	body language
adduction	atrophy	body mechanics
ADL	audiologist	body temperature
admission	authorized duty	bone loss
admitting resident	axillary temperature	bowel program
advance directives	basic needs	brain stem
affected side	bath water temperature	breathing
aging process	bathing	brittle bones
agitation	bed cradle	burnout
Alzheimer's	bed height	call light
ambulation	bed making	cancer
angina	bedrest	cardiac arrest

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cardiopulmonary resuscitation	constrict	disposing of contaminated materials
cardiovascular system	contamination	disrespect
care impaired	contracture	dizziness
care plan	converting measures	DNR
care planning	COPD	documentation
cataract	coughing excessively	domestic abuse
catheter	CPR	dressing
catheter care	cultural	dry skin
cc's in an ounce	culture	dying
central nervous system	CVA	dysphagia
chain of command	dangling	dyspnea
charge nurse	de-escalation	dysuria
chemical disinfection	death and dying	edema
choking	decubitus ulcer	elastic stockings
chronic	deeper tissue	elderly
circulation	dehydration	elimination
circulatory system	delegation	emesis
cleaning	demanding resident	emesis basin
clear liquid diet	dementia	emotional abuse
clergy	denture care	emotional needs
cognitively impaired	dentures	emotional stress
cold application	dependability	emotional support
cold pack	depression	empathy
colostomy	developmental disability	emphysema
colostomy care	diabetes	enema
coma	dialysis	essential behaviors
combative resident	diastolic	ethics
communicable	diet	etiquette
communication	dietitian	eye glasses
competency evaluation	digestion	falls
conduct	dilate	fasting
confidentiality	dirty linen	fecal impaction
conflict	discharging resident	feces
conflict resolution	disease	feeding
confused resident	disease process	fire
congestive heart failure	disinfection	fire safety
constipation	disoriented	first aid

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flatus	hyperglycemia	mechanical lift
Foley catheter	hypertension	medical asepsis
foot care	hyperventilation	medical record
foot drop	I&O	medications
Fowler's	immobility	memory loss
fractures	impaired	mental health
fraud	in-house transfer	mentally impaired
frayed cord	in-service programs	metastasis
gait belt	incontinence	microorganism
gastric feedings	indwelling catheter	military time
gastrostomy tube	infection	mistakes
geriatrics	infection control	mobility
gerontology	initial observations	mouth care
gestures	insomnia	moving
gifts	intake	MSDS
gloves	intake and output	mucous membrane
grand mal seizure	integumentary system	Multiple Sclerosis
grieving process	inter-generational care	muscle spasms
group settings	interpersonal skills	musculoskeletal
hair care	invasion of privacy	nail care
hand care	isolation	nasal cannula
hand tremors	isolation precautions	neglect
hand washing	IV care	non-contagious disease
health-care team	jaundice	non-verbal communication
hearing aid	job description	NPO
hearing impaired	lactose intolerance	nursing assistant's role
hearing loss	lift/draw sheet	nutrition
heart muscle	linen	objective
heat application	living will	objective data
Heimlich maneuver	log roll	obsessive compulsive
helping residents	log rolling	occupied bed
hemiplegia	loose teeth	ombudsman
hip prosthesis	male perineal care	oral care
HIPAA	Maslow	oral hygiene
HIV	masturbation	oral temperature
holistic care	material safety data sheets	orientation
hormones	measuring height	oriented
hospice	measuring temperature	orthostatic hypotension

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osteoporosis	prosthesis	responding to resident behavior
ostomy bag	psychological needs	responsibility
output	psychosocial	restorative care
overbed table	PTSD	restraint
oxygen	pulse	resuscitation
oxygen use	quadriplegia	rights
palliative care	quality of life	rigor mortis
paralysis	RACE (acronym)	risk factor
paranoia	radial	role
Parkinson's	range of motion	rotation
passive	reality orientation	safety
pathogen	rectal	safety procedures
patience	refusal	sanitizer
perineal care	regulation	scale
peristalsis	rehabilitation	seclusion
personal care	religious service	secretions
personal items	reminiscence therapy	seizure
personal protective equipment	reminiscing	self-esteem
personal values	renewal	semi-Fowlers
pet therapy	reporting	sensory system
phone etiquette	reposition	sexual abuse
physical needs	resident abuse	sexual harassment
physical therapist	resident belongings	sexual needs
physician's authority	resident independence	shampoo tray
plaque	resident pictures	sharing information
plate rim	resident right	sharps container
podiatrist	resident treatment	shaving
positioning	resident trust	shearing
postmortem care	resident unit	side rails
PPE	Resident's Bill of Rights	Sitz bath
precautions	resident's chart	skin observation
pressure ulcer	resident's environment	slander
preventing falls	resident's families	smoking
privacy	residents	social needs
pronation	respectful treatment	social worker
prostate gland	respiration	soiled linen
prosthesis	respiratory symptoms	specimen
	respiratory system	

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spiritual needs	terminology	urinary tract
sputum specimen	thickened liquids	urination
stages of grief	threatening resident	UTI
standard precautions	tips	validation therapy
state tested	toenails	varicose veins
stealing	transfer belt	vision change
stethoscope	transfers	vital signs
stress	transporting food	vocabulary
stroke	transporting linens	vomitus
subjective	tub bath	walker
subjective data	tubing	wandering resident
sundowning	twice daily	warm application
supplemental feedings	tympanic	water faucets
suprapubic	tympanic temperature	water pitcher
survey	unaffected	weakness
swelling	unconscious	weighing
tachycardia	unsteady	weight
telephone etiquette	urethral	well-being
temperature	urinary catheter bag	wheelchair safety
tendons	urinary elimination	withdrawn resident
terminal illness	urinary system	

Notes: