Missouri Nurse Aide

CANDIDATE HANDBOOK

D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)
TMU©

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The Onsite and Remotely Proctored Knowledge Exam Check-In Sections have been updated.

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INTRODUCTION

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and 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. This program aims 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 Missouri Nurse Aide Registry.

The Missouri Department of Health and Senior Services (DHSS) has approved D&S Diversified Technologies (D&SDT)-HEADMASTER to provide nurse aide testing and scoring services. For questions not answered in this handbook, please contact D&SDT-HEADMASTER at (888) 401-0462 or go to D&SDT-HEADMASTER's Missouri webpage at **www.hdmaster.com** and click on 'Missouri CNA'. The information in this handbook will help you prepare for your examination.

MISSOURI NURSE AIDE REGISTRY REQUIREMENTS

The Missouri Nurse Aide Registry (M O C N A R) lists the names of certified nurse aides who, through training, testing, and experience, meet federal and/or state requirements to work as a certified nurse aide in Missouri. The Registry also identifies candidates who have been placed on the EDL (Employee Disqualification List) or who have a Federal Indicator (a CNA employed in a certified facility that has been found guilty of abuse, neglect, or misappropriation of property) on their license.

Upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, a nurse aide candidate will be listed on the Missouri Certified Nurse Aide Registry. A newly trained nurse aide candidate must pass both the knowledge and skills exams within one year of the training start date.

Review the Nurse Aide Competency Exam section to help prepare for the exam.

Registry Maintenance

Once placed on the Missouri CNA Registry, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. You must renew electronically by signing in to your TMU account at **https://mo.tmutest.com**. Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the Forgot your Password and Recover your Account section in this handbook to reset your password. If you need assistance signing in to your TMU account, call D&SDT-HEADMASTER at (888) 401-0462. Renewal reminders are emailed to the email address of record for your TMU account and/or texted to your SMS-capable phone, so it is important to keep your contact information up to date.

Renewal notifications/alerts are sent via email and text message 60 days before your certification expiration date. No renewal certifications are sent via USPS mail. It is important to keep your TMU demographic information up to date to receive your renewal notification.

You can check your registry status, update your address and phone number, and view your eligibility expiration date at **https://mo.tmutest.com** from any Internet-capable device at any time.

Demographic Updates/Changes/Corrections

Registry name changes (marriage/divorce, etc.), date of birth, and Social Security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'applications' on the Missouri TMU main web page (before you log in to your account), or click on this link: **https://mo.tmutest.com/apply/7**.

Registry Renewal

To maintain eligibility to work, you must renew it every 24 months. To be eligible to renew, you must work for pay as a certified nurse aide performing nursing or nursing-related services at least eight (8) consecutive hours during the previous twenty-four months.

Note: If the documentation of work hours is unrelated to nursing services, your renewal may be denied. If denied, you may be given 15 business days to provide the correct documentation before you are required to pay another renewal fee. Please ensure the renewal documentation includes 8 hours of nursing services provided within the last 24 months.

To renew, sign in to your TMU account at **https://mo.tmutest.com** and list your work hours and where you were employed. You will self-attest that you worked as a CNA for at least 8 hours during the last certification period at the facility (employer) you listed. Your eligibility will be extended an additional twenty-four months.

Under federal regulations, a certified nurse aide becomes ineligible for employment if they do not perform at least 8 hours of nursing-related services for pay in a health care setting for a period of 24 consecutive months. To re-establish employment eligibility on the MISSOURI CNA REGISTRY, you must successfully pass both components (knowledge and skills) of the approved Missouri nurse aide competency examination.

Renewal Instructions

To renew your certification, sign in to your TMU account at **https://mo.tmutest.com**.

If you do not know your Email or Username and Password, enter your email address and click on 'Forgot Your Password?' You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see the Forgot Your Password and Recover Your Account section). If you are unable to sign in for any reason, contact D&SDT-HEADMASTER at (888) 401-0462.

There are two options to pay the renewal fee:

- **Self-Pay:** pay the fee yourself with a credit/debit card.
- **Sponsor Payment:** your employer pays the fee on your behalf.

Registry Reciprocity

This information is for applicants who want to be entered on the MISSOURI CNA REGISTRY through the Missouri Reciprocity/Out-of-State registry placement process.

How to Transfer your Certified Nurse Aide Certification to Missouri from another State

To be considered for placement on the MISSOURI CNA REGISTRY, you must be current and in good standing on a certified nurse aide registry in a state other than Missouri.

You must complete an out-of-state reciprocity application to meet the criteria and apply for reciprocity placement on the MISSOURI CNA REGISTRY. The **Missouri CNA Reciprocity Application** can be found on the Missouri main TMU page under 'applications' at **https://mo.tmutest.com/apply/2**.

Once DHSS has received your completed application and all required documentation, they will determine if you are eligible to be added to the Missouri Certified Nurse Aide Registry. You must have a valid email address to receive your TMU login username and temporary password. You may check your Missouri Nurse Aide Registry listing at **https://mo.tmutest.com**. Any personal information entered into TMU will only be used to determine whether you can work as a certified nurse aide in Missouri. Failure to provide complete and accurate information during the reciprocity determination process may delay or even prevent you from being listed on the Missouri CNA Registry.

Criteria to Challenge the Certified Nurse Aide Training Requirement

Individuals who meet specific criteria may be eligible to take only the final certification examination (both knowledge and skills) without completing the certified nursing assistant course. A challenge will only be approved for one attempt to take the test. If either the skills test or the knowledge test is failed, then the individual will need to retake the whole course. For detailed information on the criteria to challenge the exam, follow the Missouri Department of Health and Senior Services link: **health.mo.gov/safety/cnaregistry/**.

Americans with Disabilities Act (ADA)

ADA Compliance

The Missouri State Department of Health (DHSS) 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).

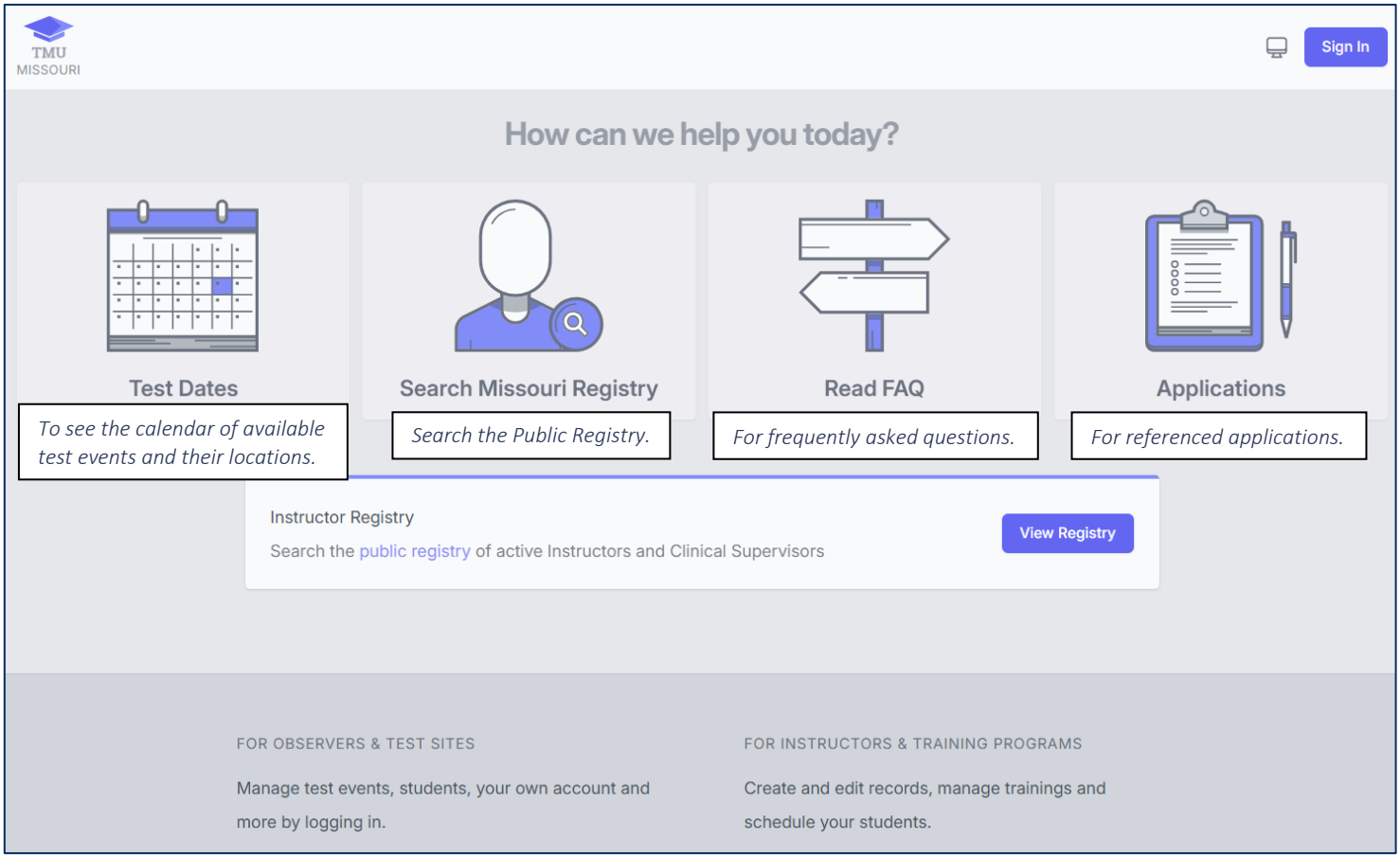
If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT-HEADMASTER must approve accommodations in advance of the examination. Complete the **ADA Accommodation Request Application** found on the Missouri Nurse Aide TMU main page under 'applications' to be reviewed for accommodation. Link: **https://mo.tmutest.com/apply/11**

ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if any further documentation or information is required, using the email address in your TMU account.

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.

Missouri TMU Home Page

The Missouri TMU main page URL is: **https://mo.tmutest.com**



Forgot your Password and Recover your Account

If this is your first time logging in to TMU, or you have forgotten your password, follow the instructions below.

1) Go to the Missouri TMU main page, **https://mo.tmutest.com**.
2) Click 'Sign In'.
3) Click 'Forgot Your Password?' on the pop-up.
4) On the 'Recover Account' screen, using your email option, type in your Email Address.
5) Click 'Recover Account'.
6) A 'Reset Password Notification' email with the reset link will be sent to you.
7) Click on the reset link in your email to reset your password.
8) Please check your junk/spam folders for this email.

9) If you have already updated your demographic information in your account, as another option to just using your email, you can type in the requested data (Social Security Number, Date of Birth, Last Name, and Zip Code) under 'Using other Information'.

10) Click 'Recover Account'.

11) Under either option, you will receive the message, "We have emailed your password reset link! Please allow a few minutes for the email to be delivered."

12) Once you open the email, click 'Reset Password'.

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

14) A TMU screen will pop up: type in your 'Password' and retype it to 'Confirm Password'.

15) Then click 'Reset Password'.

16) One of two screens will appear. If this is your first time logging in, you will see the Setup Account screen with a message asking you to complete your demographic information. If you have already completed your demographic information, the candidate home screen will appear.

Complete your TMU Account

Your training program will enter your initial registration information in D&SDT-HEADMASTER's Missouri 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 any missing demographic information prior to testing. Failure to do so may result in your being turned away from testing. You will be marked as a no-show for your event and will forfeit your testing fees.

After receiving your confirmation email from TMU (check your junk/spam folder) confirming your account has been created, sign in, update your password, and complete your demographic information. This must be done before scheduling a test event.

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

Follow the instructions below to complete your account with the demographic information required:

1) On the Setup Account screen that will open up after you have reset your password, enter the blank [* fields] and then click 'Finish Account Setup'.

2) The candidate's home page will open up, and you will see the following message: "Thanks, your account has now been set up."

Alternate Testing Languages for the Knowledge/Audio Exam

In addition to English, the Knowledge Exam is offered in Spanish. No other alternate languages are approved.

For more information, please refer to the instructions on toggling between English and one of the alternate languages in the Knowledge/Audio Exam Alternate Language Versions section of this handbook.

Payment Information

Knowledge Exam *(-or- retake)*	**$32.00**
Knowledge Exam: Alternate Language Version *(-or- retake)*	**$32.00**
Audio Version of the Knowledge Exam *(-or- retake)* *(The knowledge test questions and answers are read through the computer and listened to through headphones/earbuds while you read along.)*	**$32.00**
Alternate Language Audio Version of the Knowledge Exam *(-or- retake)*	**$32.00**
Skills Test *(-or- retake)*	**$103.00**

If a credit card payment is processed for testing fees payment and then later disputed by the candidate or credit/debit card holder, upon passing both portions of the competency exam, the candidate would not be placed on the Registry until the disputed fee and charges are paid. If listed on the Registry and then the card charge is disputed, the candidate will be removed from the Registry until the disputed fee and charges are paid.

Schedule a Missouri 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 Missouri TMU webpage at **https://mo.tmutest.com** using your email and password (see instructions under Schedule or Reschedule a Test Event). If you cannot sign in or schedule/reschedule online using your email, please call D&SDT-HEADMASTER for assistance at (888) 401-0462 during regular business hours, 7:00 AM to 7:00 PM CT, Monday through Friday, excluding holidays.

After receiving your confirmation email from TMU (check your junk/spam folder) confirming your account has been created, sign in to your TMU account, update your password, and complete your demographic information. This must be done before scheduling a test event. See the instructions under Complete your TMU Account.

Self-Pay of Testing Fees

Testing fees must be paid **before** you can schedule a test date. Once your training program is completed, your training record will include completion hours and the date, and 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. Before scheduling a test, verify with your

instructor if the training program has already prepaid for your test. Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

Follow the instructions to self-pay your testing fees:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the 'Your Tests' screen, under 'Scheduling, click on the box to the left of Exam' to select the test component – a checkmark will appear in the box.

3) Then click 'Add Selected Items to Cart'.

4) On the 'Cart' screen, you will get a message that the "Knowledge and Skill tests have been added to your cart" along with the 'Knowledge and Skill Amounts'.

5) Click 'Pay with Credit Card'.

6) On the 'Prepay to Schedule' screen, enter the Credit Card information and then click 'Submit Payment'.

7) You will receive a receipt for the transaction.

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

Schedule or Reschedule a Test Event

Follow the instructions to schedule or reschedule a test event:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the Your Tests screen, under 'Scheduling – Tests', all eligible test events will appear with 'eligible' under the 'Status'.

3) To select a test component (knowledge or skills), click 'Schedule' to the right of the test component you want to schedule.

4) The next screen to open will be the 'Find Event Certified Nursing Assistant'.

5) A map of upcoming events will open: You can click on a marker to show upcoming events for that location.

6) The test component(s) you can schedule will show under 'Test Date', 'Test Location', and 'Scheduling For' under the map.

7) Click 'Schedule' to the right of the site and date you want to test.

8) A pop-up will appear asking if you want to "Schedule into this Event on Date for Component. Are you sure?"

9) To confirm this is the site, date, and component (knowledge or skills) you want to schedule, click 'OK'.

10) The Your Tests screen will open up with a message that says "Your Name scheduled into Component (Knowledge or Skills) for Certified Nurse Aide."

11) Your Status will show you are 'Scheduled'.

12) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

Reschedule a Test Event

You may reschedule an exam date online in your TMU account at **https://mo.tmutest.com** up until one business day, excluding Saturdays, Sundays, and Holidays, before your scheduled exam date.

1) On the 'Your Tests' screen, click 'Actions' and select 'Reschedule' from the drop-down list to select an alternative test date.

2) A pop-up will appear asking if you want to "Reschedule this Knowledge Exam (or Skills Test if that is what you have chosen). Are you sure?"

3) To confirm this is the site, date, and component (knowledge or skills) you want to reschedule, click 'OK'.

4) You will be taken back to the Your Tests screen with eligible test dates you can reschedule for.

Test Confirmation Letter

Your test confirmation letter will provide you with 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 will direct you to read the Missouri candidate handbook, which provides specific instructions on arrival time, ID requirements, dress code, etc.

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

Follow these instructions to view and print your test confirmation:

1) Once you are scheduled for a test event, the Your Tests screen will open up.

2) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

3) Your test confirmation letter will open up - click 'Print Page' to print your confirmation letter.

4) Click 'Get Map' to get Google Maps directions to the test site.

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

View your Notifications

Remember to check your 'notifications' in your TMU account for important notices regarding your selected test events and other information.

Follow these instructions to 'View your Notifications':

1) On your candidate home page, you will see any unread notifications in a box on the screen or under your profile picture on the upper right of your screen.

2) Click 'Show Notifications' to open your notifications.

3) The 'Your Notifications' screen will open.

4) Click 'VIEW' to the right of each notification to open each of your notifications.

Time Frame for Testing from Training Program Completion

You must schedule a test **within one year of your training program start date**. After one year, you must complete another Missouri DHSS-approved nurse aide training program to be eligible to schedule testing.

Any individual who fails the final examination, except those who have been permitted to challenge the examination, shall have the opportunity to retake the examination twice within ninety (90) calendar days of the initial examination. If the individual fails the final examination a third time, the individual must retake the entire basic course before another examination can be given.

Test Day Requirements

Onsite Exam Check-In

You <u>must</u> arrive at your test location's waiting area at least 20 minutes before your test is scheduled to begin. No one will be admitted after the 20-minute cutoff. This allows time to check in with the RN Test Observer. Anyone arriving after that time will be considered a no-show and will forfeit their testing fees.

- Testing **<u>begins</u>** promptly at the start time noted on your test confirmation.

Note: If you arrive late, you will not be permitted to take the test.

Remotely Proctored Knowledge Exam Check-In

You must be connected to the remotely proctored exam link (for example, Zoom, etc., waiting room) **at least 20 minutes before your test is scheduled to begin**, as listed on your test confirmation, to complete the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event.

- **Allow time to log in to *<u>ensure you meet</u>* the 20-minute requirement.**
- **No one will be admitted to the test after the 20-minute cutoff.**
- **Anyone attempting to sign in to the remotely proctored exam link after that time will be considered a no-show and will forfeit their testing fees.**

Additional requirements:

- You must show your mandatory form of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the **Identification** section for specifics.
- At check-in, you must have your smartphone or tablet positioned so the Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer, tablet, or laptop.
- You will be required to **show the entire room** and surroundings to the remote Proctor before starting your remotely proctored knowledge exam.
- The Proctor may ask you to show your entire room and surroundings **at any time** during the exam.
- You may **not** use a video filter, such as a background or blurring your screen.
- You *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Testing Attire for Onsite and Remotely Proctored Knowledge Exams

Onsite Testing Attire

The following testing attire applies to both the onsite, in-person knowledge and skills exam and will be followed at testing sites:

- You must be in full clinical attire (scrub top and scrub bottom).
- Scrubs and shoes can be any color/design.
    - No open-toed shoes are allowed.

Other testing attire information:

- Long hair must be pulled back.
- You may bring a standard watch with a second hand.
- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.
- You may bring a basic watch with a second hand.

You will not be admitted for testing if you are not wearing scrubs and appropriate shoes, and your long hair is not pulled back. You will be marked as a NO-SHOW status. You will forfeit your testing fees and will be required to pay for an alternative exam date.

Remotely Proctored Knowledge Exam Testing Attire

For remotely proctored knowledge testing, you must wear appropriate clothing, such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.

- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.
- See the *'Remotely Proctored Knowledge Exam Requirements'* section for further details.

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

Identification

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

- A photocopy/picture or secure digital form of your ID is acceptable for testing.
- Secure digital IDs or digital identities are virtual systems (for example, Apple or Google Wallet) that allow identity verification and secure authentication. They can replace physical IDs and are allowed for identification purposes.

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

- **State-issued Driver's License**
  - You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.
- **State-issued Identification Card**
- **Signed U.S. Passport** *(Foreign Passports and Passport Cards are not acceptable.)*
  - Exception: A signed foreign passport with a U.S. VISA within the passport is acceptable (the VISA does not have a signature).
- **Permanent Resident Card. (Green Card or Alien Registration Card) / Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.
- **U.S. Military Identification Card**
  - Accepted without a signature or fingerprint, but will have a barcode or may contain a fingerprint in place of a signature.
- **Tribal Identification Card**
  - A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.

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

The FIRST and LAST names printed on your mandatory United States (US) government-issued, *signed, non-expired, photo-bearing form of identification presented to the RN Test Observer during check-in at your test event MUST EXACTLY MATCH the FIRST and LAST names entered in your TMU account.

You may call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding holidays, to confirm that your name of record matches your *signed, non-expired, photo-bearing form of identification, or sign in to your TMU account to check or change your demographic information. See more information under Demographic Updates/Changes/Corrections.

Note:

- You will not be admitted for testing if you do not bring proper/valid identification.
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on 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 cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

If you are taking the knowledge and skills exams together, you will be required to present your ID again when entering the knowledge test room and the skills lab. Please keep your ID with you throughout the entire exam.

Demographic Updates/Changes/Corrections

Name changes (such as marriage or divorce), date of birth, and Social Security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'applications' on the Missouri TMU main web page (before you log in to your account), or click on this link: **https:// mo.tmutest.com/apply/7**.

Instructions for the Knowledge, Remotely Proctored Knowledge Exams and Skills Test

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 Remotely Proctored Knowledge Exam Instructions can be found 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 entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

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

Testing Policies

The following policies are observed at each test site:

- Make sure you have signed in to your TMU account at **https://mo.tmutest.com** well 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 for up to five (5) hours (if taking both components on-site) in the worst-case scenario. Scheduling time frames and the time at the test site may be significantly shorter.

- Testing begins promptly at the start time noted on your confirmation. You must be at the test site waiting area/room to check in 20 minutes before your scheduled start time – if your test start time is 8:00AM, you must be at the test site by 7:40AM. If you arrive late for your confirmed exam, you will not be admitted. Any exam fees paid will NOT be refunded.
    - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under the Remotely Proctored Knowledge Exam Check-In section.

- 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.
    - If the FIRST and LAST names listed on your ID presented to the RN Test Observer during check-in at your test event do not match the FIRST and LAST names that were entered in the Missouri nurse aide TMU database, you will not be admitted to the exam, and any exam fees paid will NOT be refunded.

- If you do not wear scrubs with appropriate shoes, have 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 are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the Remotely Proctored Knowledge Exam Testing Attire section.

- If you do not show up for your exam day, or are considered a NO-SHOW STATUS (see details in this handbook's No-Show Status section) for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU account using your Email or Username and Password to schedule another exam date.

- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Bluetooth-connected devices (cell phones, smart watches, smart glasses, fitness monitors, etc.), electronic recording devices, and personal items (such as water bottles, purses, 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 for placing your personal items and electronic devices, and you will collect them upon completing your test(s).
    - All electronic devices must be turned off, including any Bluetooth-connected devices, which must be removed from your wrist or body.
    - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under Remotely Proctored Knowledge Exam Option.

- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s); your test will be scored as a failed attempt; you will forfeit all testing fees; and you will be reported to your training program and the Missouri Department of Health and Senior Services (DHSS). You may, however, use personal devices during your free time in the waiting area. Please see this handbook's Security section for detailed information.

- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer and KTP for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.

- 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 (on-site knowledge test room, remotely proctored knowledge exam, 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.

- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Missouri Department of Health and Senior Services (DHSS). Please see this handbook's Security section for detailed information.

- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.

- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
    - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-HEADMASTER at (888) 401-0462 or via email at **missouri@hdmaster.com** once you have scheduled a test date, so that we can notify the testing team.
    - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.

- You may not test if you are ill (sick). Call D&SDT-HEADMASTER at (888) 401-0462 immediately to reschedule.
    - You may not test if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER at (888) 401-0462 immediately to reschedule if you are on doctor's orders.
    - Please see the Rescheduling Policy and No-Show Exceptions sections.
    - Reschedules will not be granted less than one full business day before a scheduled test date.
- Please review this Missouri 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.

Access the Candidate Handbook and Testing Instructions

Follow these instructions to 'Access the Candidate Handbook and Testing Instructions':

1) On your candidate home page, click 'Downloads' at the top of your screen, or 'View Downloads' under the Downloads section

2) The 'Download' screen will open with the documents you can view.

3) Click the 'Download' button to the right of the Candidate Handbook or Testing Instructions you wish to view.

Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Missouri Department of Health and Senior Services (DHSS).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you engage in any of the following circumstances, which may include, but are not limited to, the following:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., Bluetooth-connected devices such as cell phones, smart watches, smart glasses, etc.) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and DHSS, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least six months and may require permission from DHSS to be eligible to retake the test.

Rescheduling Policy

All candidates may reschedule for free online at **https://mo.tmutest.com** up to one business day before a 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 online by signing in to your TMU account at **https://mo.tmutest.com**. (See instructions under *Schedule or Reschedule a Test Event*).

For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 7:00 PM CT the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by CT the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM CT the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM CT the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM CT the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 7:00 PM CT the previous Thursday.

Rescheduling will not be granted less than one full business day before the scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means you are not interested in taking the Missouri nurse aide certification exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's Missouri webpage at **www.hdmaster.com** at least one full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
   Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 6:00PM CT, Monday through Friday, excluding holidays.

2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

3) Refund requests must be made within thirty days of payment of the original testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT will not be issued.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty days of the original payment of testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT will not be issued.

2) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's Missouri webpage at **www.hdmaster.com**. No phone calls will be accepted.

3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU account to reschedule you at no additional 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.
- Your phone number is disconnected/your voicemail box is full.

- You do not check your messages in a timely manner.
- You do not check your email or reply to our email in a timely manner.
- Your email is invalid, or you are unable to access your email for any reason.

See more information under No-Show Exceptions.

No-Show Status

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

These fees partially offset D&SDT-HEADMASTER's costs for services requested and the resulting work performed. If a reschedule or refund request is not made or received before the full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under Rescheduling Policy and Refund of Testing Fees Paid), a NO-SHOW status will be assigned. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show Exceptions

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

Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Missouri TMU main page under 'applications'.

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider's name must be submitted within **three business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, must be submitted within **three business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must be submitted within **seven business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider's name must be submitted within **three business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

    - **Internet outage or issue:** Documentation showing your name and the provider of the service, including the Internet provider's name, showing the outage date and times.
    - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when they check their test results in their TMU account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve it.

Test Results

After you have completed both the Knowledge Exam 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 after 6:00PM CT on the business day following your test event when you sign in to your TMU account. D&SDT-HEADMASTER cannot release test results over the phone.

D&SDT-HEADMASTER does not send postal mail test results letters.

1) Sign in to your TMU account at **https://mo.tmutest.com**.

2) On your candidate home screen, click 'Tests' or 'View Your Testing History'.

3) The 'Your Tests' screen with your scheduled test events will appear.

4) Under Actions, click the drop-down and select 'Details' to view your results.
5) Or, click 'Print Test Results' to print your results.

6) You will also have the opportunity to complete the anonymous Exit Survey by clicking 'Please take our satisfaction survey'.

7) Your test details with detailed diagnostics will appear to help you prepare for a retake, if needed.

8) For the knowledge exam, you will receive your percentage for each subject area and a list of missed vocabulary words.

9) For the skills test, you will receive your pass/fail for each task, and you can click on 'View Failed Steps' to see the steps you missed.

10) With the test details open, under the 'Test Actions' drop-down menu, click 'Print Results' to get a hard copy of your results.

11) You can also click the 'Printer Icon' next to 'Test Actions' to print your results letter.

12) For the skill test, click 'View Failed Steps' next to the task to see any steps missed.

Test Attempts

You have **three attempts** to pass the knowledge and skill test portions of the exam.

Any individual who fails the final examination, except those who have been permitted to challenge the examination, shall have the opportunity to retake the examination twice within ninety (90) calendar days of the initial examination. If the individual fails the final examination a third time, they must retake the entire basic course before another examination can be given.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, you will need to pay for the portion you failed before scheduling a new exam date when you apply for a retest.

You can schedule a test or retest online by signing in to your TMU account with your Email or Username and Password at **https://mo.tmutest.com**. (See instructions with screenshots under *Schedule or Reschedule a Test Event*.)

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your retest, please call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date, provided your fees have been paid first.

Test Review Requests

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

Please read BEFORE you fill out the Test Review Request:

- Call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 7:00 AM to 7:00 PM CT, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit.
- After you learn the details about the scoring of your test, you may better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts.
- If, after discussing your concerns with D&SDT-HEADMASTER staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

To request a review:

- Complete the **Test Review Request and Payment Application** available on the Missouri TMU main page under 'APPLICATIONS' (before logging in to your account) at **mo.tmutest.com**.
- Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays).
- Late requests will be denied and will not be considered.
- **There is a $25 non-refundable test review deposit fee.**
- D&SDT-HEADMASTER will review your detailed recollection and 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. We will interview the test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will recheck the scoring of your test and may contact you for any additional information about the test event.
- D&SDT-HEADMASTER will complete your review request **within ten business days of receiving it,** within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the Missouri Department of Health and Senior Services (DHSS).
- The outcome of your review will determine who pays for any retests that may be granted.
    - If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit.
    - If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

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

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of 75 multiple-choice questions. Questions are selected from subject areas in accordance with the Missouri State Department of Health-approved Missouri test plan and include all required categories defined by federal regulations.

The subject areas and number of questions are as follows.

Subject Areas

Aging Process and Restorative Care:	**[5 questions]**
Basic Nursing Skills:	**[8 questions]**
Care Impaired:	**[5 questions]**
Communication:	**[6 questions]**
Data Collection:	**[4 questions]**
Disease Process:	**[6 questions]**
Infection Control:	**[8 questions]**
Mental Health:	**[6 questions]**
Personal Care:	**[8 questions]**
Resident Rights:	**[5 questions]**
Role and Responsibility:	**[5 questions]**
Safety:	**[9 questions]**

Knowledge Exam Subject Area Definitions

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

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

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

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

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

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

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

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

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

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

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

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

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam. You will have sixty minutes to complete the 75-question exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You can watch the time remaining on your knowledge exam, and the KTP will announce when 15 minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

- You must have a score of 80% or better to pass the knowledge portion of the exam.

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

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

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

TRANSLATION DICTIONARIES
You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer and KTP for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

SCRATCH PAPER AND CALCULATOR
If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor; one will be provided. Any scratch paper and/or provided calculator must be left with the KTP when testing is done.

When you leave the testing room, you must leave all test materials. Anyone who takes or attempts to take materials, notes, or information from the room is subject to prosecution and will be reported to their training program and the Missouri Department of Health and Senior Services (DHSS).

ALTERNATE LANGUAGE VERSION
In addition to English, the knowledge and audio knowledge exams are available in Spanish. Please refer to the instructions in the Knowledge/Audio Exam Alternate Language Versions section of this handbook.

Knowledge Exam Audio Version

An audio (oral) version of the knowledge exam is available. You must request an Audio version before submitting your testing fee payment.

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. Bluetooth-connected devices are not allowed. 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.

NOTE: On the Audio version of the English and Spanish Knowledge Exam, only the first **67** questions will be read orally; the remaining eight questions must be answered without audio assistance to assess English reading comprehension.

Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions.

1) On your candidate home page, click ‘Profile’ or ‘Manage Your Profile’.

2) To choose the knowledge exam's audio option, click the box to the left of ‘Enable Audio Testing’; a check mark will appear in the box.

3) Remember to check 'Enable Audio Testing' **BEFORE YOU SCHEDULE** your knowledge exam.

4) Then click 'Save Changes' at the bottom of the screen to save.

Knowledge/Audio Exam Alternate Language Versions

The Knowledge/Audio Exam is available in English and Spanish. No other alternative languages have been approved by the Missouri Department of Health and Senior Services (DHSS).

When you log in to take your knowledge exam, you can select English or a DHSS-approved alternate language (Spanish only) from a drop-down list. During the exam, you can switch back and forth between your preferred language and English.

Please see the instructions below for an example of how to toggle between English and DHSS-approved alternate languages.

1) On your candidate home screen, click 'Tests' or 'View your Testing History'.

2) Under 'Testing History', click 'Prepare to Test'.

3) The 'Start Your Knowledge Test' screen with your demographic information from your TMU account will appear.

4) Check that your information is correct before beginning the test. If it is not, click 'Go Back, Edit Information'.

5) If it is correct, you will enter the 'Start Code' provided to you by the test observer, then click 'Information Correct, Begin Test'.
6) You will choose your alternate language from the drop-down list of DHSS-approved alternate languages (Spanish only).

7) Click 'English' (the default), and the DHSS-approved alternate language (Spanish) will show in the drop-down list.

8) Click on your preferred language (English is the default; Spanish is the other language available).

9) You can toggle between English and your preferred language.

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - **TMU does not support Internet Explorer.**

- A reliable Internet (Wi-Fi) connection.

- A personal computer/tablet/laptop to log into TMU to access the knowledge exam.

- Your Email or Username and Password to take the remotely proctored TMU Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.

- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom) that you ***must download***.

- An email will be sent to you and appear in your notifications (in your TMU account) with information about the 'video conferencing app' (for example, Zoom) you will need to download before test day.
    - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU account), a reminder with the password-protected link to join the test event.

- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.

- You may not use a video filter, such as a background or blurring your screen.

- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).

- You must be alone (by yourself during the entire time while testing) in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.

- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired earbuds or headphones (Bluetooth-connected devices are not allowed) to plug into the computer.
    - The questions are read neutrally 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.
    - **NOTE:** On the Audio version of the English and Spanish Knowledge Exam, only the first **67** questions will be read orally; the remaining eight (8) questions must be answered without audio assistance to assess English reading comprehension.

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

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU account using your Username or Email and Password and follow the instructions to Schedule or Reschedule a Test Event. Please ensure you have met the Remotely Proctored Knowledge Exam Candidate Requirements listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be 'Remotely Proctored Test'.

- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU account for you to view (see the *Schedule or Reschedule a Test Event*, *Test Confirmation Letter*, and the *View your TMU Notifications* sections for information to access your test confirmation and notifications).

- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and included in your notifications.

- Remember, for this information, check your 'NOTIFICATIONS' in your TMU account. Please refer to the View your TMU Notifications section.

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

Remotely Proctored Knowledge Exam Instructions

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

Remotely Proctored Knowledge Exam Policies

All Candidate Requirements, Exam Check-In, Testing Policies, Testing Attire, and Security policies apply and are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area). If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status. You will forfeit any testing fees paid and must repay them to reschedule a new test.

- You must be alone (**by yourself during the entire time while testing**) in a quiet, isolated, secure room/area free of distractions, interruptions, and any other people, children, or pets.

- The remote Proctor may also ask you to show your room/entire surroundings at any time during your test.

- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.

- You may not use a video filter, such as a background or blurring your screen.

- The 'video conferencing app' (for example, Zoom) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.

- Your device must not be muted during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test.

- REMEMBER: You need to test in an isolated, secure room/area that is free of distractions and interruptions, just as you would if you were sitting in the knowledge test room at a test site.

- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.

- Please see the information on remotely proctored testing issues under the No-Show Exceptions section.

- **SCRATCH PAPER AND BASIC CALCULATOR:** If needed, you may do math calculations on scratch paper or with a basic calculator. Before starting your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor.
    - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor again. You will then be instructed to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the remote Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired earbuds or headphones that plug into the computer (Bluetooth-connected devices are not allowed).

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

Self-Assessment Reading Comprehension Exam

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

PASSAGE 1

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

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

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

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

PASSAGE 2

Amy is from 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, each in a different color. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

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

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

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

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

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

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

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

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

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

PASSAGE 3

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

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

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

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

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at **www.hdmaster.com**. Candidates may purchase complete practice tests randomly generated based on the state test plan. We use a mastery learning method, and each practice test is unique. This means candidates must answer the question correctly before moving on to the next question. The system provides a first-attempt percentage score and vocabulary feedback after you complete the practice test. A list of vocabulary words to study is provided at the end of each test. Single- or group-purchase plans are available.

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

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

1. Clean linens that touch the floor should be:
    a. Picked up quickly and placed back on the clean linen cart
    b. Used immediately on the next resident's bed
    c. Considered dirty and placed in the soiled linen hamper
    d. Used only in the room where the linen fell on the floor

2. When you are communicating with residents, you need to remember to:
    a. Face the resident and make eye contact
    b. Speak rapidly and loudly
    c. Look away when they make direct eye contact
    d. Finish all their sentences for them

3. A resident's psychological needs:
    a. Should be given minor consideration
    b. Make the resident withdrawn and secretive
    c. Are nurtured by doing everything for the resident
    d. Are nurtured when residents are treated like individuals

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

THE MANUAL DEMONSTRATION SKILL TEST

The purpose of the Skill Test is to evaluate your performance when demonstrating DHSS-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.

You will be asked to present the ID you showed the RN Test Observer at check-in.

Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.

Each of your randomly selected three or four tasks will have associated scenarios. 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 thirty minutes to complete your three or four tasks. After fifteen minutes have elapsed, you will be alerted when **15 minutes remain**.

Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios **repeated at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.

You must successfully complete 100% of the tasks you are assigned. You may not miss any key steps (the **bolded** steps) and must achieve 80% or higher on the non-key steps on each task to pass the Skill Test.

If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.

You may repeat or correct **any step or steps** on any task you believe you have performed incorrectly at any time during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.

The skill task steps **are not order dependent unless the words BEFORE or AFTER** are used in a step.

When you finish each task, verbally tell the RN Test Observer that you are finished, then move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.

All steps must actually be demonstrated. Steps that are only verbalized or simulated WILL NOT COUNT.

Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed on the next page. You are required to sign the recording form during the demonstration of the equipment/supplies.

Recording Form

Candidate's Name: _____
PLEASE PRINT

PULSE: _____ **RESPIRATIONS:** _____

URINARY OUTPUT: _____ ml

BLOOD PRESSURE: _____ / _____

GLASS 240ml: _____

GLASS 120ml: _____

TOTAL FLUID INTAKE: _____ml

FOOD INTAKE: _____%

Candidate's Signature: _____

Skill Test Tasks

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

- Catheter Care for a Female Resident with Handwashing (demonstrated on a manikin).
- Don PPE [Put On] (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, Doff [Remove] PPE, with Handwashing.
- Perineal Care for a Female Resident with Handwashing (demonstrated on a manikin).
- Perineal Care for a Male Resident with Handwashing (demonstrated on a manikin).

Handwashing with soap and water is embedded in each mandatory task and must be demonstrated at the end of each task.

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

Skill Tasks Listing

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

The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer. **You will perform the steps on a live resident actor for all but three tasks: catheter care and perineal care for a female resident, and perineal care for a male resident, which will be performed on a manikin.** You will be scored only on the steps listed.

If you fail the Skill Test, one of the first mandatory tasks will be included in each Skill Test. The other tasks included in your Skill Test are randomly chosen to ensure that every Skill Test is comparable in difficulty and has an average time to completion. 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.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Missouri 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.

Abbreviated Bed Bath- Whole Face and One Arm, Hand, and Underarm

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Fill a basin with warm water.
7) Raise bed height.
8) Cover the resident with a bath blanket.
9) Fan-fold bed linens at least down to the waist, or move linens to the opposite side.
10) Put on gloves.
11) Remove the resident's gown without exposing the resident.
12) Place the soiled gown in the designated laundry hamper.
13) Wash face WITHOUT SOAP.
14) Pat dry the face.
15) Place a towel under the resident’s arm; only expose one arm.
16) Wash the arm, hand, and underarm using soap and water.
17) Rinse the arm, hand, and underarm.
18) Pat dry the arm, hand, and underarm.
19) Assist the resident in putting on a clean gown.
20) Empty, rinse, dry, and return equipment to storage.
21) Place the soiled linen in a designated laundry hamper.
22) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
23) Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

24) Lower the bed.
25) Place the call light or signaling device within easy reach of the resident.
26) Maintain respectful, courteous interpersonal interactions at all times.

Ambulation from Bed to Wheelchair using a Gait Belt

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Obtain a gait belt for the resident.
7) **Lock the bed brakes to ensure the resident's safety.**
8) **Lock the wheelchair brakes to ensure the resident's safety.**
9) Adjust bed height to ensure the resident's feet will be flat on the floor.
10) Bring the resident to a sitting position with the resident's feet flat on the floor.
11) Properly place a gait belt around the resident's waist to stabilize the trunk.
12) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13) Assist the resident in putting on non-skid footwear BEFORE standing.
14) Bring the resident to a standing position using proper body mechanics at all times.
15) Grasp the gait belt.
16) Stabilize the resident.
17) Ambulate the resident at least 10 steps to the wheelchair.
18) Assist the resident in pivoting/turning and sitting in a wheelchair.
19) Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
20) Remove the gait belt.
21) Place the resident within easy reach of the call light or signaling device.
22) Maintain respectful, courteous interpersonal interactions at all times.
23) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Ambulation from Wheelchair to Bed using a Gait Belt

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Obtain a gait belt for the resident.
7) **Lock the bed brakes to ensure the resident's safety.**
8) **Lock the wheelchair brakes to ensure the resident's safety.**
9) Adjust bed height to ensure the resident's feet will be flat on the floor.

10) Properly place a gait belt around the resident's waist to stabilize the trunk.
11) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between it and the resident.
12) Ensure the resident's feet are flat on the floor.
13) Ask the resident to place their hands on the wheelchair armrests.
14) Grasp the gait belt with both hands.
15) Bring the resident to a standing position using proper body mechanics at all times.
16) Continue grasping the gait belt.
17) Stabilize the resident.
18) Ambulate the resident at least 10 steps to the bed.
19) Assist the resident in pivoting/turning and sitting on the bed.
20) Sit the resident on the bed in a controlled manner that ensures safety at all times.
21) Remove the gait belt.
22) Assist the resident in lying down in the center of the bed, making sure the resident is comfortable and in good body alignment.
23) Lower the bed.
24) Place the call light or signaling device within easy reach of the resident.
25) Maintain respectful, courteous interpersonal interactions at all times.
26) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Catheter Care for a Female Resident with Hand Washing

[One of the possible mandatory first tasks - demonstrated on a manikin]

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide privacy; pull the privacy curtain.
6) Fill a basin with warm water.
7) Raise the bed height.
8) Put on gloves.
9) Avoid overexposure throughout the procedure.
10) Check to see that urine can flow, unrestricted, into the drainage bag (it is helpful to verbalize checking while looking for kinks in tubing, etc.).
11) Use a clean washcloth, water, and soap.
12) Carefully wash around the urethral opening where it exits.
13) **Hold the catheter where it exits the urethra with one hand.**
14) While holding the catheter, clean 3-4 inches down the catheter tube.
15) **Clean with strokes only away from the urethra. (At least two strokes.)**
16) Use a clean portion of the washcloth for each stroke.
17) Use a clean washcloth and water.
18) Rinse using strokes only away from the urethra.
19) Rinse using a clean portion of the washcloth for each stroke.
20) Pat dry.
21) **Do not allow the tube to be pulled at any time during the procedure.**

22) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
23) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
24) Replace the resident's gown over the perineal area.
25) Replace the top cover over the resident.
26) Leave the resident in a position of safety and comfort.
27) Lower the bed.
28) Empty, rinse, dry, and return the basin to storage.
29) Place the call light or signaling device within easy reach of the resident.
30) Maintain respectful, courteous interpersonal interactions at all times.
31) Wash hands: Begin by wetting your hands.
32) Apply soap to hands.
33) Rub hands together using friction for at least 20 seconds with soap.
34) Interlace fingers pointing downward with soap.
35) Wash all surfaces of your hands with soap.
36) Wash all surfaces of wrists with soap.
37) Rinse hands thoroughly under running water with fingers pointed downward.
38) Dry hands with a clean paper towel(s).
39) Turn off the faucet with a paper towel.
40) Discard paper towels in the trash container as used.
41) **Do not re-contaminate hands by touching the faucet or sink at any time during or after the hand washing procedure.**

Denture Care – Clean an Upper or Lower Denture

[ONLY ONE PLATE IS USED FOR TESTING]

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Line the bottom of the sink with a protective lining that will help prevent damage to the denture. (Towels, washcloths, or paper towels are allowed.)
7) Put on gloves.
8) Apply denture cleanser to the denture brush/toothbrush.
9) Remove the denture from the cup.
10) Handle the denture carefully to avoid damage.
11) Handle the denture carefully to avoid contamination.
12) Rinse the denture cup.
13) Thoroughly brush the denture, including the inner, outer, and chewing surfaces. (Only one plate is used during testing.)
14) Rinse the denture using clean, cool water.
15) Place the denture in the rinsed denture cup.
16) Add cool, clean water to the denture cup.
17) Rinse equipment. (Denture brush or toothbrush.)

18) Return equipment to storage.
19) Discard the protective lining in an appropriate container.
20) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
21) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
22) Place the call light or signaling device within easy reach of the resident.
23) Maintain respectful, courteous interpersonal interactions at all times.

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

[One of the possible mandatory first tasks]

1) Perform hand hygiene BEFORE touching the gown.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2) Face the back opening of the gown.
3) Unfold the gown.
4) Place arms through each sleeve.
5) Secure the neck opening.
6) Secure the waist, making sure that the back flaps cover the clothing as completely as possible.
7) Put on gloves.
8) Gloves overlap sleeves at the wrist.
9) Knock on the door.
10) Introduce yourself to the resident.
11) Explain the procedure to the resident.
12) Provide for privacy; pull the privacy curtain.
13) Place a barrier on the floor under the drainage bag. (Candidate chooses the barrier. It may be a paper towel, washcloth, chux, etc.)
14) Place the graduate on the previously placed barrier.
15) Open the drain to allow the urine to flow into the graduate.
16) Avoid touching the graduate with the tip of the tubing.
17) Close the drain.
18) Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
19) Replace the drain in the holder.
20) Place the graduate on a level, flat surface.
21) With the graduate at eye level, read the output.
22) Empty the graduate into the designated toilet/commode.
23) Rinse the graduate and empty rinse water into the designated toilet/commode.
24) Return the graduate to storage.
25) Leave the resident in a position of comfort and safety.
26) Record the output on the provided, previously signed recording form.
27) **The candidate's measured output reading is within 25 mL of the RN Test Observer's pre-measured output reading.**
28) Place the call light or signaling device within easy reach of the resident.
29) Maintain respectful, courteous interpersonal interactions at all times.
30) Remove gloves, turning them inside out as you remove them.

31) Remove gloves BEFORE removing the gown.
32) Dispose of the gloves in the appropriate container.
33) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
34) Unfasten the gown at the neck.
35) Unfasten the gown at the waist.
36) Remove the gown by folding the soiled area to the soiled area.
37) Dispose of the gown in the appropriate container.
38) Wash hands: Begin by wetting your hands.
39) Apply soap to hands.
40) Rub hands together using friction for at least 20 seconds with soap.
41) Interlace fingers pointing downward with soap.
42) Wash all surfaces of your hands with soap.
43) Wash all surfaces of wrists with soap.
44) Rinse hands thoroughly under running water with fingers pointed downward.
45) Dry hands with a clean paper towel(s).
46) Turn off the faucet with a paper towel.
47) Discard paper towels in the trash container as used.
48) **Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand-washing procedure.**

Dress a Dependent Resident in Bed

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Raise the bed height.
7) Keep the resident covered while removing the gown.
8) Remove the gown from the unaffected side first.
9) Place the soiled gown in the designated laundry hamper.
10) When dressing the resident in a button-up shirt, insert your hand through the sleeve of the shirt and grasp the resident's hand.
11) When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.
12) 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.
13) When dressing the resident in pants, always dress from the affected (weak) side first.
14) When putting on the resident’s socks, draw the socks up the resident’s foot until they are smooth.
15) Leave the resident comfortably/properly dressed and in a position of safety.
16) Lower the bed.
17) Place the call light or signaling device within easy reach of the resident.
18) Maintain respectful, courteous interpersonal interactions at all times.
19) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Feed a Dependent Resident in Bed

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) **Position the resident in an upright position, at least 45 degrees.**
7) Ask the resident to state their name and verify that the name matches the name on the diet card.
8) Protect clothing from soiling using a napkin, clothing protector, or towel.
9) Provide hand hygiene for the resident BEFORE feeding. (Candidates may use a disposable wipe and dispose of it in a trash can, wash the resident's hands with a wet washcloth, or rub hand sanitizer over all surfaces of the resident's hands.)
10) Ensure the resident's hands are dry BEFORE feeding. (If a wipe was used, verify hands are dry; if a wet washcloth was used, dry them; if sanitizer is used, rub it in until dry.)
11) Position yourself at eye level, facing the resident, while feeding them.
12) Describe the food being offered to the resident.
13) Offer fluids frequently from each glass.
14) Offer food in small amounts at a reasonable rate, allowing the resident to chew and swallow.
15) Wipe the resident's face during the meal at least once.
    a. The actor will say, "I'm full" before all the solid food and fluids are gone.
16) Leave the resident clean.
17) **Leave the resident in bed with the head of the bed up to at least 30 degrees.**
18) Record intake as a percentage of total solid food eaten on the previously signed recording form.
19) The candidate's recorded consumed food intake is within 25 percentage points of the RN Test Observer's recorded food intake.
20) Record the sum total of estimated fluid intake on the previously signed recording form.
21) The candidate's recorded sum total consumed fluid intake is within 60 mL of the RN Test Observer's recorded fluid intake.
22) Place the call light or signaling device within easy reach of the resident.
23) Maintain respectful, courteous interpersonal interactions at all times.
24) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Foot Care - One Foot

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Fill a basin with warm water.
7) Put on gloves.
8) Remove the sock from the right or left foot. (The scenario read to you will specify right or left.)

9) Immerse the resident's foot in warm water.
    a. You must verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
    b. Once the 5 to 20-minute soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."
10) Use water and a soapy washcloth.
11) Wash entire foot.
12) Wash between toes.
13) Rinse entire foot.
14) Rinse between toes.
15) Dry foot thoroughly.
16) **Dry thoroughly between toes.**
17) Warm the lotion by rubbing it between your hands.
18) Massage lotion over the entire foot.
19) Avoid getting lotion between the toes.
20) If any excess lotion is present, wipe it with a towel.
21) Replace the sock on the foot.
22) Empty, rinse, dry, and return the basin to storage.
23) Place soiled linen in the designated laundry hamper.
24) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
25) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
26) Leave the resident in a position of safety in proper body alignment in the chair.
27) Place the call light or signaling device within easy reach of the resident.
28) Maintain respectful, courteous interpersonal interactions at all times.

Mouth Care—Brush a Resident's Teeth

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Put on gloves only AFTER supplies have been gathered.
7) Drape the resident's chest with a towel (cloth or paper) to prevent soiling.
8) Wet the toothbrush.
9) Apply toothpaste to the toothbrush.
10) **Brush the resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.**
11) Clean the tongue.
12) Assist the resident in rinsing their mouth. (May use an emesis basin or a disposable cup to spit in.)
13) Wipe the resident's mouth.
14) Remove the soiled chest barrier.
15) Place the soiled chest barrier (cloth or paper) in the appropriate container.
16) Empty, rinse, and dry the emesis basin, if used, or dispose of the cup in an appropriate container.
17) Rinse the toothbrush.
18) Return equipment to storage.

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

Mouth Care for a Comatose Resident

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Put on gloves only AFTER supplies have been gathered
7) **Turn the resident to a side-lying position -OR- turn the resident's head to the side to avoid choking or aspiration.**
8) Drape the chest or bed as needed to protect it from soiling.
9) Use swab(s) and cleaning solution (water). (You may not use a toothbrush or toothpaste.)
10) **Gently and thoroughly clean the inner, outer, and chewing surfaces of all upper and lower teeth.**
11) Gently and thoroughly clean the gums and tongue.
12) Wipe the resident's mouth.
13) Return the resident to a position of comfort and safety.
14) Discard swab(s) in a designated container.
15) Place soiled linen in the designated laundry hamper.
16) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
17) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
18) Place the call light or signaling device within easy reach of the resident.
19) Maintain respectful, courteous interpersonal interactions at all times.

Nail Care - One Hand

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Fill a basin with warm water.
7) Put on gloves.

8) Immerse the resident's nails of their left or right hand in warm water. (The scenario read to you will specify left or right.)
    a. You must verbalize at least 5 minutes of soaking time after you begin soaking the nails.
    b. Once at least 5 minutes of soaking time is verbalized, the RN Test Observer acknowledges the stated time and says, "You may continue with your demonstration now."
9) Dry the resident's hand thoroughly.
10) Specifically, dry between the fingers.
11) Gently clean the nails with an orange stick.
12) Gently push cuticles back with a towel or washcloth.
13) File each fingernail.
14) Empty, rinse, and dry the basin.
15) Return equipment to storage.
16) Place soiled linen in the designated laundry hamper.
17) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
18) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
19) Place the call light or signaling device within easy reach of the resident.
20) Maintain respectful, courteous interpersonal interactions at all times.

Perineal Care for a Female Resident with Hand Washing

[One of the possible mandatory first tasks - demonstrated on a manikin]

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Raise the bed height.
7) Fill a basin with warm water.
8) Put on gloves.
9) Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed to provide for safety. Turn the resident or raise their hips and place the barrier under their buttocks. (The candidate will choose a barrier, such as a towel, waterproof pad, or Chux.)
10) Expose the perineum only.
11) Separate the labia.
12) Use a clean washcloth, water, and soap.
13) Clean one side of the labia from front to back.
14) Using a clean portion of a washcloth, clean the other side of the labia from front to back.
15) **Using a clean portion of a washcloth, clean the vaginal area from front to back.**
16) Use a clean washcloth and water to rinse the front side.
17) Rinse one side of the labia from front to back.
18) Rinse the other side of the labia from front to back using a clean portion of the washcloth.
19) Using a clean portion of a washcloth, rinse the vaginal area from front to back.
20) Pat dry.

21) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
22) Perform hand hygiene AFTER disposing of gloves.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
23) Put on new gloves.
24) Assist the resident in turning to the side away from the candidate.
25) Use a clean washcloth with water and soap.
26) **Clean from the vagina to the rectal area.**
27) Use a clean portion of the washcloth with any cleaning stroke.
28) Use a clean washcloth and water to rinse.
29) Rinse from the vagina to the rectal area.
30) Use a clean portion of the washcloth with any rinsing stroke.
31) Pat dry.
32) Safely remove the barrier from under the resident's buttocks.
33) Position the resident (manikin) on its back.
34) Lower the bed.
35) Place soiled linen in the designated laundry hamper.
36) Empty, rinse, dry, and return equipment to storage.
37) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
38) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub hands together until hands are dry.
39) Place the call light or signaling device and water within easy reach of the resident.
40) Maintain respectful, courteous interpersonal interactions at all times.
41) Wash hands: Begin by wetting your hands.
42) Apply soap to hands.
43) Rub hands together using friction for at least 20 seconds with soap.
44) Interlace fingers pointing downward with soap.
45) Wash all surfaces of your hands with soap.
46) Wash all surfaces of wrists with soap.
47) Rinse hands thoroughly under running water with fingers pointed downward.
48) Dry hands with a clean paper towel(s).
49) Turn off the faucet with a paper towel.
50) Discard paper towels in the trash container as used.
51) **Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand-washing procedure.**

Perineal Care for a Male Resident with Hand Washing

[One of the possible mandatory first tasks - demonstrated on a manikin]

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.

5) Provide for privacy; pull the privacy curtain.
6) Raise the bed height.
7) Fill a basin with warm water.
8) Put on gloves.
9) Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed to provide for safety.
10) Turn the resident or raise their hips and place the barrier under their buttocks. (The candidate will choose a barrier, such as a towel, waterproof pad, or Chux.)
11) Expose the perineum only.
12) Gently grasp the penis.
13) Use a clean washcloth, water, and soap.
14) Clean the tip of the penis, starting at the urethral opening, working outward away from the urethral opening.
15) Clean the shaft of the penis away from the tip of the penis.
16) **Use a clean portion of a washcloth with each cleaning stroke.**
17) With a clean washcloth, soap, and water, clean the scrotum.
18) Clean the scrotum with a clean portion of a washcloth with any stroke.
19) Use a clean washcloth and water to rinse the front side.
20) Rinse the penis using a clean portion of a washcloth with each stroke.
21) Rinse the scrotum using a clean portion of a washcloth with each stroke.
22) Pat dry.
23) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
24) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
25) Put on new gloves.
26) Assist the resident in turning to the side away from the candidate.
27) Use a clean washcloth, soap, and water to clean the rectal area.
28) **Clean the area from the scrotum to the rectal area using a clean portion of a washcloth with each stroke.**
29) With a clean washcloth and water, rinse the area from the scrotum to the rectal area.
30) Use a clean portion of a washcloth with any stroke when rinsing.
31) Pat dry.
32) Safely remove the barrier from under the resident's buttocks.
33) Place all soiled linen in a designated container.
34) Position the resident on their back.
35) Lower the bed.
36) Empty, rinse, dry, and return equipment to storage.
37) Remove gloves, turning them inside out as you remove them, and dispose of them in the designated container.
38) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
39) Leave the resident in a position of comfort and safety.
40) Place the call light or signaling device within easy reach of the resident.
41) Maintain respectful, courteous interpersonal interactions at all times.
42) Wash hands: Begin by wetting your hands.
43) Apply soap to hands.
44) Rub hands together using friction for at least 20 seconds with soap.

45) Interlace fingers pointing downward with soap.
46) Wash all surfaces of your hands with soap.
47) Wash all surfaces of wrists with soap.
48) Rinse hands thoroughly under running water with fingers pointed downward.
49) Dry hands with a clean paper towel(s).
50) Turn off the faucet with a paper towel.
51) Discard paper towels in the trash container as used.
52) **Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand-washing procedure.**

Pivot-Transfer a Weight-Bearing, Non-Ambulatory Resident from their Bed to a Wheelchair using a Gait Belt

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Obtain a gait belt.
7) **Lock the bed brakes to ensure the resident's safety.**
8) Assist the resident in putting on non-skid footwear.
9) Adjust the bed height to ensure the resident's feet are flat on the floor.
10) Assist the resident to a sitting position.
11) Position the wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
12) **Lock the wheelchair brakes to ensure the resident's safety.**
13) Properly place the gait belt around the resident's waist to stabilize the trunk.
14) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
15) Grasp the gait belt with both hands.
16) Bring the resident to a standing position using proper body mechanics.
17) Assist the resident in pivoting and sitting in the wheelchair in a controlled manner that ensures safety.
18) Remove the gait belt.
19) Place the resident within easy reach of the call light or signaling device.
20) Maintain respectful, courteous interpersonal interactions at all times.
21) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Pivot-Transfer a Weight-Bearing, Non-Ambulatory Resident from a Wheelchair to their Bed using a Gait Belt

1) Knock on the door.
2) Introduce yourself to the resident.

3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub hands together until hands are dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Obtain a gait belt.
7) **Lock the bed brakes to ensure the resident's safety.**
8) Adjust the bed height to ensure the resident's feet are flat on the floor.
9) Position the wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
10) **Lock the wheelchair brakes to ensure the resident's safety.**
11) Properly place the gait belt around the resident's waist to stabilize the trunk.
12) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13) Ensure the resident's feet are flat on the floor.
14) Ask the resident to place their hands on the wheelchair armrests.
15) Grasp the gait belt with both hands.
16) Bring the resident to a standing position using proper body mechanics.
17) Assist the resident in pivoting and sitting on the bed in a controlled manner that ensures safety.
18) Remove the gait belt.
19) Assist the resident in lying down in the center of the bed.
20) Make sure the resident is comfortable and in good body alignment.
21) Lower the bed.
22) Place a call light or signaling device within easy reach of the resident.
23) Maintain respectful, courteous interpersonal interactions at all times.
24) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Position a Resident on their Side in Bed

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Position the bed flat.
7) Raise bed height.
8) Direct the RN Test Observer to stand on the side of the bed opposite the working side of the bed, or raise the side rail on the side of the bed opposite the working side of the bed to provide for safety. (Note: the candidate's working side of the bed must be opposite the side read to turn the resident on.)
9) From the working side of the bed, move the resident's upper body, hips, and legs toward yourself to provide room on the bed that will be used to safely turn the resident on their side. (Note: the candidate's working side of the bed must be opposite the side read to turn the resident on.)
10) **Assist/turn the resident to their correct side, as read to the candidate in the scenario by the RN Test Observer.** *(Note: the resident must be placed on the side read in the scenario.)*
11) Ensure that the resident's face never becomes obstructed by the pillow.

12) Check to be sure that the resident is not lying on their downside arm.
13) Ensure the resident is in correct body alignment.
14) Place support devices, such as pillows, wedges, blankets, etc., under the resident's head to maintain correct body alignment and protect bony prominences.
15) Place support devices, such as pillows, wedges, or blankets, under the resident's arm to maintain correct body alignment and protect bony prominences.
16) Place support devices, such as pillows, wedges, or blankets, behind the resident's back to maintain correct body alignment and protect bony prominences.
17) Place support devices, such as pillows, wedges, or blankets, between the resident's knees to maintain correct body alignment and protect bony prominences.
18) Leave the resident in a position of comfort and safety.
19) Lower the bed.
20) Place the call light or signaling device within easy reach of the resident.
21) Maintain respectful, courteous interpersonal interactions at all times.
22) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Range of Motion for the Hip and Knee

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Raise the bed height.
7) Position the resident supine (bed flat).
8) Position the resident in good body alignment.
9) Place one hand under the resident's knee.
10) Place the other hand under the resident's ankle.
11) Do not cause discomfort or pain at any time during ROM.
12) ROM for hip: Move the entire leg away from the body.
    a. Abduction
13) Move the entire leg back toward the body.
    a. adduction
14) Complete abduction and adduction of the hip at least three times.
15) Continue to support the joints correctly by placing one hand under the resident's knee and the other hand under the resident's ankle.
16) Bend the resident's knee and hip toward the resident's trunk.
    a. flexion of the hip and knee at the same time
17) Straighten the knee and hip.
    a. extension of the knee and hip at the same time
18) Complete flexion and extension of the knee and hip at least three times.
19) Do not force any joint beyond the point of free movement.
20) **The candidate *must ask* at least once during the ROM exercise if there is/was any discomfort/pain.**
21) Leave the resident in a comfortable position.
22) Lower the bed.

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

Range of Motion for the Shoulder

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Raise the bed height.
7) Position the resident supine (bed flat).
8) Position the resident in good body alignment.
9) Place one hand under the resident's elbow.
10) Place the other hand under the resident's wrist.
11) Do not cause discomfort or pain at any time during ROM.
12) Raise the resident's arm up and over the resident's head.
    a. Flexion
13) Bring the resident's arm back down to the resident's side.
    a. extension
14) Complete flexion and extension of the shoulder at least three times.
15) Continue to correctly support the shoulder joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
16) Move the resident's entire arm out away from the body.
    a. abduction
17) Return the resident's arm to the resident's side.
    a. adduction
18) Complete abduction and adduction of the shoulder at least three times.
19) Do not force any joint beyond the point of free movement.
20) **The candidate *must ask* at least once during the ROM exercise if there is/was any discomfort/pain.**
21) Leave the resident in a comfortable position.
22) Lower the bed.
23) Place the call light or signaling device within easy reach of the resident.
24) Maintain respectful, courteous interpersonal interactions at all times.
25) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Vital Signs – Count and Record a Resident's Pulse and Respiration

1) Knock on the door.
2) Introduce yourself to the resident.

3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Locate the radial pulse by placing the tips of your fingers on the thumb side of the resident's wrist.
7) Count pulse for 60 seconds, or for 30 seconds times two.
    a. Tell the RN Test Observer if you will be counting for 60 or 30 seconds.
    b. Tell the RN Test Observer when you start counting and tell them when you stop counting.
8) Count respirations for 60 seconds, or for 30 seconds times two.
    a. Tell the RN Test Observer if you will be counting for 60 or 30 seconds.
    b. Tell the RN Test Observer when you start counting and tell them when you stop counting.
9) Record the pulse rate on the previously signed recording form.
10) **The candidate's recorded pulse rate is within four beats of the RN Test Observer's recorded pulse rate.**
11) Record respirations on the previously signed recording form.
12) **The candidate's recorded respiratory rate is within two breaths of the RN Test Observer's recorded respiratory rate.**
13) Place the call light or signaling 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 your hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Vital Signs – Take and Record a Resident's Manual Blood Pressure

1) Knock on the door.
2) Introduce yourself to the resident.
3) Perform hand hygiene.
    a. Cover all surfaces of your hands with hand sanitizer.
    b. Rub hands together until hands are dry.
4) Explain the procedure to the resident.
5) Provide for privacy; pull the privacy curtain.
6) Assist the resident into a comfortable sitting or recumbent position with the forearm relaxed and supported in a palm-up position.
7) Roll the resident's sleeve about 5 inches above the elbow.
8) Apply the cuff around the upper arm, just above the elbow, and align the cuff arrows with the brachial artery.
9) Clean the earpieces of the stethoscope appropriately and place them in your ears.
10) Clean the diaphragm of the stethoscope.
11) Place the stethoscope over the brachial artery.
12) Hold the stethoscope snugly in place.
13) Inflate the cuff to 160-180 mmHg.
14) Slowly release air from the cuff until the disappearance of pulsations.
15) Remove the cuff.
16) Record reading on the previously signed recording form.
17) **The candidate's recorded systolic blood pressure is within six mmHg of the RN Test Observer's recorded systolic blood pressure.**
18) **The candidate's recorded diastolic blood pressure is within six mmHg of the RN Test Observer's recorded diastolic blood pressure.**

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

KNOWLEDGE EXAM VOCABULARY LIST

adduction
abandonment
abdominal thrust
abduction
abductor wedge
abnormal vital signs
abuse
acceptance
accidents
accountable
activities
acute
adaptive devices
adduction
ADL
admitting resident
advance directives
afebrile
affected side
aging process
agitation
AIDS
airborne transmitted diseases
Alzheimer's
ambulation
amputees
anemia
anger
angina
anterior
anti-embolic stocking
antibacterial
antibiotics
anxiety
aphasia
apical
apnea
arthritis
aseptic
aspiration
assault
assistive device
atrophy
axillary temperature
bacteria
bargaining
basic needs
bathing
bed height
bed making
bedpan
bedrails
bedrest
behavior
beliefs
biohazard
bladder training
bleeding
blindness
blood pressure
bloodborne pathogen
body alignment
body fluid
body language
body mechanics
body system
body temperature
bone loss
bowel program
brain stem
breathing
brittle bones
burnout
call light
cancer
cardiac arrest
cardiopulmonary resuscitation
cardiovascular system
care impaired
care plan
cast
cataract
catheter
cc's in an ounce
central nervous system
chain of command
charge nurse
chemical restraint
chemical safety
chemotherapy
choking
chronic
circulation
cleaning
clear liquid diet
clergy
cognitively impaired
colostomy
coma
combative resident
communicable
communication
competency evaluation
conduct
confidentiality
conflict
confused resident
congestive heart failure
constipation
contamination
contracture
converting measures
COPD
coughing excessively
cross-contamination
CVA
cyanotic
dangling
de-escalation
death and dying

decubitus ulcer
deeper tissue
dehydration
delegation
demanding resident
dementia
denial
denture care
dentures
dependability
depression
development
developmental disability
diabetes
diaphragm
diet
digestion
dilate
disease
disinfection
disoriented
disposing of contaminated materials
disrespect
dizziness
DNR
documentation
domestic abuse
dorsiflexion
dressing
droplets
dry skin
dying
dysphagia
dyspnea
dysuria
edema
elastic stockings
elderly
electrical equipment
elimination
elopement
emesis
emotional abuse
emotional needs
emotional stress
empathy
emphysema
enema
epilepsy
essential behaviors
ethics
eyeglasses
falls
fecal impaction
feces
feeding
fire
first aid
flatus
flexed
foot board
foot care
foot drop
Fowler's
fracture pan
fractures
fraud
frayed cord
gait belt
gastric feedings
gastrostomy tube
geriatrics
gerontology
gestures
gifts
gloves
grieving process
group settings
hair care
hand care
hand tremors
hand washing
health-care team
hearing aid
hearing impaired
heart attack
heart muscle
helping residents
hemiplegia
hip prosthesis
HIPAA
HIV
holistic care
hormones
hospice
hyperglycemia
hypertension
hyperventilation
immobility
impaired
in-house transfer
in-service programs
incontinence
indwelling catheter
infection
infection control
infectious disease
initial observations
insomnia
intake and output
integumentary system
interpersonal skills
invasion of privacy
ischemia
isolation
jaundice
job application
job description
lactose intolerance
laxatives
life support
lift/draw sheet
linen
living will
log roll
loose teeth
male perineal care
mask
Maslow
masturbation
measuring height
measuring temperature
mechanical lift
medical asepsis
medical record
medications
memory loss
mental health
microorganism
misappropriation
mistakes
mobility
mouth care
moving
MSDS
musculoskeletal
nail care

nasal cannula
needles
neglect
non-contagious disease
non-verbal communication
nosocomial infection
NPO
nursing assistant's role
nutrition
nutritional supplement
objective
OBRA
occupied bed
ombudsman
oral care
oral temperature
orientation
osteoporosis
output
oxygen
palliative care
paralysis
paranoia
Parkinson's
partial assistance
passive
pathogen
patience
perineal care
peristalsis
personal care
personal items
personal protective equipment (PPE)
personal values
pet therapy
phone etiquette
physical needs
physical therapist
physician's authority
plaque
plate rim
podiatrist
positioning
precautions
pressure ulcer
preventing falls
privacy
progressive
pronation
prostate gland
prosthesis
protective equipment
psychological needs
PTSD
pulse
pureed diet
quadriplegia
quality of life
RACE (acronym)
radial
range of motion
reality orientation
rectal
refusal
regulation
rehabilitation
religious service
reminiscing
renewal
reporting
reposition
resident abuse
resident belongings
resident independence
resident pain
resident pictures
resident right
resident treatment
resident trust
resident's chart
resident's environment
resident's families
residents
respectful treatment
respiration
responding to resident behavior
responsibility
restorative care
restraint
resuscitation
rights
rigor mortis
risk factor
role
rotation
safety
sanitizer
scale
seclusion
secretions
security
seizure
self-esteem
semi-Fowlers
sensory system
sexual abuse
sexual needs
sexually transmitted disease
sharing information
Sharp's container
shaving
shearing
side rails
skin observation
slander
smoking
social needs
social worker
soiled linen
specimen
spills
spiritual needs
stages of grief
standard precautions
stealing
stereotypes
stethoscope
stress
stroke
subjective
sundowning
supine
survey
swelling
tachycardia
tendons
terminal illness
terminology
thick fluid
threatening resident
thrombus
TIA
tips
toenails
trachea
transfers
transporting

tub bath
twice daily
tympanic
unaffected
unconscious
unsteady
urethral
urinary
urine specimen
UTI
varicose veins
vision change
vital signs
vomitus
walker
wandering resident
water faucets
weakness
weighing
weight
well-being
wheelchair safety
withdrawn resident