

D&S Diversified Technologies LLP

Headmaster LLP

Oregon Nurse Aide Candidate Handbook

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Version 18

Updates Effective 10-1-2024:

Identification

Knowledge Exam Content and Vocabulary Words

Skill Task Steps



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Contact Information

Questions regarding: testing process • test scheduling • eligibility to test		(800) 393-8664
Questions regarding: obtaining information on official regulations and guidelines for nurse aides • nurse aide certification • renewals • Registry •		
NOTE: All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: <u>OSBN Nurse Portal (boardsofnursing.org)</u>		
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Oregon State Board of Nursing 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cnacertificates@state.or.us Web Site: www.oregon.gov/OSBN	Monday through Friday 8:00AM – 4:00PM Pacific Standard Time (PST)	All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: <u>OSBN Nurse Portal (boardsofnursing.org)</u>

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

As defined in the OBRA regulations, a nurse aide competency evaluation program provides specific standards for nurse aide-related knowledge and skills. The 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. Exam candidates must be registered, complete approved nurse aide education, pass both parts of the exam, meet all other Oregon State Board of Nursing (OSBN) requirements for certification in Oregon, and have their name placed on the Oregon Nurse Aide Registry.

Oregon approved D&S Diversified Technologies (D&SDT)-Headmaster LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, or go to D&SDT-Headmaster's Oregon webpage at www.hdmaster.com. The information in this handbook will help you prepare for your examination and should be kept for future reference.

Application to Obtain Oregon CNA1 Certification

Complete the OSBN Nurse Aide application available at the OSBN Nurse Portal, link here: [OSBN Nurse Portal \(boardsofnursing.org\)](http://boardsofnursing.org). **The name entered on your application must be your current legal name. The two forms of identification you will present at the exam site for admission must match the name entered on your application.** Remember to use the same name on the application and all forms, enter your information, answer all questions, provide written explanations of all YES responses to the background questions, and electronically sign and date the application. Double-check your application for accurate and complete information before submission.

Exam Fees

Information regarding exam fees can be found on the Oregon Nurse Aide Portal at:

[OSBN Nurse Portal \(boardsofnursing.org\)](http://boardsofnursing.org)

Americans with Disabilities Act (ADA)

ADA Compliance

If you have a qualified disability, you may request special accommodations when you apply for the certification examination. The Oregon State Board of Nursing must approve accommodations before your examination. The request for ADA Accommodation is available on the OSBN website or by calling OSBN. This form must be submitted with your application packet.

The Oregon Nurse Aide Competency Exam

Released to Test by OSBN

You will receive an email once you are released to test by OSBN. Candidates will be able to schedule to take the knowledge test and skill test on the same day at either an approved Oregon State Board of Nursing regional exam site or at an approved OSBN in-facility exam site. The knowledge test can also be taken with a remote proctor from your home, etc. Please see the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section for information on the remotely proctored knowledge exam.

You must apply for the state competency exam **within one year of your date of nurse aide education program completion**. Your exam date can be scheduled online at or.tmutest.com. (See instructions under 'Schedule/Reschedule a Test Event' or the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.) If you need help scheduling an exam, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Note: In-facility exam dates are usually arranged by nurse aide education program instructors. Check with your education program instructor to see if your nurse aide education site has been approved for in-facility testing. If your nurse aide education site is an approved in-facility examination site, your nurse aide education program instructor will inform you of the exam date that is scheduled for when you complete nurse aide education.

Complete your TMU© Account

Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to TMU© (or.tmutest.com) using your secure Email or Username and Password and verify that your demographic information is correct.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you sign in to your account, update your password, and verify your demographic information. Please notify your nurse aide education program if your demographic information is incorrect.
- **You must notify OSBN whenever you have a name or address change.**

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you cannot sign in, contact D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Oregon TMU© Home Page

This is the Oregon TMU© main page or.tmutest.com:

TMU
OREGON

Click on –
Sign In

Sign In

How can we help you today?

Available Test Dates

Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

[Forgot Your Password?](#)

Enter your –
Username or
Email and
Password

Click on –
Sign In

If you do not remember your password, follow the instructions under **'Forgot your Password and Recover your Account'**.

Forgot your Password and Recover your Account

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME **Sign In**

[Forgot Your Password?](#)

*Click on –
Forgot Your Password?*

Type in your Email Address

*Click on –
Recover Account*

An email with the reset link will be emailed to you.

Click on the reset link in your email to reset your password. (See next page.)

-OR-

You can type in the requested data under Using other Information

*Click on -
Recover Account*

TMU OREGON **Sign In**

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

 DATE OF BIRTH *

 LAST NAME *

 ZIP CODE *

Recover Account

TMU OREGON **Sign In**

Recover Your Account

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

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

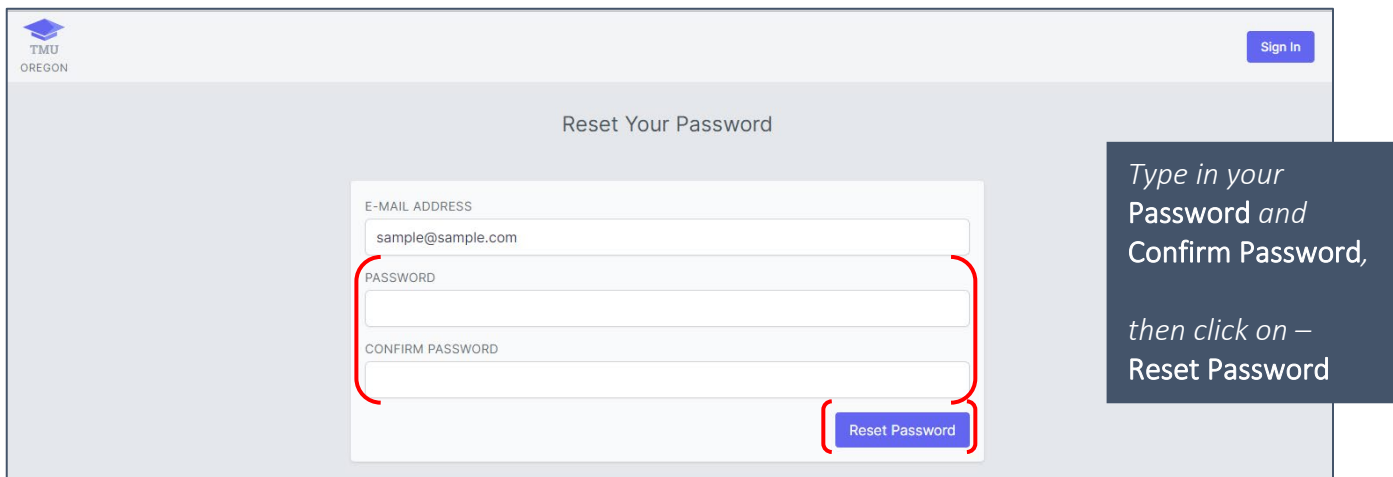
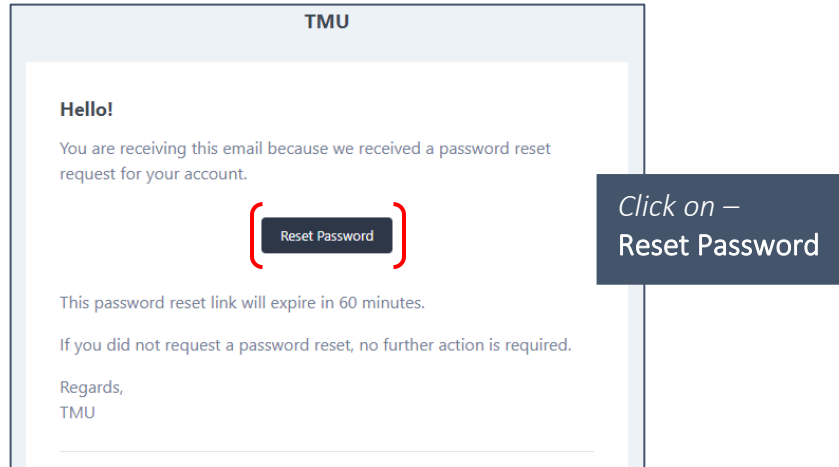
 DATE OF BIRTH *

 LAST NAME *

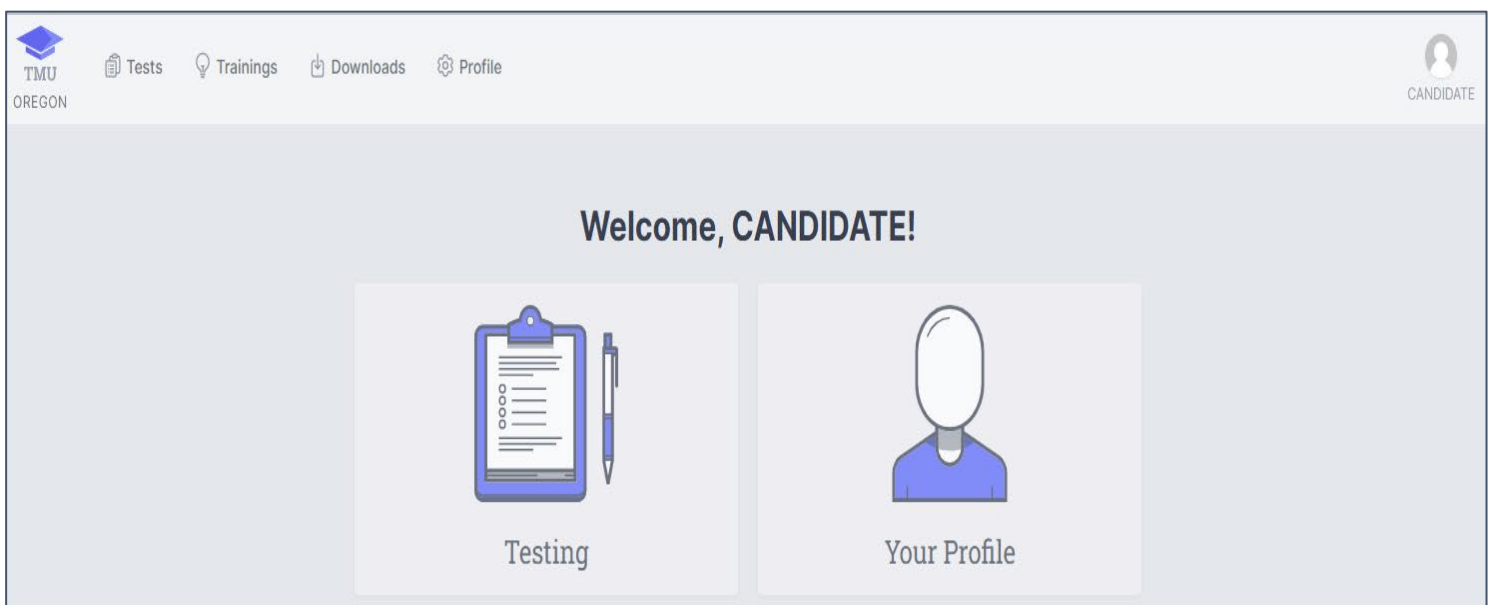
 ZIP CODE *

Recover Account

The email you will receive to reset your password:



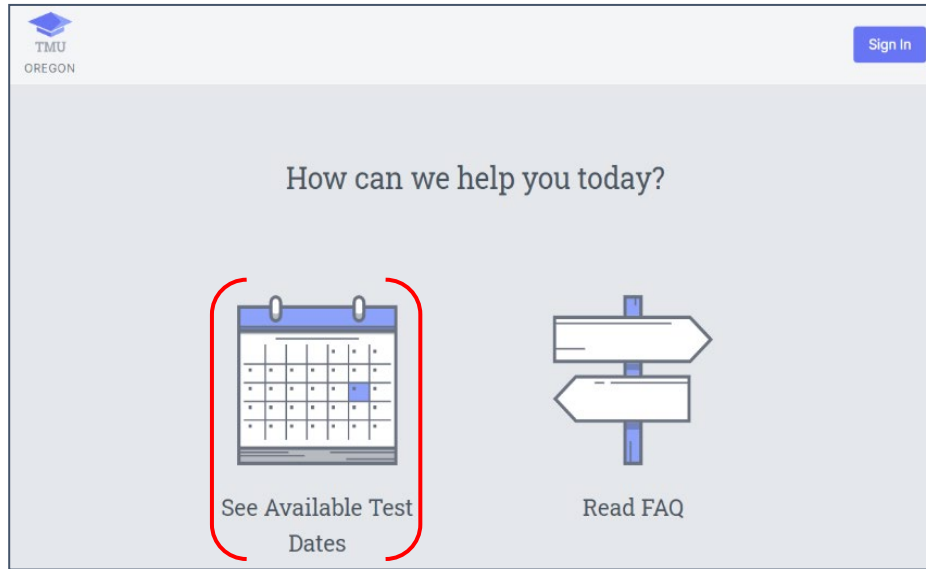
Once done resetting your password, your account will open up.



Viewing Available Exam Dates

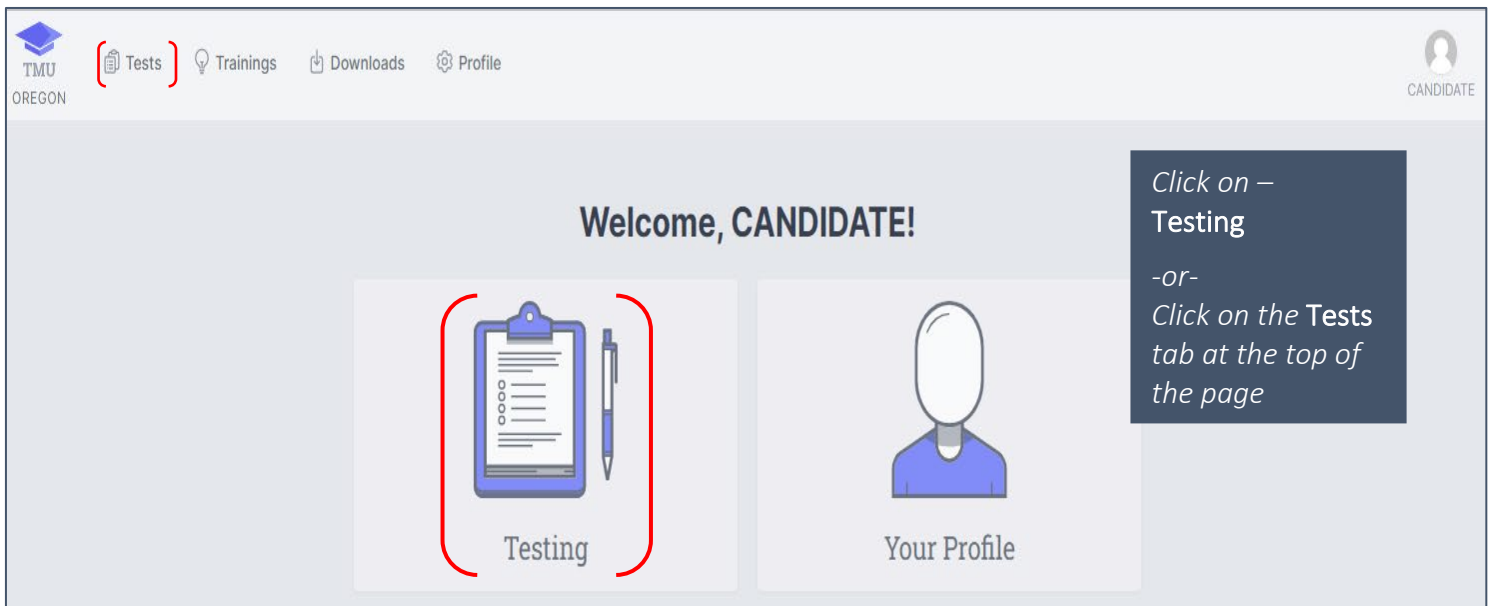
Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© page at or.tmutest.com to view the available examination dates in real time



Schedule/Reschedule a Test Event

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



All **eligible** test events will appear in this format.

To select a test, click on **Schedule** next to the corresponding desired test component, knowledge or skills.

The next screen to open will show you the available test sites and dates that you can schedule into:

TEST DATE	TEST SITE	SCHEDULING FOR
01/08/2021 8:00 AM PST	DALLAS RETIREMENT VILLAGE & HEALTH CTR. DALLAS, OR	S Certified Nurse Aide K Certified Nurse Aide
01/11/2021 8:00 AM PST	CAREGIVER TRAINING INSTITUTE #1 PORTLAND, OR	S Certified Nurse Aide K Certified Nurse Aide
01/12/2021 8:00 AM PST	CAREGIVER TRAINING INSTITUTE #1 PORTLAND, OR	S Certified Nurse Aide K Certified Nurse Aide
01/18/2021 8:00 AM PST	CAREGIVER TRAINING INSTITUTE #1 PORTLAND, OR	S Certified Nurse Aide K Certified Nurse Aide
01/19/2021 8:00 AM PST	CAREGIVER TRAINING INSTITUTE #1 PORTLAND, OR	S Certified Nurse Aide K Certified Nurse Aide

To select a test site and date –

Click on **Schedule** next to the corresponding desired test site and date.

or.tmutest.com says

Schedule into this Event on 01/08/2021 for Certified Nurse Aide Knowledge, Certified Nurse Aide Skill. Are you sure?

OK Cancel

Click **OK** on the screen that pops up confirming this is the date and site you wish to schedule into.

TEST DATE	EXAM	TEST SITE	STATUS
12/01/2022 8:00 AM PST	Certified Nurse Aide Knowledge	ROGUE COMMUNITY COLLEGE - TABLE ROCK CAMPUS (TS) WHITE CITY, OR	Scheduled
12/01/2022 8:00 AM PST	Certified Nurse Aide Skill	ROGUE COMMUNITY COLLEGE - TABLE ROCK CAMPUS (TS) WHITE CITY, OR	Scheduled

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

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

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

Test Confirmation Notice

Candidates can view, verify, and print their test confirmation notice any time after scheduling by logging into their TMU© account at or.tmutest.com and clicking on the 'Test Confirmation Page'. Your test confirmation notice is not required for exam admission.

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

Note: Failure to adhere to the information in the candidate handbook could result in No-Show status for your test event.

It is important you read this letter!

Scheduled Test Confirmation - Oregon Certified Nurse Aide

[Get Map](#) [Print Page](#)

Test Date:	04/19/2024
Test Time:	9:00 AM MDT
Test Exam:	Knowledge - Certified Nurse Aide
Test Site:	Test Site Address City, State ZIP

Sample Candidate
Address
City, State ZIP

Click on-
Print to print your confirmation letter.

Click on-
Get Map to get directions to the test site.

Start Time for this Test Site is in the Mountain timezone.

- TESTING BEGINS AT 9:00 AM MDT: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to <https://or.tmutest.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Oregon Candidate Handbook** (for MA: **Medication Aide Competency Exam** section of the **Oregon Medication Aide Candidate Handbook**) regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Nurse Aide Candidate Handbook](#)
[Click to open the Medication Aide Candidate Handbook](#)

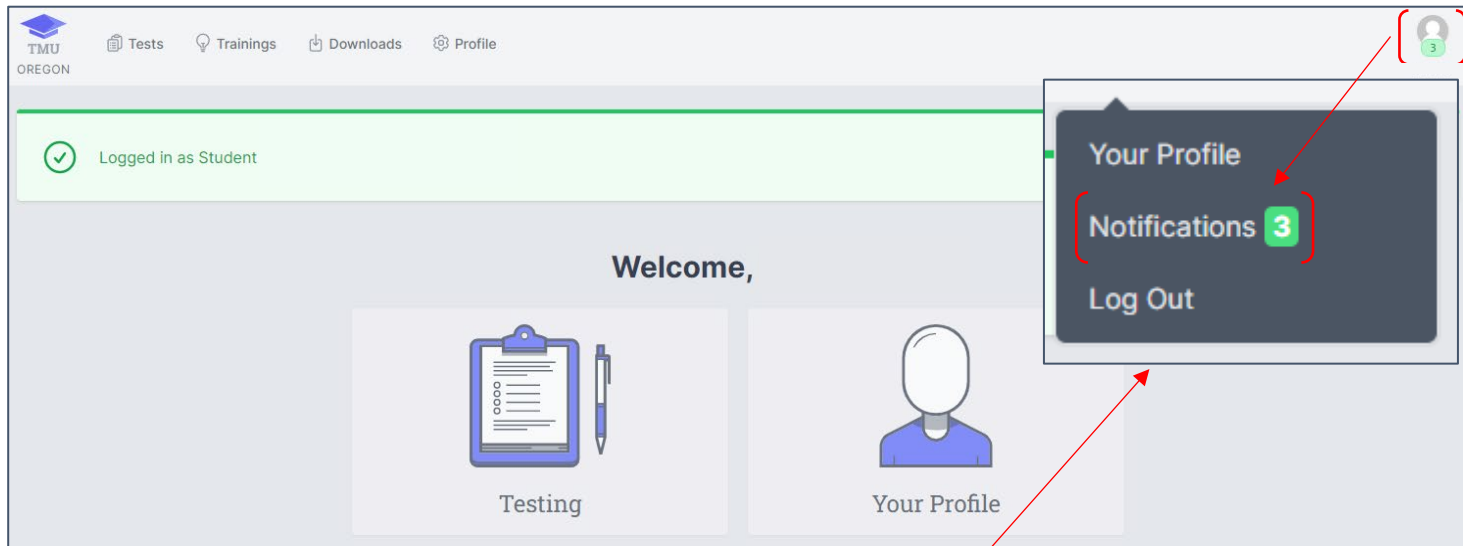
Driving Directions

Note: Candidates who self-schedule online, or those scheduled by their nurse aide education programs, will receive their test confirmation at the time they are scheduled. D&SDT-Headmaster does not send postal mail test confirmation letters to candidates.

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Check/View your Notifications in TMU©

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

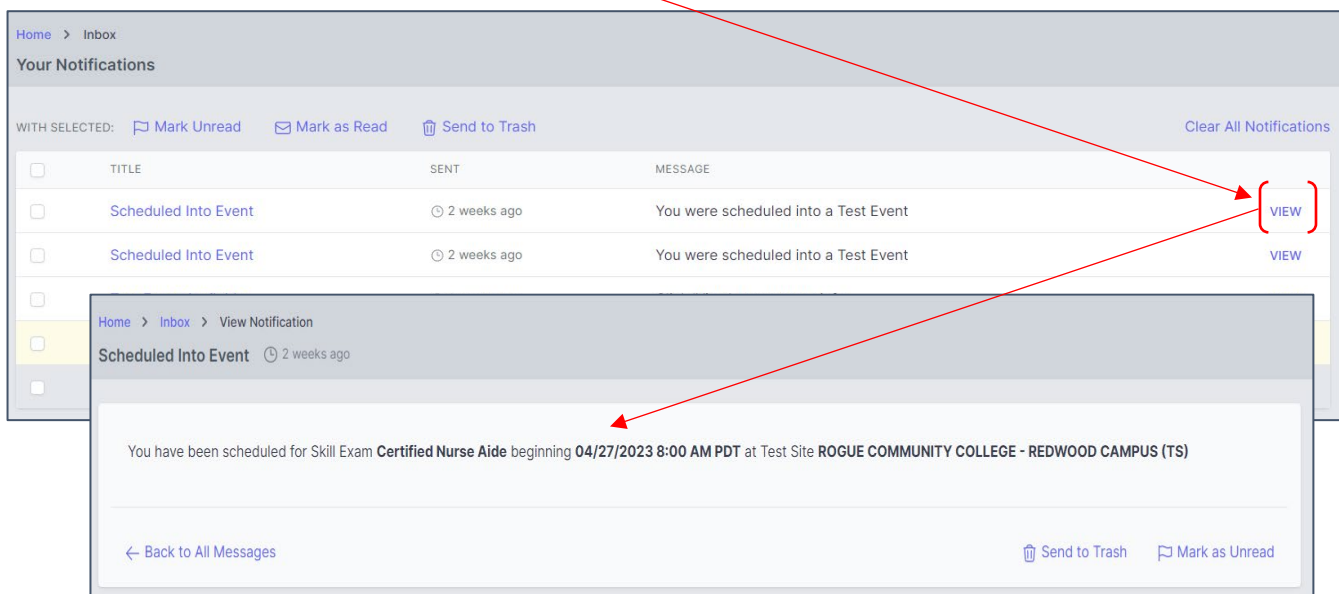


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

Click on-
Notifications to view all of your notifications.

Click on-
VIEW to open each of your notifications.



Test Day

Exam Check-In

You must arrive at your confirmed test site 20 to 30 minutes before your exam is scheduled to start.

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

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

Testing Attire

For your examination, wear comfortable, appropriate clothing and non-skid shoes. You may wear nurse aide attire, such as scrubs if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

You may bring a standard watch with a second hand. Smartwatches, fitness monitors, or Bluetooth-connected devices **are not allowed**.

Identification

To test, you **must bring two forms of original, signature-bearing, current (not expired), and proper identification. At least one of the signature IDs must contain your photograph.**

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 will be allowed for identification purposes.

NOTE: An image of an acceptable form of identification, such as an image stored on a cell phone in photos or galleries, ***is not considered a secure digital ID and is not allowed for identification purposes***. It is recommended you carry your physical IDs.

Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- **State-issued Driver's License** (*non-expired from any state is acceptable*)
 - *You may use the letter issued from 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** (*non-expired from any state is acceptable*)
- **Signed Passport**
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** (*now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, 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*)
- **Military Identification Card** (*accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*)
- **Social Security Card** (there is not an expiration date, but must be signed to be acceptable)
- **Credit or Debit Card** (*that meets all identification requirements*)
- **1st Aid or CPR Card** (*that meets all identification requirements*)
- **School or high school ID for the current year with a signature**

The name on your two forms of identification must match the name on your nurse aide application packet submitted to OSBN. If your legal name has changed since you submitted your application packet, you must bring an official document proving your legal name has changed, such as a marriage certificate or divorce decree. **You must notify OSBN any time you have a name or address change.**

Note:

- **You will not be admitted for testing if you do not bring two forms of 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.
- 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, and you will have to reschedule and pay for another test and date.

You will be required to re-present your photo-bearing ID when you enter the skills lab for your skills exam. Please keep your photo-bearing ID with you during the entire exam day.

REQUIRED INFORMATION FOR THE TWO FORMS OF IDENTIFICATION

FIRST PHOTO BEARING ID

REVERSE SIDE OF ALL CARDS

SECOND FORM OF ID

1. Full Legal Name (FIRST & LAST)
2. Photo-Bearing Identification (one ID must contain photo)
3. MUST BE SIGNED
4. Non-Expired

FIRST and LAST names match on both forms of ID

Both IDs MUST BE SIGNED and the signatures on both IDs MUST MATCH

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

Test instructions for the knowledge and skills exams will be provided 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 (*see paragraph below).

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

Testing Policies

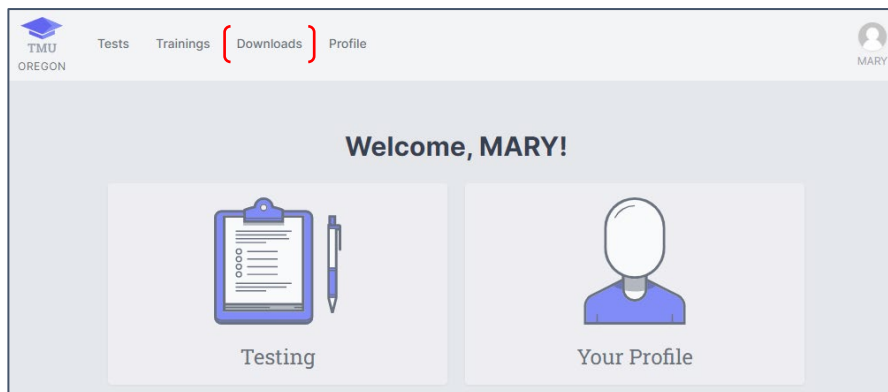
The following policies are observed at each test site—

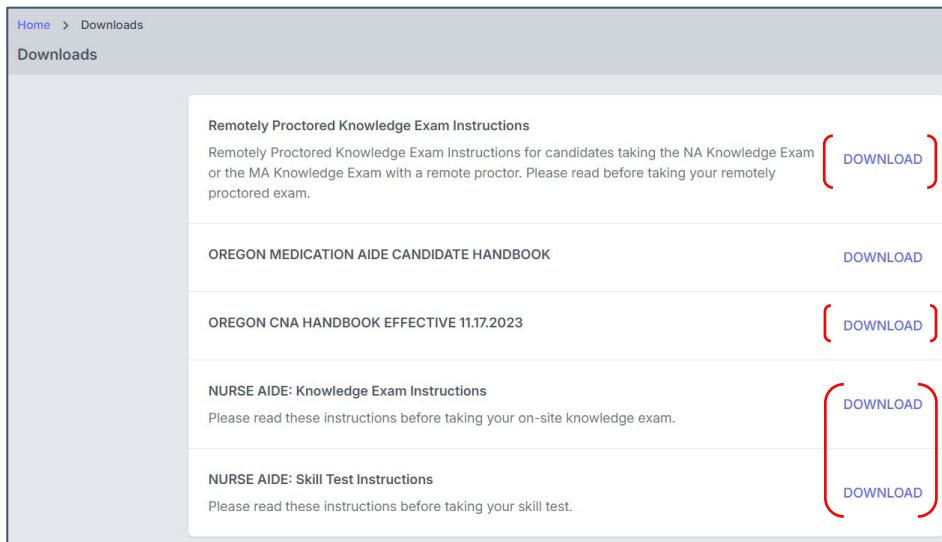
- Make sure you have signed in to your TMU© account at or.tmutest.com before your test date to update your password and verify your demographic information. Refer to this handbook's '**Complete Your Account in TMU©**' section for instructions and information.
 - If you have not signed in, updated your password, and verified your demographics in 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 eight (8) hours. Please plan your day accordingly.
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20-30 minutes before your scheduled start time – if your test start time is 8:00AM, you need to be at the test site by 7:40AM **at the latest**), you may not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
 - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge/Audio Exam section.
- If you do not bring two valid and appropriate current, signature-bearing with at least one containing a photo form of ID, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the FIRST and LAST printed names on both forms of your IDs do not match your current name of record in your TMU© account, you will not be admitted to the exam, you will be considered a No-Show, and any exam fees paid *will NOT be refunded*.
- If you are a NO-SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees to the Oregon State Board of Nursing and be released to test in order to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you are to collect these items when you complete your test(s).
 - All electronic devices **must be turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
 - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge/Audio Exam section.
- Anyone caught using any electronic recording device during testing will be removed from the testing room(s), have their test scored as a failed attempt, forfeit all testing fees, and be reported to their nurse aide education program and the Oregon State Board of Nursing (OSBN). You will not be permitted to test for six (6) months. You may, however, use personal devices in the waiting area during your free time.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

- Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed** (both remotely proctored and on-site knowledge test events).
- You may not take notes or other materials from the testing room.
- You are prohibited from eating, drinking, or smoking (e-cigarettes or vaping) during the exam.
- Once the exam has begun, you cannot leave the testing room (knowledge test room, remotely proctored knowledge exam, or skills lab) **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in misconduct, being visibly impaired, or trying to take notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt, and you will be reported to your nurse aide education program and the Oregon State Board of Nursing.
- No visitors, guests, pets (including companion animals), or children are allowed.
 - *Service animals with an approved ADA accommodation in place are allowed.*
- You may not perform the skill 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 (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, as soon as possible to reschedule a new test date. You must email a doctor's order **within three (3) business days** of your scheduled exam day to qualify for a free reschedule. Email to: oregon@hdmaster.com.
- For on-site test events, after check-in and ID verification, the knowledge exam will be administered to candidates. After candidates finish the knowledge exam, they will be assigned a time to take their skill test by the RN Test Observer. For skill retakes only, the RN Test Observer will inform you of your skill test time at check-in before starting the knowledge exam. You will be notified of your skill test time when you check in for your test event at check-in.
- **Please review this Oregon Candidate Handbook before your test day for any testing and/or policy updates.**

Access the Candidate Handbook and Testing Instructions

The Candidate Handbook and Testing Instructions can also be accessed within your TMU@ account under your 'Downloads' tab:





Click on-
Download
to open the Oregon
NA Candidate
Handbook. This is
also where you can
find the Knowledge,
Remotely Proctored
Knowledge and Skill
Test Instructions.

Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped. You will be dismissed from the testing room, your test will be scored as a failed attempt, you will forfeit any testing fees paid, and a report of your behavior will be provided to your training program and OSBN. You will not be allowed to retake without OSBN approval.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and OSBN and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt, and you will forfeit any testing fees paid. You will not be allowed to retake without OSBN approval.

If you give or receive help from anyone during testing (which also includes using any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, navigating to other browsers, etc.), your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid. A report of your behavior will be provided to your training program and OSBN, and you will not be allowed to retake without OSBN approval.

Reschedule and No-Show Policies

Reschedule

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online in your TMU© account at or.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date. If you need assistance, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the Tuesday before your exam.

The scheduled test date is on a:	Reschedule on the previous:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Thursday

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

No-Show

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

These fees partially offset D&SDT-Headmaster costs incurred for services requested and resulting work that is performed. A no-show status will exist if you do not reschedule online before three (3) business days preceding a scheduled test event.

No-Show Exceptions

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

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

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

Unforeseen Circumstances Policy

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

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

If D&SDT-Headmaster is unable to reach you via phone or email with the information in your TMU© account (**see examples below*) due to an unforeseen circumstance for a test event you are scheduled into, you will be taken out of 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 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, or your voice mailbox is full,
 - you do not check your messages in a timely manner,
 - you do not check your email or reply to our email in a timely manner,
 - your email is invalid, or you are unable to access it for any reason.

Candidate Feedback – Exit Survey

Candidates are provided the opportunity to complete an exit survey via a link when checking 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 questions with honest feedback regarding the examination process to help improve the testing process.

Exam Results

After you have completed both the Knowledge Test and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT-Headmaster scoring teams. You may securely access your results in your TMU© account at or.tmutest.com. Official test results are available to you after 7:00PM Mountain Standard Time/6:00PM Pacific Standard Time the day tests are scored.

Sign in to your TMU© account at or.tmutest.com to view your test results. **(Refer to the screenshots below.)**

TMU OREGON (Tests) Trainings Downloads Profile MARY

Welcome, MARY!

Click on – Testing
-or-
Click on the Tests tab at the top of the page

Testing Your Profile

Testing History

Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS	
11/22/2022 8:00 AM PST	Certified Nurse Aide Knowledge	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed	Details Print Test Results
11/22/2022 8:00 AM PST	Certified Nurse Aide Skill	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed	Details Print Test Results

Click on – Details to view your results.
Click on Print Test Results to print your results.
Click on Please take our satisfaction survey to complete the exit survey.

Sample NA exam results report:

← Back Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM
OREGON CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Sunday, March 26, 2023
Dear Melinda,
You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 91.25%.
You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.
Any weaknesses indicated in your test results are listed below:

Safety	63%
Communication	100%
Infection Control	100%
Client Rights	100%
Data Collection	100%
Basic Nursing Skills	100%
Role / Responsibility	86%
Disease Process	100%
Mental Health	100%
Personal Care	73%
Care Impaired	100%
Growth and Development across the Ages	100%

Skill Exam Incomplete Steps

1-2023: Perineal Care for a Male Client - Changing Brief w/Hand Washing
Using a clean portion of a washcloth, cl...
Uses water and a clean, soapy washcloth.
Cleans from scrotum to rectal area.
Used a clean portion of a washcloth for...
Using a clean portion of a washcloth, fl...
Used a clean portion of a washcloth for...
Pats dry.
Rubs hands together for 20 seconds with...
1-2023: Range of Motion Exercise for Client's Hip and Knee
Positions client supine.

Manual Skill Task(s) Failed: 1-2023: Perineal Care for a Male Client - Changing Brief w/Hand Washing **Vocabulary words to study:** clear liquid diet, wheelchair safety, shaving, safety, shaving, mechanical lift, community based care setting

OSBN will receive your results for the state record on the day your test is scored. ***D&SDT-Headmaster and OSBN cannot release results over the phone.***

When you pass your exam, you may be certified and listed on the Oregon Nurse Aide Registry **ONLY AFTER** you have met all OSBN requirements. **One** of those requirements includes passing **the Oregon nurse aide examination's knowledge and skill test components.**

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

Test Attempts

You must apply for the state competency exam **within one year of your date of nurse aide education program completion.**

An attempt means checking in for the competency evaluation, signing in to the TMU© knowledge test, entering the skills test lab, and hearing the skills to be performed. If a candidate decides not to complete the test after signing in to the knowledge test or entering the skills test lab and hearing the tasks to be performed, the attempt will be scored as a failed attempt.

Retaking the Nurse Aide Exam

In the event that your test results inform you that you failed the knowledge and/or skill portion of the examination and when you want to apply for a retest, you will need to repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at [OSBN Nurse Portal \(boardsofnursing.org\)](http://boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) you to test, you will receive an email, and then you can schedule a new exam date. Follow the instructions for **'Schedule/Reschedule a Test Event'**.

Test Review Requests

You may request a review of your test results or dispute any other testing condition.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

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

One qualification for certification as a nurse aide in Oregon is demonstration by examination of minimum nurse aide knowledge and skills. The outcome of your review will determine who pays for your re-test. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded

at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. D&SDT-Headmaster will re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test(s). D&SDT-Headmaster cannot discuss test results or test reviews with the candidate's nurse aide education program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18.

If the review results are in your favor, D&SDT will refund your test review fee.

D&SDT-Headmaster will complete your review request within ten (10) business days of receiving it in a timely manner and will email the review results to your email address and the Oregon State Board of Nursing.

The Knowledge/Audio Exam

You must re-present your photo-bearing ID when you enter the knowledge test room. Please keep your photo-bearing ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have a maximum of **ninety (90) minutes** to complete the **80-question** Knowledge Exam. You will be told when fifteen minutes remain. You may not ask questions about the content of the Knowledge Exam (such as "What does this question mean?"). The Knowledge Test Proctor (KTP) will have scratch paper available for use during your knowledge exam.

You must have a score of 73% or better to pass the knowledge portion of the exam.

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

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

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

An audio (oral) version of the knowledge exam is available. However, you must request an Audio version of the knowledge exam when you submit your application to OSBN and pay the audio knowledge exam fee. There is an additional charge for an Audio version of the knowledge exam. 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.

The knowledge test is in English. OSBN has not approved any other language for examination. Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed**.

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 done testing.

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Oregon State Board of Nursing (OSBN).

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

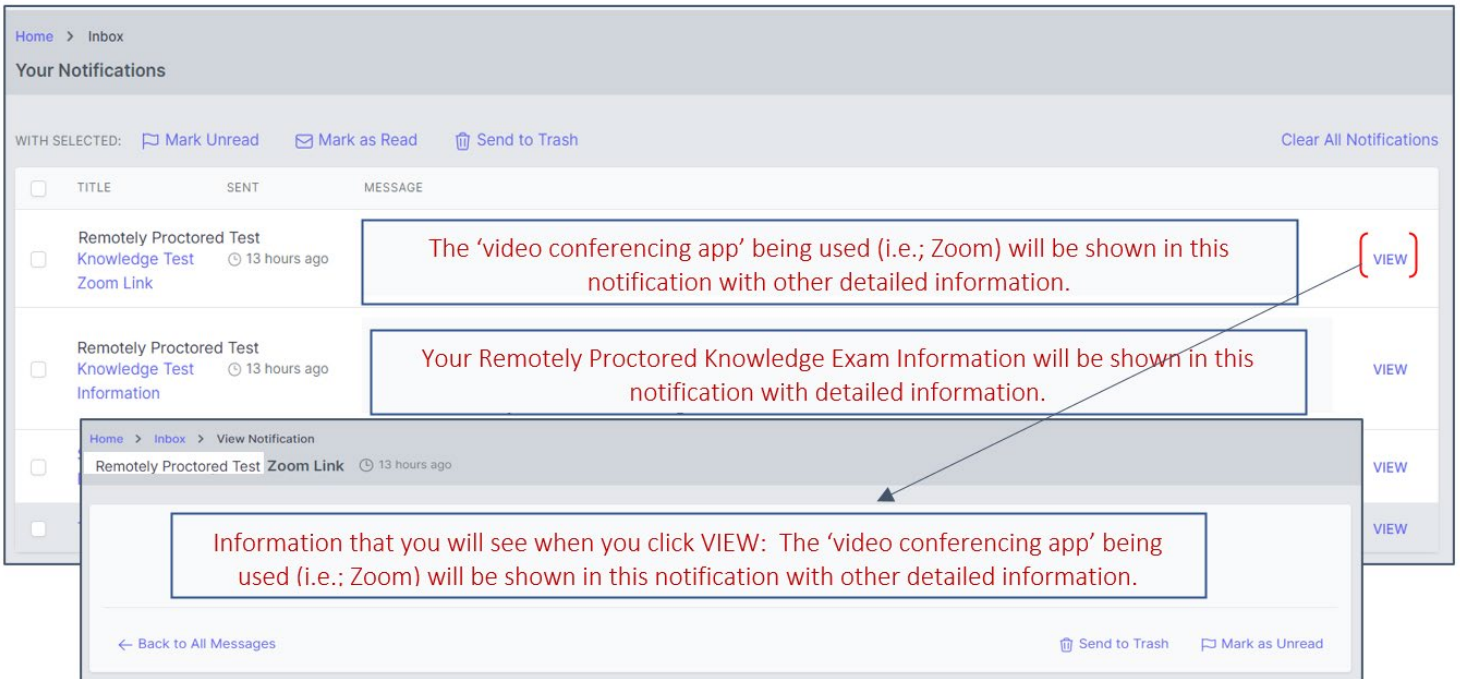
- An updated version of Google Chrome as your Internet browser.
 - **TMU© does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam.**
- A smartphone to access the ‘video conferencing app’ (for example, Zoom, etc.) that you must download.
 - You will receive an email with information about the ‘video conferencing app’ (for example, Zoom, etc.) you will need before test day.
 - The night before your scheduled remotely proctored knowledge exam, you will be emailed a reminder with the password-protected link to join the test event.
- A distraction and interruption-free area of your home, etc., where you will be testing.
- If you have selected and paid for the Audio version of the knowledge exam, you will provide your wired headphones/earbuds (Bluetooth-connected devices are not allowed) to plug into the computer.
 - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
 - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Schedule a Remotely Proctored Knowledge Exam

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

- The test site location for a remotely proctored knowledge exam will be **‘Remotely Proctored Knowledge Test Site’**.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the ‘Test Confirmation Letter’, and the ‘Check/View your Notifications in TMU©’ section for information on accessing your test confirmation).
- Instructions and the link to download the ‘video conferencing app’ (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
 - For this information, check your ‘NOTIFICATIONS’ under your profile pic in your TMU© account. Please refer to the **‘Check/View your Notifications’** section.

See screenshots showing an example of what a notification regarding your remotely proctored knowledge exam will entail that follows on the next page:



Remotely Proctored Knowledge Exam Check-In

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

- You must show your mandatory forms of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the 'Identification' section for specifics.
- You must show your surroundings to the remote Proctor during check-in before starting your remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Policies

During the remotely proctored knowledge exam, all '**Testing Policies**' and '**Security**' measures are followed. Please refer to those sections for information.

- The 'video conferencing app' link (for example, Zoom, etc.) must be maintained during the entire knowledge exam.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect. Otherwise, the remote proctor will disconnect you from the exam, 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 a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*
- Please see the remotely proctored knowledge testing issues information under the 'No Show Exceptions' section.

- If needed, you may do math calculations on scratch paper. Before starting your exam, you will be asked to show both sides of the scratch paper to the remote Proctor.
 - At the end of your exam, you will be asked to show both sides of the scratch paper to the remote Proctor **again**. You will then be told you must tear up the scratch paper in view of the remote Proctor and told to mute your phone before tearing up the scratch paper.
- The knowledge and/or audio knowledge exam is in English. OSBN approves no other language for examination. Translation dictionaries, devices, or non-approved language translators of any type **are not allowed** during remotely proctored testing.

Please call D&SDT-Headmaster during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a remotely proctored knowledge exam.

Knowledge Exam Content

The knowledge exam consists of 80 multiple-choice questions. Questions are selected from subject areas based on the Oregon State Board of Nursing (OSBN) approved Oregon test plan and include questions from all the required categories as defined in OBRA regulations. The federal subject areas, correlating OSBN domains, and the number of questions from each subject/domain area are as follows:

FEDERAL SUBJECT AREA	OSBN Domain	NUMBER OF QUESTIONS
Basic Nursing Skills	ADL	10
Care Impaired	Person-Centered Care	2 (4) ↑
Client Rights	Collaboration with HC Team	8
Communication	Communication and Interpersonal Skills	8
Data Collection	Technical Skills	9
Disease Process	Observation and Reporting	3 (5) ↑
Infection Control	IP	10
Mental Health	MH	6
Personal Care	ADL	12 (10) ↓
Role and Responsibility	Collaboration with HD Team	8 (6) ↓
Safety	Safety	4

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 also purchase practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

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

1. Clean linens that touch the floor should be:

- (A) Picked up quickly and placed back on the clean linen cart
- (B) Used immediately on the next resident bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:

- (A) Face the resident and make eye contact
- (B) Speak rapidly and loudly
- (C) Look away when they make direct eye contact
- (D) Finish all their sentences for them

3. A resident's psychological needs:

- (A) Should be given minor consideration
- (B) Make the resident withdrawn and secretive
- (C) Are nurtured by doing everything for the resident
- (D) Are nurtured when residents are treated like individuals

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

The Manual Skill Test

- The Skill Test aims to evaluate your performance when demonstrating Oregon-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your photo-bearing ID that 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.
- The RN Test Observer will show you where supplies are located and demonstrate the use of the equipment you will need for your three (3) or four (4) assigned skill tasks before starting your skill test.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **thirty-five (35) minutes** to complete your three (3) or four (4) tasks. After 20 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the key steps and 80% of all non-key steps on each task assigned in order to pass the Skill Test. Key steps have been recommended by OSBN's Test Advisory Panel and approved by the Oregon State Board of Nursing.

- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly in order to receive credit for the correction.
- You may repeat or correct **any step or steps** on any task you believe you have performed incorrectly at **any time** during your allotted **thirty-five (35) minutes** or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are generally not order-dependent unless the words *BEFORE* or *AFTER* are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated “relaxation area.” When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps and corrections to steps that are only verbalized 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.

RECORDING FORM

Candidate's Name: _____	
PLEASE PRINT	
TEMPERATURE: _____	PULSE: _____ RESPIRATIONS: _____
PULSE OX %: _____	BLOOD PRESSURE: _____ / _____
URINARY OUTPUT: _____ ml	FLUID AND FOOD INTAKE:
Glass 1: _____	
Glass 2: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

Your nurse aide education program has prepared you for all the skill tasks you may be asked to perform. You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assist a Client with a Bedpan, Measure and Record Output with Hand Washing
- Catheter Care for a Male Client with Hand Washing (DEMONSTRATED ON MANIKIN)
- Put on an Isolation Gown and Gloves, then Empty a Urinary Drainage Bag, Measure and Record the Output with Hand Washing
- Perineal Care for a Female Client with Hand Washing (DEMONSTRATED ON MANIKIN)
- Perineal Care for a Male Client and Change the Client’s Soiled Brief with Hand Washing (DEMONSTRATED ON MANIKIN)

Note: *Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.*

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

Skill Tasks Listing

To receive credit, every step must be performed and demonstrated 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. The steps will be performed on a live resident actor for all but three tasks; the catheter and perineal care tasks will be done on a manikin. You will be scored only on the steps listed.

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the five mandatory tasks to start each Skill Test. The other tasks on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and an average time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-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 Oregon nurse aide skill test, and the steps included are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

1) AMBULATE A CLIENT WITH A WALKER USING A GAIT BELT

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Lock bed brakes to ensure the client's safety.
- Lower the bed so the client's feet will be flat on the floor when sitting on the edge of the bed.
- Bring the client to a sitting position.
- Place a gait belt around the client's waist to stabilize the trunk. Tighten the gait belt.
- Check the gait belt by slipping fingers between the gait belt and the client.
- Assist the client in putting on shoes.
- Assist client to stand.
- Position the walker in front of the client.
- Ensure the client has stabilized the walker.
- Position yourself behind and slightly to the side of the client.
- Walk to the side a little behind the client.
- Safely ambulate the client at least ten (10) steps to the wheelchair.
- Lock wheelchair brakes to ensure the client's safety.
- Assist client to sit in the wheelchair in a controlled manner that ensures safety.
- Use correct body mechanics at all times.
- Remove the gait belt.
- Leave the client in a position of comfort and safety.

- Maintain respectful, courteous interpersonal interactions at all times.
- Place the client within easy reach of the call light or signaling device.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

2) ASSIST A CLIENT TO USE A BEDPAN, MEASURE AND RECORD OUTPUT WITH HAND WASHING

(One of the possible mandatory first tasks)

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Raise the bed to a comfortable working height.
- Position the client on the bedpan correctly.
- After placing the bedpan, raise the head of the bed to a comfortable level.
- Leave the call light within reach of the client.
- Move to the relaxation area away from the Actor. When the RN Test Observer indicates, the candidate returns.
- Put on gloves.
- Gently remove the bedpan.
- Measure output using a graduate.
- Empty the graduate into the toilet, rinse equipment, and empty the rinse water into the toilet.
- Lower bed.
- Record output on recording form.
- The candidate's recorded output must be within range of the RN Test Observer's recorded output.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with a clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels in a trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. *(NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)*

3) ASSIST A DEPENDENT CLIENT WITH A MEAL IN BED

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Read the diet card out loud to ensure that the client has received the correct tray.
- Position the client in an upright position, *at least* 45 degrees.
- Sit next to the client while assisting with the meal.
- Describe the foods being offered to the client.
- Offer fluids frequently. (*There are two glasses.*)
- Offer small amounts of food at a reasonable rate.
- Allow the client time to chew and swallow.
- Wipe the client's hands and face during the meal as needed.
- Leave the client clean and in a position of comfort.
- Record intake of total solid food eaten as a percentage on recording form.
- The candidate's recorded intake percentage must be within range of the RN Test Observer's recorded intake percentage.
- Record the sum total fluid intake in ml on the recording form.
- The candidate's recorded sum total of fluid intake must be within range of the RN Test Observer's recorded sum total of fluid intake.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

4) BED BATH [PARTIAL] FOR A CLIENT (WHOLE FACE, ARM, HAND AND ARMPIT)

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Fill a basin with comfortably warm water. **STEP MOVED FROM BELOW** ←
- Raise the bed to a comfortable working height.
- Keep the client covered (towel, bath blanket, gown, or sheet).
- Remove the client's gown.
- ~~Fill a basin with comfortably warm water.~~ ←
- Wash the client's face **without** soap.
- Dry the client's face.
- Place a towel under the client's arm, exposing one arm.
- Using soap: wash the client's arm, hand, and armpit.
- Rinse the client's arm, hand, and armpit.
- Dry the client's arm, hand, and armpit.

- Assist the client in putting on a clean gown.
- Rinse basin.
- Return basin to storage.
- Place soiled linen in an appropriate container.
- Lower bed.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

5) CATHETER CARE FOR A MALE CLIENT WITH HAND WASHING

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

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Fill a basin with comfortably warm water.
- Put on gloves.
- Lift the client's gown to expose the catheter area.
- Physically checks that urine can flow unrestricted into the drainage bag.
- Use soap and water to carefully wash around the penis where the catheter exits the body.
- Hold the catheter where it exits the urethra with one hand.
- While holding the catheter, clean at least 3-4 inches down the catheter tube.
- Clean with stroke(s) only away from the urethra.
- Use a clean portion of cloth for stroke(s).
- Rinse using stroke(s) only away from the urethra.
- Rinse using a clean portion of cloth for stroke(s).
- Pat dry.
- Do not allow the tube to be pulled at any time during the procedure.
- Replace the top cover over the client.
- Rinse basin.
- Return basin to storage.
- Leave the client in a position of safety and comfort.
- Leave the call light or signaling device within easy reach of the client.
- Maintain respectful, courteous interpersonal interactions at all times.
- Wash hands - turn on water.
- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.

- Dry hands *and wrists* with a clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels in a trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

6) DRESS A BEDRIDDEN CLIENT

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Keep client covered while removing gown.
- Remove the client's gown.
- Place soiled gown in a designated laundry hamper.
- When dressing the client in a shirt or blouse, begin with the weak side first, insert your hand through the sleeve of the shirt or blouse, and grasp the client's hand.
- When dressing the client in sweat pants, assist the client in raising their buttocks or rock the client side to side and draw the pants over the buttocks and up to the client's waist.
- When putting on the client's socks, draw them up the client's foot until they are smooth.
- Leave the client comfortably and properly dressed.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

7) MOUTH CARE (BRUSH A CLIENT'S TEETH)

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Drape the chest with a towel to prevent soiling.
- Put on gloves.
- Apply toothpaste to the toothbrush/toothette.
- Brush all upper and lower teeth inner, outer, and chewing surfaces.
- Clean tongue.
- Clean gums.
- Assist client in rinsing mouth.
- Wipe the client's mouth.
- Remove soiled linen.
- Place soiled linen in a designated laundry hamper.

- Empty emesis basin.
- Rinse the emesis basin.
- Rinse toothbrush or dispose of toothette.
- Return the emesis basin and toothbrush to storage.
- Leave the client in a position of comfort and safety.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

8) PERINEAL CARE FOR A FEMALE CLIENT WITH HAND WASHING

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

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client/manikin.
- Provide privacy - pull curtain.
- ~~Raise the bed to a comfortable working height.~~
- Fill a basin with comfortably warm water.
- ~~Raise the bed to a comfortable working height.~~
- Put on gloves.
- Remove covers from the client.
- Make sure the client is comfortably positioned on their back.
- Lift the client's gown to expose the perineum only.
- Separate labia.
- Use water and a clean, soapy washcloth.
- Clean one side of the labia from top to bottom.
- Use a clean portion of a washcloth with each stroke for each step.
- Clean the other side of the labia from top to bottom.
- Clean the vaginal area from top to bottom, rinse the area from top to bottom, pat dry.
- Assist client to turn onto their side.
- Use water and a clean, soapy washcloth.
- Clean from the vagina to the rectal area.
- Use a clean portion of a washcloth for any cleaning stroke(s).
- ~~Use a clean washcloth to rinse.~~
- Rinse the area from the vagina to the rectal area.
- Pat dry.
- Position the client (manikin) on their back.
- Place the soiled linen in a designated laundry hamper.
- Lower bed.
- Rinse basin and return basin to storage.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Wash hands - turn on water.

SWITCHING ORDER OF THIS STEP

NEW STEP

- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with a clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels to trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)

9) PERINEAL CARE FOR A MALE CLIENT AND CHANGE THEIR SOILED BRIEF WITH HAND WASHING

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

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client/manikin.
- Provide privacy – pull curtain.
- ~~Raise the bed to a comfortable working height.~~
- Obtain new brief.
- Fill a basin with comfortably warm water.
- **Raise the bed to a comfortable working height.**
- Put on gloves.
- Remove covers from the client.
- Make sure the client is comfortably positioned on their back.
- Lift the client’s gown to expose the perineum only.
- Gently grasp penis.
- Use water and a clean, soapy washcloth.
- Use a clean portion of a washcloth and clean the tip of the penis, starting at the urethral opening, working away with a circular motion towards the body.
- Use a clean portion of a washcloth for each stroke, and clean the shaft of the penis with a firm motion towards the body.
- Use a clean portion of a washcloth and clean the scrotum.
- Use a clean washcloth to rinse.
- Use a clean portion of washcloth for each stroke, and rinse the penis.
- Use a clean portion of the washcloth with each stroke, and rinse the scrotum.
- Pat dry.
- Roll the front of the soiled brief, tucking it under the scrotum.
- Dispose of the soiled brief by placing the brief in the trash can.
- Assist client to turn onto their side.

SWITCHING ORDER OF THIS STEP

- Use water and a clean, soapy washcloth.
- Clean from scrotum to rectal area.
- Use a clean portion of washcloth for any cleaning stroke(s).
- Use a clean portion of the washcloth for each stroke and rinse from the scrotum to the rectal area.
- Pat dry.
- Apply brief.
- Position the client (manikin) on their back.
- Place soiled linen in a designated laundry hamper.
- Lower bed.
- Rinse basin.
- Return basin to storage.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with a clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels in a trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

10) PUT ON A GOWN AND GLOVES, MEASURE AND RECORD THE OUTPUT FROM THE URINARY DRAINAGE BAG, AND REMOVE THE GOWN AND GLOVES WITH HAND WASHING

(One of the possible mandatory first tasks)

- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Face the back opening of the gown.
- Do not shake the gown during unfolding.
- Place arms through each sleeve.
- Secure the neck opening.
- Tie the waist in the back or on the side.
- Clothing, both front and back, is covered as completely as possible.
- Put on gloves. Gloves overlap gown sleeves at the wrist.
- Knock on the door.
- Explain the procedure to the client.
- Provide privacy – pull curtain.
- Place a barrier on the floor under the drainage bag.
- Place the graduate on the previously placed barrier.

- Open the drain to allow the urine to flow into the graduate.
- Completely empty urinary drainage bag.
- Do not touch the graduate with any portion of the tubing.
- Close the drain.
- Secure drain.
- Record the output in ml on the recording form.
- The candidate's recorded output must be within range of the RN Test Observer's recorded output.
- Empty graduate into the toilet.
- Rinse graduate.
- Empty rinse water in the toilet.
- Return equipment to storage.
- Leave the client in a position of safety and comfort.
- Remove gloves before removing the gown, **or** with gloves on, pull/pop the gown off by pulling on the front of the gown.
- Remove gloves, turning inside out and folding one glove inside the other **or** pull/pop the gown from the neck, always keeping gloved hands on the outside (contaminated) portion of the gown.
- Do not touch the outside of the gloves with your bare hand at any time **or** work the gown down the arms from the neck and roll the gown inside out as it is removed.
- Dispose of the gloves in the appropriate containers without contaminating yourself, or peel them off, keeping them inside out and rolling them up inside the gown.
- Remove the gown at the neck with bare hands if not using an alternate removal method.
- Unfasten the gown at the waist with bare hands if not using an alternate removal method.
- Remove the gown by folding/rolling the soiled area to the soiled area with either removal method.
- Your bare hands never touch the soiled surface of the gown.
- Dispose of the gown in an appropriate container.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.
- Wash all surfaces of hands and wrists with soap.
- Clean under fingernails *with soap*.
- Using friction, rub interlaced fingers together while pointing downward *with soap*.
- Rinse hands thoroughly under running water with fingers pointed downward.
- Dry hands *and wrists* with a clean paper towel(s).
- Turn off the faucet with a paper towel.
- Discard paper towels in a trash container as used.
- Do not re-contaminate hands at any time during the hand washing procedure. (*NOTE: Such as touching the sides of the sink or faucet during the procedure, crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.*)

11) RANGE OF MOTION (ROM) FOR A CLIENT'S LOWER EXTREMITIES (HIP AND KNEE)

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Correctly support joints by placing one hand under the knee and the other hand under the ankle of the leg.
- Perform the following motions (*abduction, adduction, flexion, and extension*) on the correct side stated to the candidate by the RN Test Observer.
- Move the entire leg away from the body. (*abduction*)
- Move the entire leg toward the body. (*adduction*)
- Complete abduction and adduction of the hip at least three times.
- Continue correctly supporting joints by placing one hand under the client's knee and the other hand under the client's ankle.
- Bend the client's knee and hip toward the client's trunk. (*flexion of hip and knee at the same time - may also do separately*)
- Straighten the knee and hip. (*extension of knee and hip in the same motion - may also do separately*)
- Complete flexion and extension of the knee and hip at least three times.
- Ask if it is causing any discomfort or pain at some time during the ROM procedure.
- Do not force any joint beyond the point of free movement.
- Leave the client in a comfortable position.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

12) RANGE OF MOTION (ROM) FOR A CLIENT'S UPPER EXTREMITIES (ONE SHOULDER)

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Correctly support the client's joint by placing one hand under the client's elbow and the other hand under the client's wrist.
- Perform the following motions (*flexion, extension, abduction, and adduction*) on the correct side stated to the candidate by the RN Test Observer.
- Raise the client's arm up and over the client's head. (*flexion*)
- Bring the client's arm back down to the client's side. (*extension*)
- Complete flexion and extension of the shoulder at least three times.
- Continue correctly supporting joints by placing one hand under the client's elbow and the other hand under the client's wrist.

- Move the client's entire arm out away from the body. (*abduction*)
- Return the arm to the side of the client's body. (*adduction*)
- Complete abduction and adduction of the shoulder **at least** three times. **ADDED WORDING TO THIS STEP**
- Ask if it is causing any discomfort or pain at some time during the ROM procedure.
- Do not force any joint beyond the point of free movement.
- Leave the client in a comfortable position.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

13) RE-POSITION A CLIENT ON THEIR SIDE IN THE BED

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.
- Position bed flat.
- Raise the bed to a comfortable working height.
- Ensure that the client's face never becomes obstructed by the pillow.
- Assist/turn the client onto the correct side as read to you in the scenario.
- Check to be sure the client is not lying on their arm.
- Maintain the client's correct body alignment.
- Place support devices under the client's head and upper arm, behind the back, and between knees.
- Lower bed.
- Lower side rail, if it was used.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

14) TAKING AND RECORDING A CLIENT'S BLOOD PRESSURE AND PULSE OXIMETRY

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Position the client with forearm relaxed and supported in a palm-up position, approximately at the level of the heart.
- Roll the client's sleeve up about 5 inches above the elbow.
- Apply the appropriate cuff around the upper arm just above the elbow.
- Correctly align the cuff over the brachial artery.

- Clean the stethoscope's earpieces appropriately and place them in your ears.
- Clean diaphragm.
- Place stethoscope over brachial artery.
- Hold the stethoscope snugly in place. Inflate the cuff to 160-180 mmHg.
- Slowly release air from the cuff to the disappearance of pulsations.
- Remove the cuff.
- Record blood pressure reading on recording form.
- The candidate's recorded systolic and diastolic blood pressure readings must be within range of the RN Test Observer's recorded systolic and diastolic blood pressure readings.
- Obtain the pulse oximeter.
- Properly place the pulse oximeter on the client's finger.
- Turn on the pulse oximeter and leave it in place while the client's oxygen level reading is being taken.
- Record the pulse oximetry reading on the recording form.
- The candidate's recorded pulse oximetry reading must be within range of the RN Test Observer's recorded pulse oximetry reading.
- Remove the pulse oximeter from the client's finger.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

15) TAKING AND RECORDING A CLIENT'S TEMPERATURE (USING A TOUCHLESS INFRARED THERMOMETER), RADIAL PULSE AND RESPIRATIONS

- Knock on the door.
- Perform hand hygiene.
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Obtain the touchless infrared thermometer.
- Point the thermometer at the end of the client's eyebrow.
- Hold the thermometer at a length of 3 fingers put together from the client's temple.
- Do not touch the client's skin with the thermometer.
- Read the thermometer screen and record the client's temperature on the previously signed recording form.
- The candidate's recorded temperature must be within range of the RN Test Observer's recorded temperature.
- Locate the radial pulse by placing the tips of fingers on the thumb side of the client's wrist.
- Count the pulse for 60 seconds.
- Record the pulse count on the previously signed recording form.
- The candidate's recorded pulse count must be within range of the RN Test Observer's recorded pulse count.
- Count the respirations for 60 seconds.
- Record the respirations count on the previously signed recording form.
- The candidate's recorded respirations count must be within range of the RN Test Observer's recorded respirations count.

- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene.
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

16) TRANSFER A CLIENT FROM A WHEELCHAIR TO THEIR BED USING A GAIT BELT

- Knock on the door.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Position the wheelchair at the foot or head of the bed, with the arm almost touching the bed.
- Ensure client’s safety by locking wheelchair brakes.
- Ensure client’s safety by locking bed brakes.
- Place a gait belt around the client’s waist to stabilize the trunk.
- Check the gait belt for fit by sliding fingers under the belt to determine if it is snug but not too tight.
- Ensure the client's feet are flat on the floor.
- Ask the client to place hands on wheelchair armrests.
- Assist the client to a standing position, using an underhand grip on the gait belt.
- Assist client to standing position using proper body mechanics.
- Assist the client in pivoting and sitting on the bed in a controlled manner that ensures safety.
- Remove the gait belt.
- Remove the client's shoes.
- Assist the client in lying down in the center of the bed.
- Make sure the client is comfortable and in good body alignment.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
 - Cover all surfaces of hands with hand sanitizer.
 - Rub hands together until hands are completely dry.

Knowledge Exam Vocabulary List

abbreviations
abdominal thrust
abduction
abuse
accidents
activities
adaptive equipment
adduction
ADLs

admitting resident
advance directive
affected side
aging process
AIDS
Alzheimer's disease
ambulation
angina
anti-embolism stocking
anxiety

aphasia
apical
arthritis
aspiration
assistive device
atrophy
authorized duties
basic needs
bathing
bedpan

biohazard
bladder training
blood pressure
body mechanics
bowel program
burnout
calculation
call light
cardiopulmonary resuscitation
care plan
cataracts
catheter care
choking
clear liquid diet
client identification
client independence
client rights
client's chart
client's environment
colostomy
communication
conduct unbecoming
confused
congestive heart failure
constipation
contracture
dangling
dehydration
dementia
dentures
depression
diabetes
diet
digestion
disease process
disoriented
DNR
documentation
dressing
dysphagia
dyspnea
edema
elimination
emotional needs

empathy
end of life
ethics
falls
feeding
Fowler's positioning (high, semi, Fowler's)
gait belt
grieving process
hair care
hand washing
hearing
height
hepatitis
HIPAA
HIV
hospice
hyperglycemia
hypertension
hypoglycemia
impaction
incontinence
infection control
intake and output
interpersonal skills
linen
liquid diet
low sodium diet
making occupied bed
Maslow
medical asepsis
mental health
metastasis
microorganism
mouth care
musculoskeletal system
nail care
neglect
nonverbal communication
NPO
nutrition
objective
OBRA
observation

ombudsman
osteoporosis
oxygen
pain
paralysis
pathogens
patience
perineal care
person-centered care
personal care
personal items
personal protective equipment
physical needs
positioning
pressure injury
prioritizing
privacy
professional boundary
prosthesis
radial
range of motion
reminiscing
reporting
respiratory system
restorative care
restraints
role and responsibility
safety
seizure
self-care
sexual harassment
shaving
skin
sleep
specimen
standard precautions
state survey
sternal precautions
subjective
sundowning
supine
survey
systolic
temperature

