

# TENNESSEE INSTRUCTOR WORKSHOP



**JULY 2021**

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES – HEADMASTER, LLP  
ARELY GRAY – TENNESSEE PROGRAM MANAGER AND SARA SKOWRONSKI, COMPANY RN

# INTRODUCING ....

## NEW TENNESSEE PROGRAM MANAGERS



Sheri Butterbaugh, former Tennessee Program Manager resigned from D&SDT effective June 11, 2021. Sheri played an integral role as the Tennessee Program Manager. We appreciate all that she has done over her 15 years with the company and will truly miss her. We wish her the very best in her future endeavors.

***Arely introduction ....*** Arely Gray has stepped into the role as Tennessee Program Manager. Arely is eager and excited to get to work with and build relationships with all Tennessee stakeholders. She is also happy to introduce the state of Tennessee to TestMaster Universe (TMU©) – our newest state-of-the-art software!

***Amber introduction ....*** Amber Shurts has stepped into the role as Reciprocity Manager and many of you may be familiar with Amber already as she has worked with the Tennessee stakeholders for quite a while. Amber is thrilled to continue building great relationships in her new role!

# WELCOME!



The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each scenario tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.



**REMINDERS FROM TDH  
REGARDING CERTIFICATION  
VERIFICATION FOR  
EMPLOYERS**

# Certification Verification for Employment



The State of Tennessee has had several instances of individuals stealing certificate numbers from other CNAs. These individuals have never trained or been certified. It is believed the purpose is for identity theft.

These situations can be prevented by facilities if they carefully follow the following steps:

- 1) Require photo identifications that **match** the certificate number.
- 2) **Read** the background checks and **compare** the Social Security number provided on the background check to the photo IDs.
- 3) If there are any questions, call the Tennessee Department of Health to compare the Social Security number and date of birth on the certificate number to the IDs the individual has provided.

# Certification Verification for Employment



## REMEMBER...

- ❖ It is always good practice to check the certification status of your employees at least once a quarter
- ❖ Facilities will not be notified of employees whose CNA certification is expiring or has been suspended
  - It is the facility's responsibility to check their employees certification status quarterly

# TDH Nurse Aide Registry Updates



You are able to complete the following items online through the TDH Nurse Aide Registry Interface:

- ❖ Online Renewals
- ❖ Name Changes
- ❖ Duplicate Cards
- ❖ Address Changes

# General Reminders from TDH



- ❖ In your facilities, focus on communicating with the families of your residents.
- ❖ Be professional in the workplace. Think before you speak.
- ❖ Make sure your students watch the online skills videos to prepare for their skills exam!



**REMINDERS FROM TDH  
REGARDING RECIPROCITY  
CANDIDATES**

# Out-of-State Registry Reciprocity Form

(Fill out Online, Pay and Submit –or- Print and Mail to D&SDT-Headmaster)



CNAs from other states, (with the exception of Florida) that are active and in good standing, can transfer their Nurse Aide certification to the state of Tennessee online through the D&SDT-Headmaster website:

- Go to the Tennessee CNA webpage at: [www.hdmaster.com](http://www.hdmaster.com)
- Click on the link in the orange box at the top of the Tennessee webpage:

**Please note:** If you have ever been or are currently listed on the Tennessee Nurse Aide Registry, please have your certification number and call our office before completing the Out of State Registry Reciprocity Form. We will verify your certification status. If you are currently active on the TN Nurse Aide Registry, you do not need to apply for reciprocity.

Click here for: Out of State NA Reciprocity into TN

- Process can be done online, or forms can be printed and then mailed to D&SDT-Headmaster with the following:
  - Completed application form
  - Copy of US government issued ID
  - Copy of social security card
  - \$20 payment

*Depending on the individual's state registry website, some individuals may have to send in a copy of a paystub. D&SDT-Headmaster will contact these candidates.*
- Incomplete applications will result in an email or regular mail notification to the candidate



# **TRAINING PROGRAM INFORMATION**

# TestMaster Universe TMU©



- Tennessee's conversion to D&SDT-Headmaster's state-of-art software, TestMaster Universe (TMU©) is set to roll out mid July 18, 2021

Tutorials, webinars and live support will be provided!

Sign In



How can we help you today?



See Available Test  
Dates



Read FAQ

# Entering Candidate Information in TMU©



Instructors are required to enter all training program students into the TMU© training program interface **within the first 48 hours of the start of the training program**

*With TMU©, only the following fields are required to be entered:*

- ❖ First, middle and last names
- ❖ Phone number
- ❖ Email address (*must be unique to individual*)
- ❖ Training Program START DATE

Candidates will be sent an email and text message informing them they need to complete their record – see next slide.

# Mandatory Verification Form

Given to every candidate to verify the demographic information entered by the training program is correct, along with the candidate's user ID/email and temporary password to access their record the first time.

The screenshot shows a web application interface for TMU Tennessee. The top navigation bar includes 'People', 'Facilities', 'Events', 'Scoring', 'Reports', and 'Settings'. The user profile 'Teresa' is visible in the top right. The breadcrumb trail is 'Home > Students > Verification'. The page title is 'Student Verification'. There are two notification boxes: a green one with a checkmark stating 'Student added as incomplete' and a yellow one with an exclamation mark stating 'This student has been sent an email with this information. Feel free to print this page for your records.' The form is divided into three sections: 'Identification', 'Login Information', and 'Initial Training', each containing a table of data.

Identification	
Name	CANDIDATE, SAMPLE TEST
Gender	
Phone	(444) 555-7777
Date of Birth	Unavailable
Address	Unavailable

Login Information	
URL	https://tn.tmu.dev.com
Email	samplecnd@email.com
Username	scandidate
Password	dsUSAzuX

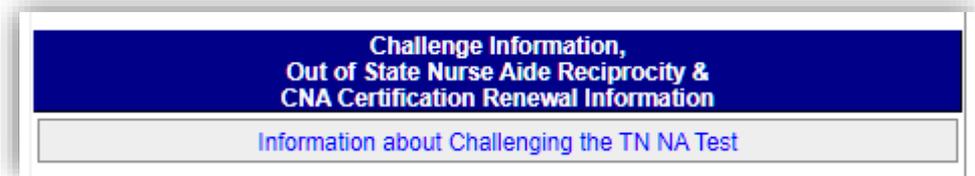
Initial Training	
Training	Nursing Assistant
Discipline	Certified Nurse Aide
Status	Attending
Training Program	SAMPLE TRAINING PROGRAM (TP)
Instructor	SAMPLE INSTRUCTOR
Started	06/21/2021

At the bottom left, there is a 'Print' button with a printer icon. At the bottom right, there is a blue button labeled 'Continue to Student' with a right-pointing arrow.

# Challenge Information



- ❖ Any candidate that has not completed a training program in Tennessee may apply to challenge the state exam
- ❖ The application process must be completed before the registration application for testing can be submitted to D&SDT-Headmaster
- ❖ The Tennessee Challenge Application can be found on the Tennessee webpage at:  
[www.hdmaster.com](http://www.hdmaster.com)
- ❖ Challenge Applications are to be mailed to the Tennessee Department of Health (***not to D&SDT***)



# Testing Fees



❖ Knowledge Exam	\$30.00
❖ Skills Exam:	\$68.00
❖ Oral Knowledge Exam:	\$30.00 (no additional fee for an oral)
❖ Priority Fax Service Fee:	\$5.00 per fax
❖ Express Fee:	\$15.00 each
(For facilities requesting a testing date less than 10 business days from the date of the requested paper test event)	
❖ Overnight Shipping Fee:	\$39.50

**NOTE: Overnight shipping fees are incurred to send a paper test packet to the Observer for facilities requesting a testing date less than 10 business days from the date the test event is set for.**

# TDH Funding Payment Method



❖ TDH funding is available to any candidate who is currently employed or has an offer of employment with a qualified long-term care facility

❖ See the Testing Application Form 1101TN on the Tennessee webpage at: [www.hdmaster.com](http://www.hdmaster.com)

Are you currently employed as a nurse aide, or do you have an offer of employment in a long-term care facility? YES | NO  
(circle one)

Employed since date: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ or Offer of employment issued: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
(month) (day) (year) (month) (day) (year)

Facility Name: \_\_\_\_\_ Facility Address: \_\_\_\_\_

Facility Name: \_\_\_\_\_ Facility Address: \_\_\_\_\_

Signature of Nursing Supervisor if TDH Funded: \_\_\_\_\_ Date: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
(Application will be returned if not signed by Nursing Supervisor)

*If you have any questions about reimbursed facilities, please call the Tennessee Department of Health at (615) 532-5171.*

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Headmaster LLP

**DLSIOT HEADMASTER LLP**  
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**D&S Diversified Technologies (D&S)T HEADMASTER**  
**TENNESSEE NURSING ASSISTANT EXAMINATION APPLICATION (FORM 1101TN)**  
A completed Form 1101TN with testing fees must accompany this form.

**INSTRUCTIONS: THERE IS A FRONT AND BACK SIDE TO THIS APPLICATION - PLEASE COMPLETE BOTH SIDES.**

1. Candidates who have not met the minimum requirements for the exam must complete this application. Candidates who have met the minimum requirements must be certified or hold a valid certificate of nursing prior to the testing day including Tennessee, Kentucky, Indiana or across charges will occur.

2. There is a completed application, payment confirmation and a completed Candidate Payment Form. (D&S)T fee payment is \$15.00, testing fee \$45.00, and \$100.00.

3. Your name will be placed on the Tennessee Candidate Registry after successful completion of both components of the state approved competency evaluation exam. This candidate will be an offer of employment in a long-term care facility. This offer may be changed for testing.

**PLEASE DO NOT COMPLETE ANY PART OF THIS APPLICATION UNLESS YOU ARE CURRENTLY EMPLOYED AS A NURSE AIDE OR HAVE AN OFFER OF EMPLOYMENT IN A LONG-TERM CARE FACILITY.**

**PLEASE DO NOT COMPLETE WITH ONLY ONE OF THE FOLLOWING SECTIONS:**

I have successfully completed a Tennessee Department of Health approved training program within the last two years. You must attach a copy of the certificate from your training program.

Name of Training Program: \_\_\_\_\_ Training Code: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Date Completed: \_\_\_\_\_

I am enrolled in a Nursing Program and have satisfactorily completed a "Fundamentals of Basic Nursing" course with a clinical component, or I have a Military related nursing background. You must attach your syllabus/course approval letter issued by the Tennessee Department of Health. Call (615)744-7173 to obtain a challenge application or review the challenge application on the Tennessee NA webpage at [www.hdmaster.com](http://www.hdmaster.com)

I am taking the examination because my CNA certification on the Tennessee Registry has lapsed (a previously certified Tennessee Training Assistant). You must attach a copy of the certificate of completion from the training program you completed within the last two years.

I am currently certified in a state for which Tennessee does NOT accept reciprocity. You must attach your syllabus/course approval letter issued by the Tennessee Department of Health. Call (615)744-7173 to obtain a challenge application or review the challenge application on the Tennessee NA webpage at [www.hdmaster.com](http://www.hdmaster.com)

**APPLICATIONS WITH INCOMPLETE INFORMATION OR MISSING REQUIRED DOCUMENTATION WILL NOT BE ACCEPTED AND WILL BE RETURNED.**

Are you currently employed as a nurse aide, or do you have an offer of employment in a long-term care facility? YES | NO  
(circle one)

Employed since date: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_ or Offer of employment issued: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
(month) (day) (year) (month) (day) (year)

Facility Name: \_\_\_\_\_ Facility Address: \_\_\_\_\_

Facility Name: \_\_\_\_\_ Facility Address: \_\_\_\_\_

Signature of Nursing Supervisor if TDH Funded: \_\_\_\_\_ Date: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
(Application will be returned if not signed by Nursing Supervisor)

**Candidate Information: Print clearly (use ink) or type**

Social Security No.: \_\_\_\_\_ (Your social security number will be used to verify your identity and address and provided only to Tennessee State Agencies.)

Applicant's Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Cell Phone #: ( ) \_\_\_\_\_ Phone #: ( ) \_\_\_\_\_

Birth Date (Month/Day/Year): \_\_\_\_\_ E-Mail Address: \_\_\_\_\_ (Please print and attach your address(es) for us to use for test confirmation and results letters.)

Candidate Signature: \_\_\_\_\_ Date: \_\_\_\_\_ | \_\_\_\_\_ | \_\_\_\_\_  
(Employed and/or previously certified candidates will be returned)

**PLEASE COMPLETE THE BACKSIDE OF THIS APPLICATION ->** Page 1 of 2

❖ The middle section of the 1101TN must be completed and signed by the nursing supervisor or employment can be verified online in the database

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**THE FOLLOWING INFORMATION IS REQUIRED BY THE TENNESSEE DEPARTMENT OF HEALTH - PLEASE CHECK THE CORRECT INFORMATION**

SEX:  Male  Female | RACE:  Asian  Black  Hispanic  Native American  White | Other: \_\_\_\_\_

HEIGHT: \_\_\_\_\_ Feet \_\_\_\_\_ Inches | Eye Color:  Brown  Blue  Green  Hazel  Black | Other: \_\_\_\_\_

Have you ever been convicted of abuse or neglect of a person in your care, theft from a person in your care or child abuse?  Yes  No

Are you currently under investigation for abuse or neglect of a person, theft from a person or child abuse?  Yes  No

Explain: \_\_\_\_\_

The knowledge test is also available orally. If you check your knowledge test to also include an audio recording also an in this box. (Add the oral audio with the D&S)T questions will be available. The recording for practice will have to be provided without an audio recording component.)

The knowledge test is available in English or Spanish. Please select your language preference for your test.  English  Spanish

**ADA ACCOMMODATIONS**

If you need special accommodations under the Americans with Disabilities Act, please see Form 1101TN on the Tennessee NA webpage at [www.hdmaster.com](http://www.hdmaster.com).

I hereby declare that the above supplied information is true, complete, and accurate to the best of my knowledge. If I do not have an offer of employment, I understand that by signing this application I will be scheduled for a test and responsible for all testing fees. I hereby authorize release of my test results to my training program. I will honor my test appointment and agree to forfeit all test fees as payment for services provided if I do not show up for my test appointment. I will be responsible for any rescheduling, refund fees or deposit fees incurred as described in the Tennessee NA candidate handbook. Please call D&S)T at (917)701-0710 if you do not receive an email response within five days. Please refer to the Tennessee NA candidate handbook on the Tennessee NA webpage at [www.hdmaster.com](http://www.hdmaster.com) for testing policies and updates.



# **ADA ACCOMMODATION INFORMATION**

# ADA Accommodations



To request an ADA accommodation(s), candidates will be required to fill out and submit the ADA Accommodation Request Form 1404TN found on the Tennessee webpage at [www.hdmaster.com](http://www.hdmaster.com), along with supporting documentation from a doctor or learning specialist, or an IEP or 504 from school

- ❖ D&SDT-Headmaster must receive the paperwork with supporting documentation more than 15 days before the candidate is scheduled into a test date
- ❖ There is no time limit on the IEP
- ❖ ADA requests should and can be submitted as soon as class begins
- ❖ Candidates cannot bring documentation to a test event and receive an accommodation
  - **If the ADA is not approved by D&SDT-Headmaster prior to scheduling a test date, the candidate will not be allowed any accommodations during their test event**
- ❖ If the ADA approval allows special equipment, the candidate is required to bring the equipment with them to testing
  - If the candidate has been granted an accommodation using special equipment forgets to bring the special equipment with them to the test event, the candidate is still required to test without the equipment or they will be considered a No Show

# Possible ADA Accommodations



- ❖ Electronic blood pressure monitor
- ❖ Extended time for the knowledge exam
- ❖ Extended time for the skills exam
- ❖ Large print for the knowledge exam
  - The doctor's note must state specific font size for the knowledge test
- ❖ Reader *(the test proctor reads to questions and answers out loud to the candidate)*
- ❖ Reader marker *(the test proctor reads the questions and answers and also bubbles in or clicks on the answer the candidate tells the proctor they want marked)*
- ❖ Extended time with a reader marker
- ❖ Secluded knowledge test
- ❖ Written skill task scenarios provided so candidate can read along with Observer
- ❖ **\*\*Other** *(may be a combination of a few different accommodations)*
  - Any special equipment approved for an ADA must be brought by the candidate and is not provided by the RN Test Observer or the test site. If the candidate does not bring the needed special equipment with them, they will be required to test without it, or they will be a No Show for the test event.
  - **If the candidate is a minor, their parent or legal guardian must also sign the ADA form**

\*\*This is a list of the most common accommodations requested. If your candidate needs an accommodation not on this list, please call D&SD-Headmaster to determine if the requested accommodation is available.

# Non-Accepted ADA Requests



Following is a list of accommodations requested that are not granted:

- ❖ English as a second language
- ❖ Using an electronic blood pressure monitor because the candidate does not know how to take a manual blood pressure
- ❖ Omitting a skill because the candidate does not want to demonstrate it
- ❖ Explanations of questions and/or answers on the knowledge test



# TESTING INFORMATION

# Updated COVID Screening at CNA Test Events

- ❖ D&SDT's COVID screen at CNA test events was updated on June 11, 2021 →
- ❖ At every CNA test event, every test team member and candidate:
  - Must wear a properly fitting face mask that covers the mouth and nose (Actor's face mask will be removed only at certain times for performance of a task scenario – mouthcare, for example)



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WEBSITE: [www.hdmaster.com](http://www.hdmaster.com)

*Innovative, quality  
technology solutions  
throughout the United  
States since 1985.*

June 11, 2021

## Updated Testing Protocols

Effective immediately, temperature checks and candidate screening (including asking any illness related questions) are no longer required for any D&SDT-HEADMASTER test event. In some facilities to enter the building, there may be staff present at the entrance taking temperatures and/or asking screening questions; therefore, candidates and test team members will be required to adhere to all facility policies.

**All candidates and test team members are required to wear a face mask at all test events. Face masks will not be supplied by D&SDT-HEADMASTER.**

The mask mandate will continue for all test team members and candidates during all in person test events. No masks are required for any virtual events. The continuation of requiring masks is to ensure the safety of the testing teams and candidates. The actor will be allowed to remove his or her mask during skills where it is required to do so. The RN Test Observer, the in-person knowledge test proctor, and the candidates must wear masks during test events.

Please do not hesitate to contact me with any questions you may have.

**Sara Skowronski, MBA, MSN, RN**  
RN Coordinator  
D&SDT-HEADMASTER, LLP

# Mandatory ID Requirements for Testing

**ORIGINAL, NON-EXPIRED, U.S. GOVERNMENT ISSUED, SIGNED  
PHOTO-BEARING FORM OF IDENTIFICATION  
AND  
ORIGINAL SOCIAL SECURITY CARD  
(COPIES ARE NOT ACCEPTED)**

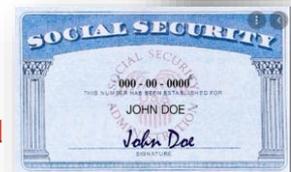
The candidate's **FIRST, MIDDLE** and **LAST** printed names on both IDs ***must exactly match*** the **FIRST, MIDDLE** and **LAST** names entered in the database by their training program

- If a name change needs to be made, legal documentation must be provided to D&SDT-Headmaster at least 2 business days prior to a scheduled test date

## Examples of Acceptable Forms of Photo ID:

- ❖ Driver's License (can be issued from any U.S. state)
- ❖ State issued Identification Card (can be issued from any U.S. state)
- ❖ US Passport (Foreign Passports and Passport Cards ***are not*** valid)
- ❖ Military ID (that meets all identification criteria – must have a physical signature)
- ❖ Work Authorization Card (that meets all identification criteria)
- ❖ Concealed Hand Gun Carry Permit (that meets all identification criteria)

***Per Homeland Security: If an ID has a hole punched in it, the ID is no longer valid and will not be accepted as an acceptable form of ID***



# Mandatory ID Requirements for Testing



- ❖ ***Must be the original Social Security Card***
- ❖ *Copies are not accepted*
- ❖ Social Security Cards will be accepted at testing with or without a signature
- ❖ The new Social Security Card will take approximately two weeks to arrive. Please make candidates aware of this at the beginning of training, which will allow them time to order a new card and not cause a delay in scheduling testing.

# Name Match Examples



Test paperwork says: Amy S Smith  
Drivers License says: Amy Smith  
Social Security says: Amy Sue Smith

**Matches, ok to test**



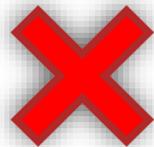
Test paperwork says: Amy Smith  
Drivers License says: Amy Sue Smith  
Social Security says: Amy S Smith

**Matches, ok to test**



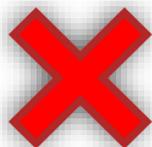
Test paperwork says: Amy F. Smith  
Drivers License says: Amy S. Smith  
Social Security says: Amy Sue Smith

**DOES NOT MATCH,  
not allowed to test**



Test paperwork says: Amie Sue Smith  
Drivers License says: Amy Sue Smith  
Social Security says: Amy Sue Smith

**DOES NOT MATCH,  
not allowed to test**



Test paperwork says: John Thomas Smith  
Drivers License says: John Thomas Smith Jr  
Social Security says: John Thomas Smith Jr

**DOES NOT MATCH  
not allowed to test**



# **TENNESSEE CANDIDATE HANDBOOK**

# Candidate Handbook

The Candidate Handbook is available on the Tennessee webpage at [www.hdmaster.com](http://www.hdmaster.com)

The current version of the handbook can be printed from the webpage – new TMU© version coming soon

Updates made to the handbook are shown in **red** print

D&SDT-Headmaster no longer prints and ships the orange candidate handbooks for training programs

If a candidate does not have access to print a handbook, they may request one be printed and mailed from D&SDT-Headmaster



# Candidate Handbook



## Tennessee Nursing Assistant Candidate Handbook

EFFECTIVE: March 1, 2021

### Table of Contents

<b>INTRODUCTION</b> .....	<b>1</b>
<b>AMERICANS WITH DISABILITIES ACT (ADA)</b> .....	<b>1</b>
ADA COMPLIANCE .....	1
<b>THE REGISTRY</b> .....	<b>1</b>
<b>CNA RENEWALS</b> .....	<b>2</b>
<b>THE TENNESSEE NURSE AIDE COMPETENCY EXAM</b> .....	<b>2</b>
PAYMENT INFORMATION .....	2
APPLYING TO TAKE THE EXAM .....	2
<i>Nursing Assistant Training Program Candidates</i> .....	2
Tennessee Application Form 1101TN and Scheduling and Payment Form 1402TN .....	3
Test Schedule.....	3
EXAM CHECK-IN .....	4
TESTING ATTIRE .....	4
IDENTIFICATION .....	4
INSTRUCTIONS FOR THE KNOWLEDGE AND SKILL TESTS .....	5
TESTING POLICIES.....	5
CANDIDATE FEEDBACK – EXIT SURVEY .....	7
SECURITY .....	7
RESCHEDULES .....	7
REFUND OF TESTING FEES PAID .....	8
Scheduled in a Test Event .....	8
Not Scheduled in a Test Event.....	9
NO SHOWS.....	9
<i>No Show Exceptions</i> .....	9
INCLEMENT WEATHER AND UNFORESEEN CIRCUMSTANCES POLICY.....	10
TEST RESULTS .....	10
TEST ATTEMPTS .....	11
TENNESSEE NURSE AIDE REGISTRY CERTIFICATION.....	11
RETAKE THE NURSING ASSISTANT TEST.....	11
TEST REVIEW REQUESTS .....	12
<b>THE KNOWLEDGE/ORAL TEST</b> .....	<b>12</b>
ENGLISH AND SPANISH VERSION OF THE KNOWLEDGE/ORAL EXAM .....	12
KNOWLEDGE TEST CONTENT .....	14
KNOWLEDGE PRACTICE TEST .....	14
<b>THE MANUAL SKILL TEST</b> .....	<b>15</b>
SKILL TEST RECORDING FORM .....	16
SKILL TEST SCENARIOS .....	16
SKILL TASKS LISTING.....	16
Ambulation with a Gait Belt .....	17
Ambulation with a Walker .....	17
<del>Backrub</del> (Removed from testing Effective 3-1-2021) .....	18
Bed Bath (partial)- Whole Face and One Arm, Hand and Underarm.....	18
Bedpan and Output with Hand Washing.....	19
Blood Pressure .....	20
Catheter Care for a Female with Hand Washing.....	21
Denture Care.....	22
Dressing a <del>Bedridden</del> Dependent Resident .....	22

It is important that candidates receive the Candidate Handbook as there is valuable information regarding scheduling into a test event, test day, what to expect, the knowledge test subject areas and vocabulary words and the skill test scenarios with each step the candidate must correctly perform, and much more!



## Tennessee Nursing Assistant Candidate Handbook

EFFECTIVE: March 1, 2021

Feeding a Dependent Resident .....	23
Hair Care .....	24
Isolation Gown and Gloves and Emptying a Urinary Drainage Bag with Hand Washing .....	24
Making an Occupied Bed .....	25
Making an Unoccupied Bed .....	26
Mouth Care—Brushing Teeth.....	27
Mouth Care of a Comatose Resident .....	28
Nail Care One Hand .....	28
Perineal Care for a Female with Hand Washing .....	29
Position Resident on Side.....	30
Range of Motion for Hip and Knee .....	31
Range of Motion for Shoulder .....	32
Stand, Pivot and Transfer Resident from Bed to Wheelchair using a Gait Belt .....	32
Vital Signs – <del>Oral Temperature</del> Pulse and Respirations (Temperature removed from testing Effective 3-1-2021) .....	33
Vital Signs – <del>Axillary Temperature, Pulse and Respirations</del> (Removed from testing Effective 3-1-2021) .....	34
Weighing an Ambulatory Resident .....	35
<b>KNOWLEDGE TEST VOCABULARY LIST</b> .....	<b>35</b>
<b>NOTES</b> .....	<b>42</b>



## Candidate Handbook Important Reminder



Be sure to remind your candidates that it is their responsibility to check for the most current version of the Tennessee Candidate Handbook for updates to policies, testing guidelines and any additions or changes to the skills scenarios



# **TEST SITE INFORMATION**

# Becoming a Test Site



**Candidates are less anxious when they test at the facility where they trained! Which in turn may help with their pass rate.**

- ❖ To become a test site, visit the Tennessee webpage at: [www.hdmaster.com](http://www.hdmaster.com), under the Test Site column
- ❖ Complete the PDF fillable, submittable forms:
  - ✓ Form 1502TN – Test Site Agreement
  - ✓ Form 1503TN – Testing Site Equipment List and Affidavit
  - ✓ D&SDT-Headmaster will contact you to set up a virtual test site visit
- ❖ Once approved, you will receive an email with your approval status



# **TESTING INFORMATION AND MATERIALS**

## **THE KNOWLEDGE EXAM**

# The Knowledge Exam



- ❖ The Knowledge Exam is available in English or Spanish
- ❖ Copies of the Knowledge Test Instructions will be placed between the work stations for candidates to refer to during testing
- ❖ Candidates have **90 minutes** to complete 75 questions
- ❖ Candidates will be given a 15 minute warning when 75 minutes have elapsed

# The Knowledge Exam



## Oral Knowledge Exam

- ❖ It is the Knowledge Exam with a recording that reads the questions and answer choices to the candidate
- ❖ Great for auditory learners
- ❖ Available for any candidate taking the exam
- ❖ If a candidate has requested and paid for an ORAL version of the knowledge exam:
  - ❖ Candidates do not need an ADA accommodation for an oral

# Role of the Knowledge Test Proctor (KTP)



- ❖ Knowledge Test Proctors must recheck candidate IDs as candidates rotate into the knowledge test before starting or logging candidates into their exam
- ❖ The KTP will ask the candidates if they have any questions regarding the Knowledge Test Instructions they read in the waiting area, specifically:
  - “Do you understand the knowledge test is timed?”
  - “Do you know you will have ninety (90) minutes to complete the test?”
  - “Do you understand that you may not have any form of electronic device on your person while taking the knowledge test?”
- ❖ Knowledge Test Proctors are responsible for monitoring the knowledge portion of the exam to guard against cheating

# The Knowledge Exam Checklist

KTP's will follow the instructions on the checklist at every event →

TENNESSEE NURSE AIDE - KNOWLEDGE TEST PROCTOR (KTP)

## KNOWLEDGE TEST CHECKLIST

PLACE THE LAMINATED KNOWLEDGE TEST INSTRUCTIONS BETWEEN EACH WORK STATION

### WHEN THE CANDIDATE ENTERS THE KNOWLEDGE TEST AREA THE KTP WILL:

1. Show candidates the area of the room by the door where they are to place any electronic devices and any personal belongings, they may have brought into the room with them. Candidates are not allowed to have any items with them at the computer.
2. Direct candidates to a work station (paper test) or computer station (electronic test).
3. Check the candidates' ID against the sign-in sheet (Examiner's Report-Form 1250) given to the KTP by the RN Test Observer before testing begins. This is to make sure you have the correct candidates in the knowledge test room.
4. Ask the candidates if they have any questions about the knowledge test instructions they read before coming into the knowledge test area. Specifically ask:

Read to group in room →

- "Do you understand the knowledge test is timed?"
  - "Do you know you will have ninety (90) minutes to complete the exam?"
  - "Do you understand that you may not have any form of electronic device on your person while taking the knowledge exam?"
5. Tell the candidates that there are knowledge test instructions between the work stations that they may refer to during testing.
  6. For a paper test, tell the candidates they must turn in the scratch paper provided when done and to quietly bring their testing materials to you when finished with their exam (knowledge test booklet, Quick Score scan form). For an electronic test, tell the candidates they must turn in the scratch paper provided when done and they need to raise their hand when finished with their exam and you will come to their computer station to end their test for them. (During this end test time with each candidate, make sure you are whispering to be as quiet as possible for those still testing.) **ANY SCRATCH PAPER PROVIDED MUST BE COLLECTED – IT CANNOT LEAVE THE ROOM!**
  7. Remind candidates to collect their belongings as they leave the testing room when finished with test.
  8. **Paper Test Candidates**
    - Hand the correct Knowledge Test Booklet and Quick Score Answer Form to each candidate as you check the candidate off on the sign-in sheet (Examiner's Report-Form 1250).
    - Have the candidate double check that the Knowledge Test Number printed on the top of their Quick Score Answer Form matches the Knowledge Test number printed on their Knowledge Test booklet. Tell the candidates to let you know if these numbers do not match.
  9. **TMU® Electronic Test Candidates**
    - Assist candidates to log into their test – they will need their USERNAME or EMAIL and PASSWORD.
      - If a candidate does not remember their username/email or password, the candidate's email is on the sign-in sheet. You must be logged in as the RN Test Observer to change a password – click on "SELECT ACTION" in the drop-down box to the right of the candidate's name and choose "CHANGE PASSWORD". The TOKTP would allow the candidate to type in the password they want, or assign a temporary password (example: testing123). Then the candidate will be able to log into their record on the computer they are testing on.
    - Once all candidates are signed in to their records, provide the candidates with the START CODE to enter on their screen where it says "ENTER TEST START CODE" (the RN Test Observer will provide this information for you).
    - Have candidates verify their demographic information is correct.
      - If not correct, candidates can click on "GO BACK TO EDIT INFORMATION" and then correct editable information at this time.
    - When all candidates have confirmed with you that their information is correct, have all the candidates simultaneously click on "INFORMATION IS CORRECT – BEGIN TEST".
  10. Ending test when candidate indicates they are finished with exam:
    - When candidates are finished with their exam, they need to raise their hand and let you know they are done. You need to check that there are no "Questions Remaining" (if there are any numbers left, direct the candidate to go back and answer the questions), then you will click on "END TEST" (a red box found at the right top of the screen).
      - When you click on "END TEST" a message will pop up saying "Are you sure you want to end this test?" and you will click in the box to the right of "I understand, finish my test."
    - Once the test has been ended – a message will pop up at the top of the screen stating "Your answers have been submitted. Please check back later to get your test results."
    - Quietly direct the candidate to the waiting/holding area if they need to take their skill exam, or let them know they are free to leave if they have completed both portions of their testing, or they are just a knowledge retake only.
  11. Time the test using a wall clock or a small clock (cell phones are not allowed to be used by the KTP during testing) and give a verbal announcement when 15 minutes are remaining – (when 1 hour and 15 minutes have elapsed.)
  12. Make sure you move around the room during the ninety (90) minutes and position yourself so you can see all of the work stations and, for the TMU® electronic test, all of the computer screens to make sure all candidates stay on the test page and are not surfing the web for answers.

IF YOU HAVE ANY ISSUES WITH COMPUTERS OR QUESTIONS PLEASE CALL :

(877) 201-0758 (Monday through Friday 8:00AM to 8:00PM – Eastern Time | 7:00AM to 7:00PM Central time)  
for the on-call person (Friday evenings after 8:00PM [EST] | 7:00PM [CST] to Monday morning before 8:00AM [EST] | 7:00AM [CST])  
Do NOT share this '9042' number, as it is for test teams after business hours use only.

# Knowledge Exam Subject Areas



Questions are selected from the following subject areas based on the TDH approved Tennessee test plan and include questions from the required categories as defined in OBRA regulations

The following subject areas with number of questions in each subject area make up the 75 question Knowledge Exam:

Aging Process	4
Basic Nursing Skills	11
Care Impaired	5
Communication	6
Data Collection	4
Disease Process	5
Infection Control	5
Mental Health	4
Personal Care	7
Resident Rights	5
Role and Responsibility	11
Safety	8

# Where do the Knowledge Test Questions Come From?



D&SDT-Headmaster holds test writing sessions in our home office in Helena, Montana every year

- ❖ The writing session participants consist of subject matter experts from states we administer testing in
  - These participants spend a couple of days writing test questions to be included in the master nurse aide test bank
- ❖ After the questions are reviewed in-house, they are ran through psycho-metric testing to make sure they are a valid test item
- ❖ Then the questions are put through Beta testing

# Where do the Knowledge Test Questions Come From? (continued)



- ❖ When a candidate is taking their knowledge exam, they may have ten extra questions to answer – those are the Beta questions-
  - The ten extra questions are not scored and they have no impact on the candidate's knowledge test
  - Questions that do not perform well in Beta testing, are discarded from the test bank
  - Questions that perform well are added to the knowledge test master test bank
- ❖ The questions that perform well are then reviewed by the Tennessee Department of Health Test Advisory Panel (TAP – made up of your peers from around the state) to determine eligibility for testing in Tennessee
  - If the questions reviewed by the TAP meet the scope of practice for a nurse aide in Tennessee and are inline with the required curriculum, they are added to the Tennessee knowledge test bank as active test questions
  - Any questions that the TAP review that do not meet Tennessee requirements are omitted and never included in the Tennessee knowledge test bank

# Knowledge Test Instructions



- ❖ When candidates check-in for their test event, they will be directed to read the Knowledge Test Instructions provided in the waiting area
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Tennessee webpage at [www.hdmaster.com](http://www.hdmaster.com)

TENNESSEE NURSE AIDE

**TMU® KNOWLEDGE TEST INSTRUCTIONS**

To be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going into the knowledge test portion their exam. A copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during his/her paper knowledge test.

YOU ARE NOT ALLOWED TO LEAVE ANY TESTING AREA UNTIL FINISHED WITH YOUR TEST. PLEASE REMEMBER TO USE THE RESTROOM BEFORE ENTERING THE TESTING ROOM.

CELL PHONES, SMART WATCHES, FITNESS MONITORS AND ANY OTHER ELECTRONIC DEVICES **MUST BE TURNED OFF** (NOT ON VIBRATE OR MUTE) DURING TESTING AND ARE NOT ALLOWED TO BE NEAR OR ON YOUR PERSON DURING TESTING.

ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, FITNESS MONITORS, LAPTOPS, TABLETS, ETC.) NEED TO BE PLACED IN THE DESIGNATED AREA INSIDE THE TESTING ROOM WHEN YOU ENTER. REMEMBER TO COLLECT YOUR BELONGINGS WHEN YOU LEAVE THE TEST AREA.

ANYONE ATTEMPTING TO USE A CELL PHONE, SMART WATCH, FITNESS MONITOR OR ANY OTHER ELECTRONIC DEVICE OR ANY FORM OF TEST ASSISTANCE FROM ANY SOURCE FOR ANY PURPOSE DURING TESTING WILL BE ASKED TO LEAVE THE TEST SITE, WILL FORFEIT ALL TESTING FEES AND WILL HAVE THEIR TEST SCORED AS A FAILED TEST. THEY WILL BE REPORTED TO THE TENNESSEE DEPARTMENT OF HEALTH (TDH) AND WILL NOT BE ELIGIBLE TO SCHEDULE FOR A RETEST WITHOUT A LETTER FROM TDH ALLOWING A RETEST.

The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Test is started.

There will be 75 questions presented to you, one at a time, on the computer screen. You will have a maximum of 90 minutes to select answer A, B, C or D for each of the 75 questions. The KTP will announce when there are 15 minutes remaining.

If needed, you may do math calculations on scratch paper provided to you by the KTP. A calculator is provided at your work station. **Any scratch paper and the calculator must be left with the KTP when done testing.**

If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).

When you believe you are finished with your exam, double check all your answers. Then quietly alert the KTP that you are finished. The KTP **MUST COME TO YOU** and make sure all questions are answered and then log you out of the exam.

**DO NOT PRESS THE "STOP" BUTTON AT ANY TIME!**  
*The KTP must assist you with stopping the test.*

Once the test is stopped, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.

Pick up any of your personal belongings as you exit the room quietly.

Tennessee TMU-ID Electronic Knowledge Test Instructions | Updated: 7-2021

## TMU® Knowledge Test Instructions

TENNESSEE NURSE AIDE

**PAPER KNOWLEDGE TEST INSTRUCTIONS**

To be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going into the knowledge test portion their exam. A copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during his/her paper knowledge test.

YOU ARE NOT ALLOWED TO LEAVE ANY TESTING AREA UNTIL FINISHED WITH YOUR TEST. PLEASE REMEMBER TO USE THE RESTROOM BEFORE ENTERING THE TESTING ROOM.

CELL PHONES, SMART WATCHES, FITNESS MONITORS AND ANY OTHER ELECTRONIC DEVICES **MUST BE TURNED OFF** (NOT ON VIBRATE OR MUTE) DURING TESTING AND ARE NOT ALLOWED TO BE NEAR OR ON YOUR PERSON DURING TESTING.

ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, FITNESS MONITORS, LAPTOPS, TABLETS, ETC.) NEED TO BE PLACED IN THE DESIGNATED AREA INSIDE THE TESTING ROOM WHEN YOU ENTER. REMEMBER TO COLLECT YOUR BELONGINGS WHEN YOU LEAVE THE TEST AREA.

ANYONE ATTEMPTING TO USE A CELL PHONE, SMART WATCH, FITNESS MONITOR OR ANY OTHER ELECTRONIC DEVICE OR ANY FORM OF TEST ASSISTANCE FROM ANY SOURCE FOR ANY PURPOSE DURING TESTING WILL BE ASKED TO LEAVE THE TEST SITE, WILL FORFEIT ALL TESTING FEES AND WILL HAVE THEIR TEST SCORED AS A FAILED TEST. THEY WILL BE REPORTED TO THE TENNESSEE DEPARTMENT OF HEALTH (TDH) AND WILL NOT BE ELIGIBLE TO SCHEDULE FOR A RETEST WITHOUT A LETTER FROM TDH ALLOWING A RETEST.

The Knowledge Test Proctor (KTP) will ask you if you have any questions regarding the instructions you read before your Knowledge Test is started.

Make only **25** marks on your quick score answer form. DO NOT fill in any other bubbles on your Quick Score Answer form, except questions 1 through 75 at the bottom of the scan form marking either A, B, C or D. Be sure to make your marks clear and dark and stay within the bubble. Use only a #2 pencil.

**No bubbles** will be filled in on your Quick Score Answer form for your name. Each answer form is individualized and preprinted with your name and ID number, so you do not need to make any marks at the top of the quick score answer form. **Please** just be sure that your name is spelled correctly on the top of your Quick Score Answer form. Tell the KTP if any name or ID number correction needs to be made.

Double check that the **Knowledge Test Number** printed on the top of your Quick Score Answer Form matches the Knowledge Test number printed on your Knowledge Test booklet. Tell the KTP if these numbers do not match.

**DO NOT** make any marks in your Knowledge Test booklet. If needed, you may do math calculations on the scratch paper provided to you. A calculator is provided at your work station.

You will have a maximum of 90 minutes to complete the Knowledge Test. The KTP will tell you when there are **15 minutes remaining**.

When you are finished with the exam **double check** the marks you have made on your Quick Score Answer form and then quietly bring your test booklet, Quick Score Answer form, **scratch paper** and calculator to the KTP. The KTP will quietly direct you to your next area.

Please remember to pick up any of your personal belongings as you exit the room quietly.

Tennessee Paper Knowledge Test Instructions | Updated: 7-1-2021

## Paper Knowledge Test Instructions

### Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions-Paper Test](#)

[Click Here to Listen to the Knowledge Test Instructions-Electronic Test](#)

[Click Here to Listen to the Skill Test Instructions](#)





# **TESTING INFORMATION AND MATERIALS**

## **THE SKILLS EXAM**

# The Skills Exam



- ❖ Candidates are allowed **35 minutes** to demonstrate their assigned scenarios
- ❖ RN Test Observers will read a scenario to the candidate at the beginning of each task
  - Candidates can request to have a scenario re-read to them at any time and as many times as needed
- ❖ Steps that are only verbalized **DO NOT COUNT!**
  - All steps must be demonstrated to receive credit
    - There are a few steps where the candidate must verbalize as they demonstrate – they are noted in the Candidate Handbook
- ❖ Steps are not order dependent unless the step specifically states something must be done “\*BEFORE” or “\*AFTER”:
  - Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps
  - Example- in Denture Care “Puts on gloves “AFTER” gathering supplies....”

# The Skills Exam



## ***What to Expect:***

- ❖ Candidates will sit in the relaxation area with the RN Test Observer when they enter the skills test room:
  - They will be asked to show their ID to the RN Test Observer
  - They will be asked if they have any questions regarding the instructions they read before they came into the skill test room. Specifically:
    - "Do you understand that you can ask me to reread any scenario at any time?"
    - "Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"
- They will be told the scenario tasks they are to demonstrate
- They will be shown the equipment/supplies location and demonstrated the equipment they will be using for their scenarios
- They will be asked if they have any questions
- The first scenario will be read
- The timers will be set when the candidate moves to start their first scenario

# The Skills Exam



- ❖ Two timers (or one multiple setting timer) will be set when the candidate starts their skill test (after the first task scenario is read):
  - One set for 20 minutes – warning that 15 minutes remain
  - One set for 35 minutes – time up (candidate not allowed to complete any steps remaining)
  
- ❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 35 minute time frame:
  - Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting
  - Candidates must actually demonstrate the correction(s), i.e.:
    - Candidate tells the RN Test Observer s(he) missed locking the bed brakes in the ambulation scenario-
      - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer

# The Skills Exam



- ❖ **CLOSURES**: Candidates have to verbally state to the RN Test Observer that they are finished when done with each scenario so the RN Test Observer has closure before setting up for the next scenario
- ❖ Once the candidate has completed all scenarios, the candidate needs to verbally state to the RN Test Observer that they are finished. The candidate will then be read a closure:

## **CLOSURES WHEN FINISHED WITH SKILL TEST:**

If time is remaining (candidate completed in less than 35 minutes) say:

- "You have \_\_\_\_\_ minutes remaining. You have just completed the scenarios of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and/or \_\_\_\_\_. (Read the tasks assigned.) Are you finished?" When you get the "yes", say "Thank you for coming."
  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

When time is up and the 35 minute audible buzzer sounds, say:

- "Your allotted time has elapsed. Thank you for showing us your skill demonstrations today."
  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

# Teaching the Skills vs. Testing the Skills



*The skill scenario steps included in the Candidate Handbook are offered as guidelines to help prepare candidates for the Tennessee nursing assistant skill test and the steps included therein are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting.*

- ❖ As an instructor, you are able to teach the skill scenarios in any manner you choose
- ❖ Any extra steps demonstrated by a candidate during their skill test will not be counted against the candidate
  - Please keep in mind that the timer is running and candidates have to complete all three or four scenarios within 35 minutes
- ❖ The steps that are listed for each scenario are the steps required for a nursing assistant candidate to successfully demonstrate minimum proficiency of the skill task

# Teaching the Skills vs. Testing the Skills



There are some specific scoring items that need to be kept in mind:

## ❖ Isolation Gown and Gloves-Emptying a Urinary Drainage Bag with Hand Washing Scenario

- The wipe cannot be opened before it is laid on the barrier
  - If it is open when it is laid down on the barrier, *it is considered contaminated*

# Role of the RN Test Observer



- ❖ RN Test Observers are to be positive, confident, completely unbiased and professional in their words, actions and appearance
- ❖ RN Test Observers will remain impartial during testing
- ❖ RN Test Observers must give their complete and full attention to the candidate while the candidate is demonstrating her/his scenarios
- ❖ RN Test Observers are to set up a testing environment that will give each candidate a fair, nonbiased, equal opportunity to demonstrate s(he) knows how to perform the scenarios
- ❖ RN Test Observers will recheck each candidate's ID as they enter the testing room to ensure s(he) has the correct candidate's skill test in front of him/her

# RN Test Observer Skill Test Checklist



RN Test Observers will follow the instructions on the checklist at every event →

TENNESSEE NURSE AIDE – RN TEST OBSERVER

## SKILL TEST CHECKLIST

### TEST RESULTS: READ OUT LOUD TO GROUP IN WAITING/HOLDING AREA

"TEST RESULTS WILL BE AVAILABLE ON-LINE AFTER 6:00PM (EASTERN TIME - 7:00PM CENTRAL TIME) THE BUSINESS DAY THE TESTS ARE SCORED. SIGN IN TO YOUR RECORD IN TENNESSEE.TMU@ USING YOUR USER ID OR EMAIL AND PASSWORD TO SEE YOUR RESULTS."

### WHEN THE CANDIDATE ENTERS THE SKILL TEST AREA THE RN TEST OBSERVER WILL :

1. Show the candidate the "designated area" to place their personal belongings, making sure all electronic devices are turned off.
2. Sit beside the candidate in the designated relaxation area.
3. Check the candidates ID against the candidate's name on the skill test you have in front of you.
4. Ask the candidate if they have any questions about the skill test instructions they read before coming into the skill test area.

#### Specifically ask:

Read to each candidate →

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"

5. Tell the candidate the scenarios they are to demonstrate.
6. Show the candidate the equipment /supplies location and demonstrate the use of just the equipment the candidate will need for his/her scenarios.
7. Ask the candidate if they have any questions.
8. Read the first scenario for the candidate to demonstrate.
9. Start the countdown timer in TMU@ or start two stand-alone timers (or one multiple timer) when the candidate begins the first scenario demonstration. Record the start time either in the candidate's test on the screen or paper skill sheets.

### REMEMBER TO:

- Always demonstrate locking of the designated bed brakes and bed controls, privacy curtain and any other things unique to the test site. Point out the call light or signaling device. Show the candidate where to knock. Tell the candidate that they may use or move any equipment or supplies as necessary to accomplish the assigned scenarios. Point out where the supplies are for only the scenarios the candidate will be performing. Demonstrate how to lock the wheelchair brakes; open/close the drain on the urinary drainage bag if the candidate has one of these skill scenarios. Just point out the area where the supplies are for the scenarios the candidate will be demonstrating.
- Be sure the candidate signs the recording form on which you have already printed his/her name, if it will be needed for one or more of the scenarios. Make sure the recording form is on a small clipboard.
- Be sure you have instructed the candidate as to the location of the designated relaxation "waiting" area.
- Answer any remaining questions the candidate may have, remind the candidate that you may not answer any questions once the skill test begins.
- Begin the skill test by reading the first task scenario word-for-word (the first mandatory scenario will be one of the following: Bedpan and Output with required Hand Washing; Catheter Care for a Female with required Hand Washing; Isolation Gown and Gloves and Emptying a Urinary Drainage Bag with required Hand Washing or Perineal Care for a Female with required Hand Washing).
- Start your timer(s) when the candidate makes his/her move to start his/her first scenario.

### CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 35 minutes) say:

- "You have \_\_\_\_\_ minutes remaining. You have just completed the scenarios of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and/or \_\_\_\_\_. (Read the tasks assigned.) Are you finished?" When you get the "yes", say "Thank you for coming."
- Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

When time is up and the 35 minute audible buzzer sounds, say:

- "Your allotted time has elapsed. Thank you for showing us your skill demonstrations today."
- Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

**EXIT SURVEY INFORMATION:** Inform candidates they will have the opportunity to fill out the Exit Survey when they log in to their TMU@ record to see their results. The Exit Survey is optional and we value their honest feedback regarding their testing experience.

# Skill Test Instructions

- ❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Tennessee webpage at: [www.hdmaster.com](http://www.hdmaster.com)



TENNESSEE NURSE AIDE
<b>SKILL TEST INSTRUCTIONS</b>
These instructions are to be placed in the common area so all candidates have an opportunity to read these instructions before going into the skill test area.
<small>YOU ARE NOT ALLOWED TO LEAVE ANY TESTING AREA UNTIL FINISHED WITH YOUR TEST. PLEASE REMEMBER TO USE THE RESTROOM BEFORE ENTERING THE TESTING ROOM.</small>
<small>CELL PHONES, SMART WATCHES, FITNESS MONITORS AND ANY OTHER ELECTRONIC DEVICES <b>MUST BE TURNED OFF</b> (NOT ON VIBRATE OR MUTE) DURING TESTING AND ARE NOT ALLOWED TO BE NEAR OR ON YOUR PERSON DURING TESTING.</small>
<small>ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, FITNESS MONITORS, LAPTOPS, TABLETS, ETC.) NEED TO BE PLACED IN THE DESIGNATED AREA INSIDE THE TESTING ROOM WHEN YOU ENTER. REMEMBER TO COLLECT YOUR BELONGINGS WHEN YOU LEAVE THE TEST AREA.</small>
<small>ANYONE ATTEMPTING TO USE A CELL PHONE, SMART WATCH, FITNESS MONITOR OR ANY OTHER ELECTRONIC DEVICE OR ANY FORM OF TEST ASSISTANCE FROM ANY SOURCE FOR ANY PURPOSE DURING TESTING WILL BE ASKED TO LEAVE THE TEST SITE, WILL FORFEIT ALL TESTING FEES AND WILL HAVE THEIR TEST SCORED AS A FAILED TEST. THEY WILL BE REPORTED TO THE TENNESSEE DEPARTMENT OF HEALTH (TDH) AND WILL NOT BE ELIGIBLE TO SCHEDULE FOR A RETEST WITHOUT A LETTER FROM TDH ALLOWING A RETEST.</small>
<b>WELCOME TO YOUR SKILL TEST</b>
The RN Test Observer does not decide whether or not you pass or fail. The RN Test Observer only observes and records the steps s(he) sees you demonstrate. D&SDT-HEADMASTER staff in Helena, Montana and Findlay, Ohio, scores your test when the RN Test Observer submits it for scoring.
<ul style="list-style-type: none"><li>• The first thing the Test Observer will do when you enter the skill test area is show you where the relaxation area is located.</li><li>• You will be asked to show your ID as a double check to ensure the Test Observer has your personalized skill test.</li><li>• The Test Observer will sit beside you and ask you if you have any questions about these instructions.</li><li>• The next thing the Test Observer will do is tell you the task scenarios you will demonstrate.</li><li>• Then the Test Observer will show you the location of the supplies you will need for your task demonstrations and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the Test Observer any questions you may have during the equipment demonstration.</li><li>• You will have 35 minutes to complete your assigned skill scenario demonstrations.</li><li>• Each of your skill demonstrations has a scenario. The Test Observer will read <b>one scenario at a time</b> to you. As soon as you understand the scenario, please actually perform and demonstrate the task.</li><li>• At the beginning of your first scenario demonstration, you may use hand sanitizer.</li><li>• <i>When appropriate, toward the end of your first scenario demonstration, you must actually correctly wash your hands with soap and water.</i></li><li>• During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.</li><li>• Steps that are only verbalized <b>do not count</b>, unless a step is identified to be verbalized as it is actually being demonstrated in the Candidate Handbook.</li><li>• At anytime, before you run out of time, you may:<ul style="list-style-type: none"><li>• Ask the Test Observer to reread any scenario.</li><li>• Correct any step on any scenario demonstration you believe you did incorrectly.</li><li>• To make a correction, you must tell the Test Observer the specific task scenario and what step(s) you will re-demonstrate.</li></ul></li><li>• When finished with each scenario demonstration, tell the Test Observer you are finished and return to the relaxation area.</li><li>• Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 35 minutes have elapsed.</li><li>• The 35-minute skill test time starts when you actually begin the first scenario demonstration.</li><li>• The TO will read your first task scenario to you and will start the timers when you begin your first demonstration.</li></ul>
<small>Tennessee Skill Test Instructions   Updated: 7-1-2022</small>

## Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions-Paper Test](#)

[Click Here to Listen to the Knowledge Test Instructions-Electronic Test](#)

[Click Here to Listen to the Skill Test Instructions](#)

# Role of the Actor



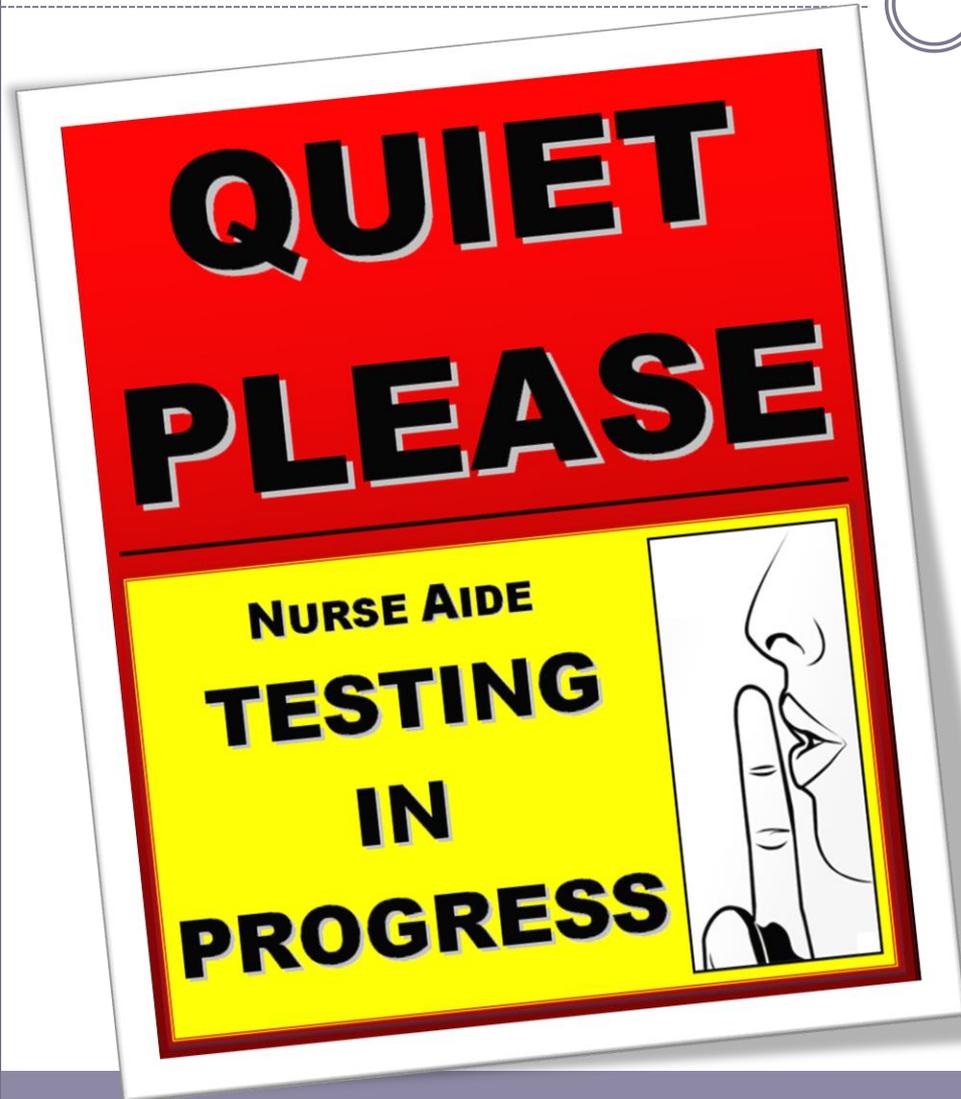
- ❖ Actors must remain test neutral and not impact the test in any way
- ❖ Actors are not to start or engage in a conversation with candidates
- ❖ Actors cannot answer any questions that would impact the test with anything other than:
  - **“Whatever you think”** – putting the action needed back on the candidate.
    - *Example: In the Feeding Scenario, “Is the head of your bed high enough?” The Actor will answer “whatever you think” as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed to at least 45 degrees*
- ❖ Actors must provide the exact same simulation for every candidate



# **TESTING INFORMATION AND MATERIALS**

**ITEMS USED IN THE SKILL TEST**  
**(FOR CANDIDATES TO BE FAMILIAR WITH)**

# Quiet Sign

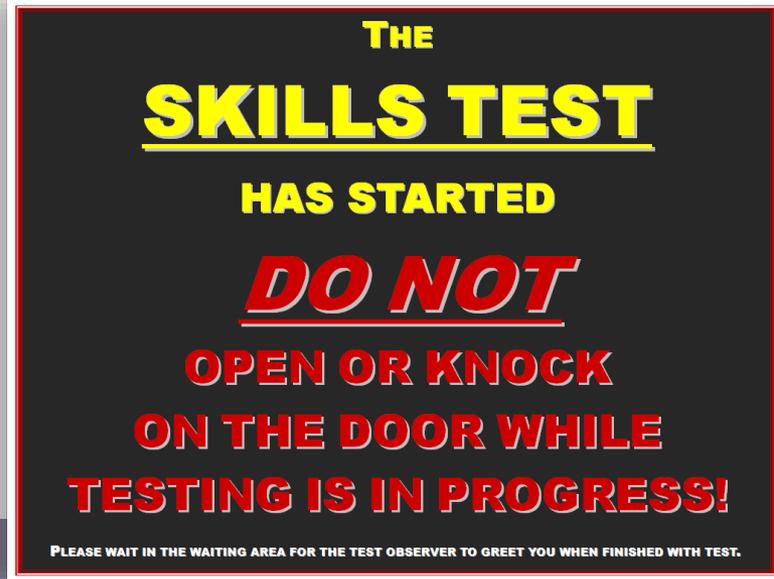
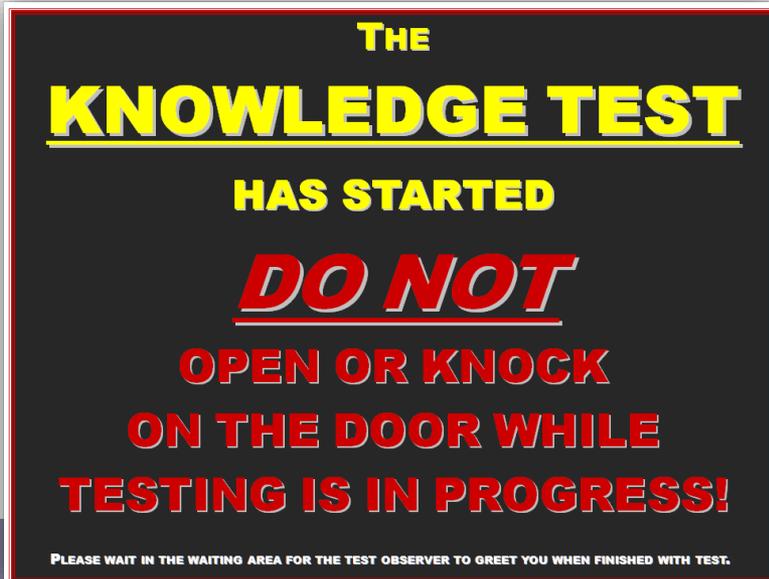


- ❖ Quiet signs will be posted in the testing area
- ❖ Candidates need to be mindful while in the waiting area to keep the noise level to a minimum for those in the testing rooms

# Knowledge & Skills Test Have Started



- ❖ Testing has started signs will be posted on the knowledge test room and skills test room doors when the door is closed and the tests are started
- ❖ If candidates see these signs on the closed doors, they are not to interrupt the test event in progress!



# Relaxation Area



- ❖ The relaxation area is two chairs placed in an area in the skills testing room away from the demonstration work area with this sign attached
- ❖ Candidates will be directed to go to the relaxation area in between scenarios so that the testing team can set up for the next scenario
- ❖ Setting up between scenarios takes a matter of seconds
- ❖ Timer does not stop

A sign for the relaxation area. It features a dark blue background with a light blue thought bubble shape. Inside the bubble, the words "Relaxation Area" are written in a serif font. There are three smaller thought bubbles leading to the main one from the bottom left.

Relaxation  
Area

# Recording Form



If a candidate has a recording task:

- ❖ RN Test Observers will print the candidate's name on the top of the recording form
- ❖ The candidate will be shown the recording form during the equipment/supplies demonstration and asked to sign it
- ❖ Testing teams will be required to tape the recording forms to the skill test or sign-in sheet to submit with the test for scoring

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	WEIGHT: _____ lbs.
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

# Diet Card



- ❖ The Diet Card will have the Actor's name on it and the actual food and fluid being served:

Example:

Applesauce

Water

Juice

A sample form titled "PATIENT DIET CARD" with fields for patient name, room, and diet instructions. The form is tilted slightly to the right. The title "PATIENT DIET CARD" is centered at the top. Below it, there are three horizontal lines for text entry. The first line is preceded by "PATIENT NAME:", the second by "PATIENT ROOM:", and the third by "DIET:" in red text.

PATIENT DIET CARD

PATIENT NAME: \_\_\_\_\_

PATIENT ROOM: \_\_\_\_\_

**DIET:** \_\_\_\_\_

# Clinical Testing Attire

## ❖ **Full Clinical Attire is required for ALL test events:**

(even if a candidate is just retaking the knowledge portion of the exam)

### *Scrubs and close-toed shoes*

- Scrubs and shoes can be any color/design
- Scrubs consists of scrub top, scrub bottoms or skirt

## ❖ Long hair must be pulled back



# Test Attempts



Candidates are allowed **three (3) attempts** to pass the knowledge and skill portions of the exam within two years of completion of training

If a candidate does not successfully complete testing within two years from completion of training, they must complete a new TDH approved training program in order to become eligible to further attempt the Tennessee nursing assistant examination

# Equipment/Supplies Demonstration



- ❖ **Every candidate, whether they trained at the site they are testing at or not, will get the same consistent, complete equipment and supplies demonstration**
- ❖ The equipment and supplies demonstration is the time for the candidate to become familiar with the items they will be using for their scenarios:
  - Candidates can ask for items needed if they are used in testing. Example: If there is only one basin on the supplies table and the candidate uses two, the candidate just needs to ask the RN Test Observer for another basin and one will be placed on the table.

# Equipment/Supplies Demonstration



- ❖ All supplies will be on a centrally located table, counter, etc.
  - The RN Test Observer will show the candidate just the supplies and equipment the candidate will need for their scenarios (i.e. bedpans, basins, toothbrush, etc.)
    - Linens may be in a cabinet or closet within the skills testing room and would be shown to the candidate
    - No supplies will be in the bedside stands
  - And candidates will be shown where other supplies are located throughout the room:
    - Gloves
    - Hand Sanitizer

# Equipment/Supplies Demonstration



## ❖ Candidates will be shown:

- How to lock the bed and wheelchair (if used) brakes
  - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked
- Bed Controls
  - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed
- Shown where the hand washing sink is
  - Where soap and paper towels are located
- The RN Test Observer will also point out where other equipment is throughout the testing room
  - Garbage cans
  - Linen hampers
  - Privacy curtain and how to pull it
  - Where to knock

# Exit Survey



The screenshot shows a web form titled "Tennessee Exit Survey". The form has three main sections. The first section is labeled "Tennessee Nurse Aide" and has a text input field. The second section is labeled "Test Date and Location" and has a "Short answer text" input field. The third section is labeled "I was scheduled for my test" and contains four radio button options: "On the day I requested", "Within 7 days of my requested date", "Within 14 days of my requested date", and "More than 14 days from my requested date".

- ❖ Information regarding the Exit Survey is on the RN Test Observer Skill Test Check List
  - Candidates will be informed that they will have the opportunity to fill out an Exit Survey via a link when they sign into their record in TMU© to see their results
  - D&SDT-HEADMASTER scoring teams are the only ones that will view the candidate's completed survey.
- ❖ Candidate honest feedback provided on the Exit Survey is valuable and greatly appreciated



# **TRAINING TOOLS TO HELP PREPARE CANDIDATES FOR TESTING**



## IDEAS TO HELP STUDENTS PREPARE FOR TESTING

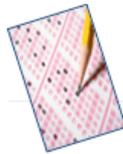


- ✓ Review the Candidate Handbook in class, covering testing policies, vocabulary words for the knowledge test and skill steps for the skill test.
- ✓ Complete a practice knowledge test with class.
- ✓ Hangman with vocabulary words: put the class into teams and play hangman by using vocabulary words. Once a team guesses the word correctly, have them then explain the meaning.
- ✓ Do mock skills testing utilizing the 30 minute time frame.
- ✓ Create a Jeopardy like game with class materials.
- ✓ Have the candidate re-review the testing policies and skill steps in the Candidate Handbook. Make sure they check the website to ensure that there have not been any changes since they have completed their training.
- ✓ Pulse game: Place students on teams. The instructor chooses one student from each team and they are the resident for the pulse, students from each team have to take the pulse of the resident and write it down. The instructor will take the pulse at the same time and the team with the most accurate readings wins.
- ✓ Supplies game: have each student pull a skill from the hat and write down the supplies needed for that skill.
- ✓ Station race: Set up multiple stations with 2 different glasses with pre-measured fluids in them and put the class into teams. The teams race around to each station and write down the amounts in the glasses that the resident has consumed.
- ✓ Put your skills in place: Instructors make index cards with each step of every skill, sort the cards by skill. Shuffle the cards of one skill and have the student put the steps in order to complete the skill correctly.
- ✓ Add a question to your final test about the required ID for testing.
- ✓ Read the Knowledge and Skill Test Instructions to your candidates during mock testing so they will be exposed to the guidelines for testing prior to attending the test session.
- ✓ Establish a Flexible (In-Facility) test site at your training location so that the students are more comfortable with their test setting.
- ✓ Abbreviations race: Students are put on teams, the trainer calls out a word and the first student to get to the board and write the correct abbreviation for the word gets a point.
- ✓ Poster/PowerPoint presentations: each student is assigned to put together a poster/PowerPoint presentation on a skill task.
- ✓ Questions collection: Collect 20 questions from each student and then use the questions to test the students.
- ✓ What do you need? Each student is quizzed on the equipment/supplies needed to complete skill tasks.
- ✓ Perform scenario: Students create a scenario, then they must perform the scenario which should include a minimum of three skill tasks to be performed.
- ✓ Sayings to remember: Example: Perineal Care – “front to back and run up the crack”

- ✓ Next step game: Randomly pull a learned skill, ask each student to verbally state the next step in the selected skill task.
- ✓ Word scramble: Take the skills titles and vocabulary words and mix them up.
- ✓ Abbreviation Bingo: All students get 1 bingo card. Instead of numbers in the boxes on the card there are symptoms and then you play bingo as usual.
- ✓ Potato skin: Use a raw potato and pull sandpaper across the potato skin to show a skin tear.
- ✓ Bedpan basketball: Divide class into 2 teams. Ask a reliable student to keep score. Ask a review question to Team 1, if they make the shot they earn 1 more point. Next ask Team 2 a review question and do the same as stated above. If a team misses a question, the other team gets a chance to steal and answer.
- ✓ Yarn game: Give each student a different role; Resident, RN, Nurse Aide or a Family Member. Throw the yarn ball to another person and discuss how the roles are related in communication and how they are all connected with each other.
- ✓ Glog-germ: Have each student put the glow germ gel on their hands. Then have students start doing class work or skills practice. Then take the ultra violet light to show them where and how germs are spread. Then have the students wash their hands and put them under the ultra violet light to see what they have missed.
- ✓ Decrease your senses: Have students put thick gloves on and try to count paper and coin money. Have students put on sunglasses with Vaseline on the lenses and walk the room. Have students put cotton balls in their ears and sit in the front of the class and you speak to them from the back of the classroom in a soft voice with the lights off. Have students do all three together and have another student walk them around the classroom or down the hall. Have students close their eyes and plug their nose and then taste 2 different cookies to see if they can tell the difference.
- ✓ A minute to win it: Have each step of every skill task and put one step on an index card. Put your students into teams. Each team will pull a skill out of the hat. Put 1 minute on the clock and have each team put the skill in correct order in a minute to win it.
- ✓ What's missing? Put the skills up on the smart board by steps. Number the steps as you put them up. Skip a step every so often and have students write in the missing steps.
- ✓ Wash my hands and why: As the student demonstrates hand washing, they are to explain each step they are doing and why they are doing it.
- ✓ Vocabulary Bingo: Make bingo cards with the vocabulary words from the back of the candidate handbook, then play bingo for bonus points.
- ✓ Phrases and word association: If you raise it, put it down. If you open it, close it. If you mess it up, clean it up. If you move it, put it back. If you break it, you buy it. W.I.P.E. – Wash your hands, Introduce yourself, Provide privacy, Explain the procedure. Abduction-take away from the body. Adduction-if add then take back to body. Plantar flexion-plan your toes in sand, toes down. Supine-take “u” out = spine-resident should be on their spine (back). Subjective-what resident “says”. Objective-what you can observe. RICH- Respect, Identify, Call light, Hand wash
- ✓ School of Nursing: Call and see if the senior nursing students at a local college could spend the day in the classroom and be the “state testers” for the students, use one nursing student as the actor and one as the state tester. This gives students the chance to practice skills with people they do not know.

### WEB BASED GAMES / FUN TRAINING TOOLS:

Kahoot – trivia app  
Quizlet – quiz live sessions, flash card games  
ClassTools.net (Atari type game)



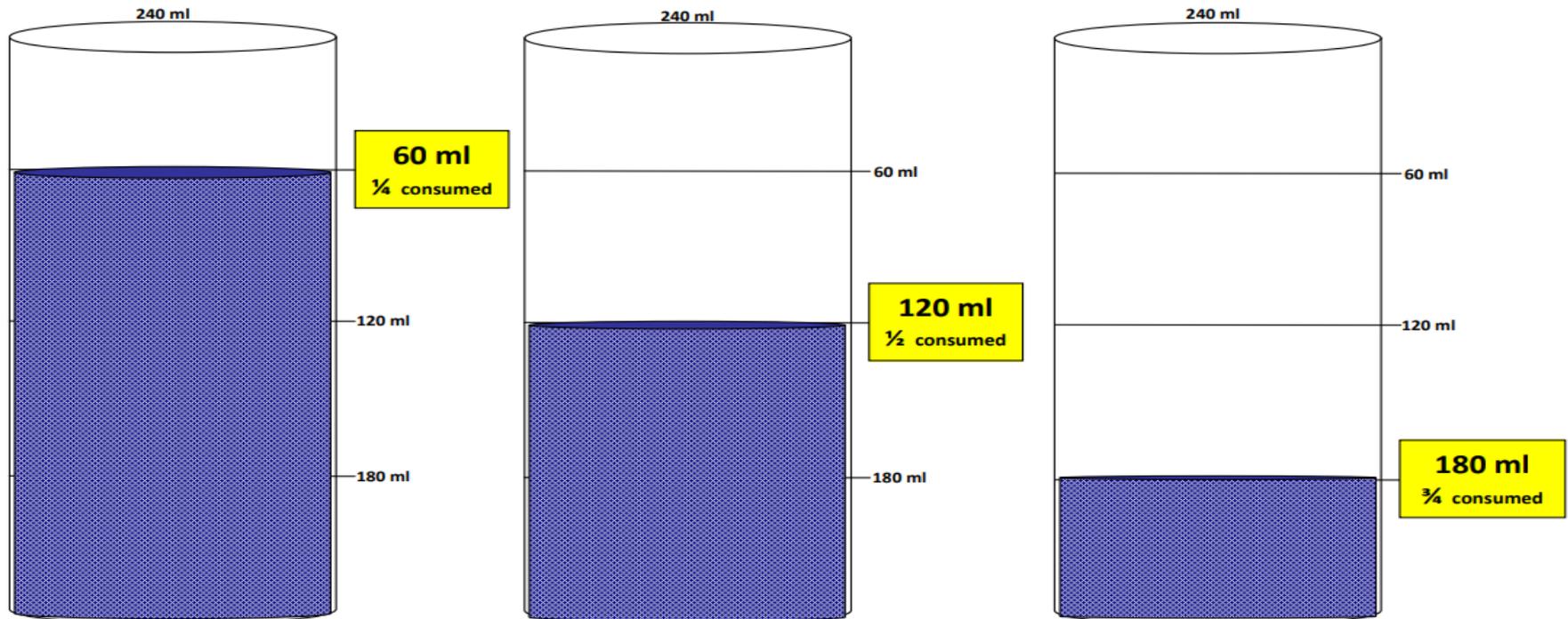
# Fluid Intake Training Tool

## FLUID INTAKE SKILL SET-UP TOTAL CONSUMED (DRANK FROM THE GLASS)

**240 ml glass**

240 ml = full to the rim

**REMEMBER:** THE CANDIDATE IS TO CALCULATE WHAT WAS CONSUMED FROM THE GLASS (THE *WHITE* AREA IN THE CUPS BELOW)



## PRACTICE EXAMS

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Headmaster LLP

Innovative, quality technology solutions throughout the United States since 1982

On-Line CNA Practice Exams

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

Order an individual test or set up a group testing account	Licensing/Certification	Software	Hardware/Networking
<p>Order an individual test or set up a group testing account</p> <p>Complete an exam from an individual membership</p> <p>Begin or complete an exam from a group account</p> <p>Try your luck with today's free question of the day</p> <p>Try our free ten item sample test</p> <p>Find out more about custom pricing, ordering and use</p> <p>See what customers have said about the practice exam!</p> <p>Forgot your pass? Click here!</p>	<p>Arizona</p> <p>Arkansas</p> <p>California</p> <p>Colorado</p> <p>Connecticut</p> <p>Delaware</p> <p>Florida</p> <p>Georgia</p> <p>Illinois</p> <p>Indiana</p> <p>Iowa</p> <p>Kansas</p> <p>Kentucky</p> <p>Louisiana</p> <p>Maine</p> <p>Massachusetts</p> <p>Michigan</p> <p>Minnesota</p> <p>Mississippi</p> <p>Missouri</p> <p>Montana</p> <p>Nebraska</p> <p>Nevada</p> <p>New Hampshire</p> <p>New Jersey</p> <p>New Mexico</p> <p>New York</p> <p>North Carolina</p> <p>North Dakota</p> <p>Ohio</p> <p>Oklahoma</p> <p>Oregon</p> <p>Rhode Island</p> <p>South Carolina</p> <p>South Dakota</p> <p>Tennessee</p> <p>Texas</p> <p>Vermont</p> <p>Virginia</p> <p>Washington</p> <p>West Virginia</p> <p>Wisconsin</p> <p>Wyoming</p>	<p>Accounting</p> <p>Business</p> <p>Education</p> <p>Engineering</p> <p>Finance</p> <p>Healthcare</p> <p>Human Resources</p> <p>Information Technology</p> <p>Law</p> <p>Management</p> <p>Marketing</p> <p>Operations</p> <p>Project Management</p> <p>Real Estate</p> <p>Science</p> <p>Security</p> <p>Software Development</p> <p>Supply Chain</p> <p>Training</p> <p>Writing</p>	<p>Networking</p> <p>Hardware</p> <p>Software</p> <p>Cloud Computing</p> <p>Mobile Devices</p> <p>Virtualization</p> <p>Security</p> <p>IT Support</p> <p>System Administration</p> <p>Network Configuration</p> <p>Server Management</p> <p>Database Management</p> <p>Web Development</p> <p>Programming</p> <p>Quality Assurance</p> <p>DevOps</p> <p>Cloud Migration</p> <p>Disaster Recovery</p> <p>Compliance</p> <p>Automation</p> <p>API Development</p> <p>Containerization</p> <p>Microservices</p> <p>Big Data</p> <p>Blockchain</p> <p>IoT</p> <p>AI/ML</p> <p>Cybersecurity</p> <p>Blockchain</p> <p>IoT</p> <p>AI/ML</p> <p>Cybersecurity</p>

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We are an equal opportunity employer.

Practice Exams can be purchased by clicking here.

- ⇒ May be purchased individually or viewed as a class and completed together.
- ⇒ Allows candidates to experience what the knowledge questions will be like.
- ⇒ Must answer question they are on correctly before moving to next question.
- ⇒ Facilities may set up a purchase order account by contacting Headmaster.

The cost is as follows:

1 exam	\$8.95
5 exams	\$34.95
20 exams	\$99.95
100 exams	\$299.95

If you have any questions regarding Practice Exams, please call Headmaster at 1-800-393-8664.

## Sample Test Questions

Test Status: Sample test.  
Pin Number: Not Required  
Series ID: Not Required

Next Item Help Stop the exam

#1. Which of the following is NOT a normal body defense

a. Tears  
 b. White blood cells  
 c. Eyelashes  
 d. Teeth

Questions Remaining: 1-10

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If you answer correctly, you will move on to the next question.

Test Status: Sample test.  
Pin Number: Not Required  
Series ID: Not Required

Next Item Help Stop the exam

You got it

#2. A resident with a colostomy excretes feces through the

a. anus  
 b. ileum  
 c. colon  
 d. jejunum

Questions Remaining: 1-10

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Test Status: Sample test.  
Pin Number: Not Required  
Series ID: Not Required

Next Item Help Stop the exam

Remember, you cannot move to the next item until you answer this one correctly. It's tagged you up here.

#2. A resident with a colostomy excretes feces through the

a. anus  
 b. ileum  
 c. colon  
 d. jejunum

Questions Remaining: 1-10

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# Practice Exam Information

## On-Line CNA Practice Exams

#1. Which of the following is NOT a normal body defense

- a. Tears
- b. White blood cells
- c. Eyelashes
- d. Teeth

Questions Remaining: 1-25

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Order an individual test or set up a group testing account.

Complete an exam from an individual membership.

Begin or complete an exam from a group account.

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Order CNA/STNA Practice Exam(s)

SSL Secured Transaction  
We MUST have your name to provide service.

Submit Registration Reset Fields Help

First Middle Last     
Address   
City ST Zip     
Email Address

Which Test?   
How Many?   
Group Account?  Check this box if you wish more than one individual to be able to use the assigned group pin number. You will only be issued one group pin number and a range of series IDs, each of which along with the group pin number, will give an individual access to a unique exam.

**Please Note:** These practice exams are only available on-line. You will not receive a copy of the exam, nor will you be able to print out the exam.

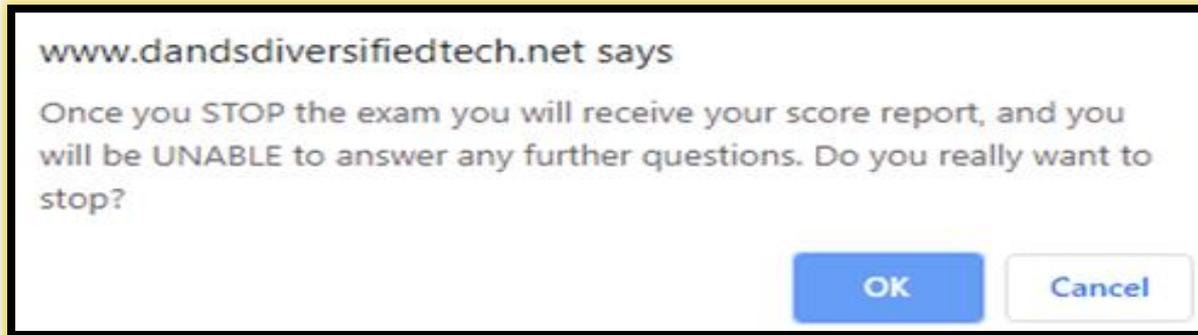
**Credit Card**  
Credit Card or Debit Card #   
Exp. Date   
Amount

Group accounts and individuals should record the **pin number displayed above every question** as it will be required to either complete an unfinished exam or to begin another exam from a series.

I have read the [terms of service agreement](#) and will abide by the terms and conditions there. In addition, I accept that these practice exams are only available on-line and I will not receive a copy of the exam, nor will I be able to print out the exam.

- Purchased on the main D&SDT-Headmaster webpage at: [www.hdmaster.com](http://www.hdmaster.com)
- Choose **TENNESSEE** for “which test?”
- Record the **PIN NUMBER**, which is displayed above every question as it will be required to complete an unfinished exam

# Practice Exam Information



- ❖ Practice Exams do not expire
- ❖ Just click on the **X** in the upper right hand corner of your screen to exit the practice exam
- ❖ Log back in using PIN# to continue
- ! **Do not click on STOP the exam if you are not finished with the exam**
- ! **This screen will pop up and you have to click OK to continue (read warning) or CANCEL**
- ! **Click CANCEL if not finished with exam**
  - *If not finished with exam, and you click OK, you will be unable to answer any further questions and the exam is deleted (not available any more)*
- ❖ When done with exam (*all questions are answered*), click on STOP the exam, then click OK and you will get your Score Report
  - You will receive a score based on your first answers and vocabulary words

# Skill Scenario Videos



- ❖ View the skill scenario videos available on the Tennessee webpage at [www.hdmaster.com](http://www.hdmaster.com) under Training Program Forms
- ❖ These videos are free and are the only TDH approved skills videos

**Training Program Forms**

[Training Program Login](#)

**Skills Video Links- No login needed**

# Mock Skills



## Why use the Mock Skills for practice testing?

**Mock skills testing allows candidates to experience what the actual skill test will be like. The mock testing format is the exact same format the test observers will use to document what steps your candidates perform for their actual skills test!**

The image shows a document titled "Tennessee Mock Skills" with the subtitle "Effective for testing March 1, 2021". The document is from "DBSDT - Headmaster, LLP". The main content is a table titled "AMBULATION WITH A GAIT BELT" which lists various steps for a skill test. The table has two columns: the first column contains the task description, and the second column is empty for recording results.

AMBULATION WITH A GAIT BELT	
Knock on door.	
Perform hand hygiene. a. Cover all surfaces of hands with hand sanitizer. b. Rub hands together until hands are completely dry.	
Explain the procedure to the resident.	
Obtain gait belt for the resident.	
Lower bed until resident's feet are flat on the floor when resident is sitting on the edge of the bed.	
Lock bed brakes to ensure resident's safety.	
Lock wheelchair brakes to ensure resident's safety.	
Bring resident to sitting position.	
Place gait belt around resident's waist to stabilize trunk.	
Tighten gait belt.	
Check gait belt for tightness by slipping fingers between gait belt and resident.	
Assist resident to put on non-skid slippers.	
Bring resident to standing position.	
Grasp gait belt with one hand and the other hand stabilizing resident by holding forearm, shoulder or using other appropriate method to stabilize.	
Safely ambulate resident at least 10 steps to the wheelchair.	
Assist resident to pivot/turn and sit resident in the wheelchair in a controlled manner that ensures safety.	
Use proper body mechanics at all times.	
Remove gait belt.	
Maintain respectful, courteous interpersonal interactions at all times.	
Place call light or signaling device within easy reach of the resident.	
Perform hand hygiene. a. Cover all surfaces of hands with hand sanitizer. b. Rub hands together until hands are completely dry.	

# How to Perform Mock Skills Practice Testing



- ❖ Print the mock skills check-off sheet for the selected tasks from the Tennessee webpage at [www.hdmaster.com](http://www.hdmaster.com) (under Training Program Forms)
- ❖ Have each student read the Skill Test Instructions
- ❖ Put a check mark by each step that is not completed or completed incorrectly as the student demonstrates the steps
- ❖ Students can perform mock skills testing in groups of three:
  - One plays the role of the “Candidate”
  - One plays the role of the “Actor”
  - One plays the role of the “Test Observer”
  - This give the students a chance to see all aspects of testing in each role.
- ❖ After each candidate has completed all of the skill tasks and have indicated they are finished, review the missed steps with the student

Mock Skill Sheets 3/1/2021

Skill Test Instructions

# Help Improve Your Skills Pass Rate



## **ALWAYS HAVE STUDENTS PRACTICE THE WAY THEY WILL BE REQUIRED TO PERFORM TASKS DURING THE STATE TEST!**

- ❖ Make sure students don't pretend to perform any steps. Each step must actually be performed to get credit during the state test
- ❖ Teach your students to talk as they actually perform each step
- ❖ Perform mock skills practice testing
  - During mock skills practice testing, make sure students are using water for all skill scenarios that require it – no pretending or simulating using water – it is required for the state test
- ❖ Do not have students reuse dirty linens
- ❖ Make sure students are viewing the skills videos – the demonstrations are exactly the way they should be performed during testing



# UNDERSTANDING TEST RESULTS





# **ONLINE TRAINING PROGRAM REPORTS**

# Online Training Program Reports



- ❖ Online Training Program Reports are accessible through the Tennessee TMU© at <https://tn.tmutest.com>
  - You will need your User ID or Email and Password



# Online Training Program Reports



## Candidate Details

## Pass/Fail Report

Training Summary: Jun 01, 2015 to Dec 07, 2015

Candidate(s)	Training Completed	Test Date	Status	Exam							
NAME, CANDIDATE	07/02/2015	08/15/2015	Pass	Written							
		08/15/2015	Pass	Handwashing							
		08/15/2015	Pass	Weighing an Ambulate							
		08/15/2015	Pass	Partial Bed Bath - F							
		08/15/2015	Pass	Mouth Care							
		08/15/2015	Pass	Making Occupied Bed							
NAME, CANDIDATE	11/22/2015	11/21/2015	-Fail-	Written							
NAME, CANDIDATE	09/10/2015	09/27/2015	Pass	Written							
		09/27/2015	Pass	Handwashing							
		09/27/2015	Pass	Stand-Pivot-Transfer							
		09/27/2015	Pass	Empty Urinary Bag							
		09/27/2015	Pass	Gown & Gloves							
		09/27/2015	Pass	Dressing Resident							
NAME, CANDIDATE	7/02/2015	08/15/2015	-Fail-	Written							
		08/15/2015	Pass	Handwashing							
		08/15/2015	Pass	Partial Bed Bath - F							
		08/15/2015	Pass	Nail Care One Hand							
		08/15/2015	Pass	Making Occupied Bed							
		08/15/2015	Pass	Back Rub							
		10/17/2015	Pass	Written							
NAME, CANDIDATE	06/22/2015	10/18/2015	Pass	Written							
		10/18/2015	Pass	Handwashing							
		10/18/2015	Pass	Making Unoccupied Be							
		10/18/2015	Pass	Catheter Care							
		10/18/2015	-Fail-	Empty Urinary Bag							
		10/18/2015	Pass	Back Rub							
NAME, CANDIDATE	12/11/2014	10/17/2015	-Fail-	Written							
		10/17/2015	Pass	Handwashing							
		10/17/2015	Pass	Weighing an Ambulate							
		10/17/2015	-Fail-	Feeding a Dependent							
		10/17/2015	Pass	Ambulation with Walk							
		10/17/2015	Pass	TR, Axillary Temp							
NAME, CANDIDATE	06/14/2015	07/19/2015	Pass	Written							
		07/19/2015	Pass	Handwashing							
		07/19/2015	-Fail-	Range of Motion Hip							
		07/19/2015	-Fail-	Feeding a Dependent							
		07/19/2015	Pass	Hair Care							
		07/19/2015	Pass	Catheter Care							
		08/30/2015	Pass	Handwashing							
		08/30/2015	Pass	Weighing an Ambulate							
		08/30/2015	Pass	Feeding a Dependent							
		08/30/2015	Pass	Ambulation with Walk							
		08/30/2015	Pass	TR, Axillary Temp							
NAME, CANDIDATE	07/23/2015	10/17/2015	Pass	Written							
		10/17/2015	Pass	Handwashing							
		10/17/2015	Pass	Weighing an Ambulate							
		10/17/2015	Pass	Partial Bed Bath - F							
		10/17/2015	Pass	Mouth Care							
		10/17/2015	Pass	Making Occupied Bed							
Facility Totals		ID#	Written	Var.	Skills	Var.	Total	Var.	UAE		
			2	67	-7	8	63	-9	8	63	-12

## Written Exam Details

### Client Report

All Training Programs  
 Written Exam Details: Jan 01, 2017 to Dec 19, 2017  
 Printed: Dec 19, 2017 09:45:51

Safety	79%
Communication	77%
Infection Control	81%
Resident Rights	84%
Data Collection	79%
Basic Nursing Skills	78%
Role / Responsibility	82%
Disease Process	82%
Mental Health	79%
Personal Care	76%
Care Impaired	80%
Aging Process	77%

Number of Times Missed	Candidates have missed test item
2607	communication( 23%)
2345	transfers( 24%)
2329	feeding( 20%)
1846	appropriate response( 34%)
1701	shaving( 36%)
1528	falls( 22%)
1423	aging process( 17%)
1416	reporting( 17%)
1359	dehydration( 18%)
1341	sterilization( 62%)
1338	choking( 36%)
1252	clear liquid diet( 44%)
1174	oral care( 52%)
1153	Alzheimer's( 15%)

# Online Training Program Reports

## Skill Exam Details

All Training Programs  
Skill Exam Details: Jan 01, 2017 to Dec 19, 2017

Skill Summary	Tested	Var.
Handwashing	(6454)	97%
Range of Motion Hip & Knee	( 932)	86%
Range of Motion One Shoulder	(1117)	86%
TFR Oral Digital	( 938)	78%
Weighing an Ambulatory Resident	(1448)	81%
Mouthcare Comatose Resident	( 920)	92%
Denture Care	(1216)	98%
Stand-Pivot-Transfer using a G	(1153)	95%
Making Unoccupied Bed	(1328)	96%
Positioning on Side	(1216)	86%
Hair Care	( 893)	95%
Partial Bed Bath - BACK / ARM	( 610)	94%
Mouth Care	( 943)	92%
Nail Care One Hand	(1057)	96%
Ambulation with Gait Belt	( 935)	95%
Ambulation with Walker	(1204)	93%
TFR, Axillary Temp	( 989)	76%
Making Occupied Bed	(1056)	92%
Perineal Care Female	(1156)	80%
Bedpan and Output	( 707)	74%
Catheter Care	( 871)	86%
Empty Urinary Bag	( 897)	90%
Gown & Gloves	( 701)	93%
Blood Pressure	( 722)	76%
Feeding a Dependent Resident	(1024)	67%
Back Rub	( 867)	97%
Dressing Resident	( 916)	89%

### Handwashing

## Step	Var.
1. Knocks on door before entering	98%
2. Introduces themselves to the r	97%
3. Turns on water.	100%
4. Wets hands.	100%
5. Applies liquid soap to hands.	100%
6. Rubs hands together using fric	100%
7. Interlaces fingers pointing do	100%
8. Washes all surfaces of hands a	100%
9. Rinses hands thoroughly under	100%
10. Dries hands on clean paper tow	99%
11. Turns off faucet with a SECON	99%
12. Discards paper towels to trash	99%
13.*Does not recontaminate hands a	97%

## Retake Summary

### Client Report

Retake Summary: Jan 01, 2017 to Dec 19, 2017

Facility	Written			Skills		
	#ID#	Att1	Att2	Att1	Att2	Att3
Totals	5151	80	675	49	203	37
				5148	68	1094
					68	211
						81

- #ID#: Training Program ID.
- Att1: Number of candidates that attempted the respective exam for the first time during this time frame.
- %%%: The first attempt pass rate.
- Att2: Number of candidates that attempted the respective exam for the second time during this time frame.
- %%%: The second attempt pass rate.
- Att+: Number of candidates that attempted the respective exam for the third or more times during this time frame.
- %%%: The pass rate beyond the second attempt.



# **BECOME AN RN TEST OBSERVER**

# Become an RN Test Observer



**D&SDT-Headmaster is always looking for more RN Test Observers in all areas of the state!**

- ❖ Qualifications to become an RN Test Observer:
  - RN in good standing with Tennessee or multi-state licensure
  - Have a minimum of one year experience in a long term care setting (nursing home or Veteran's hospital)
    - Experience can be cumulative
- ❖ Complete the RN Test Observer Application Form 1500TN – available on the Tennessee webpage at: [www.hdmaster.com](http://www.hdmaster.com) (under 'Observer Forms') and send to D&SDT-Headmaster with a copy of your resume detailing your one year of required experience

Observer Forms

Test Observer Application Form 1500TN

If you have any questions regarding the RN Test Observer position, please call Arely Gray, Tennessee Program Manager at D&SDT-Headmaster (877)201-0758



# **VIRTUAL WORKSHOP SURVEY**

# Workshop Survey



Thank you for taking the time to view the Instructor Workshop presentation.

We look forward to talking with you during the Question and Answer sessions.

You were emailed a virtual workshop survey with the presentation. We would appreciate if you would please take a moment to fill out the survey.

We always respect and enjoy your valuable feedback. It helps us continue to improve the workshops and provide the information instructors would like to see.

# Contact Information



## Contact Information

Questions regarding testing process, test scheduling and eligibility to test: (877) 201-0758

Questions about training program information and the Abuse Registry: (615) 532-7841

Main switchboard, Renewals, Challenges, demographic changes  
and Out of State Reciprocity: (615) 532-5171

### **D&S Diversified Technologies, LLP**

PO Box 418  
Findlay, OH 45839

Email: [hdmastereast@hdmaster.com](mailto:hdmastereast@hdmaster.com)

Email: [hdmaster@hdmaster.com](mailto:hdmaster@hdmaster.com)  
(for applications, scheduling and payment forms)

Web Site: [www.hdmaster.com](http://www.hdmaster.com)

Monday through Friday  
8:00AM – 8:00PM (EST)

Phone #: (877) 201-0758

Fax #: (406) 442-3357  
(applications, scheduling and payment forms)

Fax #: (419) 422-8367  
(test review, reschedule, refund, no show,  
ADA and other documentation)

### **Tennessee Nurse Aide Registry**

665 Mainstream Drive – 2<sup>nd</sup> Floor  
Nashville, TN 37243

Tennessee Department of Health Website:  
<https://www.tn.gov/content/tn/health/health-professionals/hcf-main/hcf-programs/nai.html>

Verification of Licensure:  
<https://apps.health.tn.gov/licensure>

Training Programs:  
[https://apps.health.tn.gov/nurseaide/natf\\_criteria.aspx](https://apps.health.tn.gov/nurseaide/natf_criteria.aspx)

Abuse Registry:  
<https://apps.health.tn.gov/AbuseRegistry>

Monday through Friday  
8:00AM – 4:30PM

Phone #: (615) 532-5171

Fax #: (615) 248-3601

Renew Online at:  
<https://lars.tn.gov>

# Tennessee Virtual Instructor Workshop

Version: July 2021



**THANK YOU!**

**FROM**

**D&S DIVERSIFIED TECHNOLOGIES –  
HEADMASTER LLP**