Home Care Aide Certification Examination WebEx

October 3rd, 4th and 5th 2012
Agenda

+ Test Development Process
+ Website
+ Processing and Scheduling
+ Skills Exam
+ Becoming a Test Site
Candidates Required to Take Certification Exam (Non Exempt Workers)

+ WHO
  + All LTC workers in state-licensed:
    • Adult family homes
    • Boarding homes
    • LTC workers employed by home care agencies
    • Individual providers of home care services who are paid by the state
    • Respite care providers
    • Any other direct care worker providing home or community-based services to the elderly or persons with a functional disability or developmental disability.
Creating The Certification Exam

+ The department of health is required by law to develop a home care aide certification examination to evaluate whether an applicant possesses the skills and knowledge necessary to practice competently.
+ WADOH has contracted with Prometric to develop and administer the home care aide certification exam
+ Steps to create the exam:

  - Job Analysis
  - Test Specifications
  - Item Writing
  - Item Review
  - Exam Assembly
  - Statistical Analysis
  - Standard Setting
Considerations: Test Development Process

- Reliability
- Fairness
- Standardization
- Fiscal Impact
## TESTING CONCEPTS

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>DEFINITION</th>
</tr>
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</table>
| VALIDITY         | The extent to which inferences and actions made on the basis of a set of scores are appropriate and justified by evidence. **Does the test:**  
• measure what it says it measures?  
• identify minimally qualified individuals? |
| RELIABILITY      | An indicator of the extent to which scores will be consistent across different administrations.                                             |
| FAIRNESS         | The extent to which a product or service is appropriate for members of different groups, and the extent to which users of products or services are treated the same way, regardless of gender, race, ethnicity, and the like. |
| STANDARDIZED TESTING | A test designed in such a way that the questions, conditions for administering, scoring procedures, and interpretations are consistent and are administered and scored in a predetermined, standard manner. |
Website

+ [www.prometric.com/wadoh](http://www.prometric.com/wadoh)
  + Candidate Bulletin
  + Candidate Application Check List
  + Skills Checklist
  + Frequently Missed Checkpoints
  + Regional Test Site Locations
  + General Instructions for the skills exam printed in languages that exam is provided in
  + Contact information
Website

TEST SPONSOR: WASHINGTON STATE DEPARTMENT OF HEALTH HOME CARE AIDE EXAM

GET STARTED... Choose your certification program or exam below

WASHINGTON STATE DEPARTMENT OF HEALTH

Important Candidate Information and Updates
- Candidate Application Checklist
- For Key Steps To Follow in the Process Of Registering To Become A Certified Home Care Aide please Click Here.
- Home Care Aide Practice Test (10 questions)
- Written Test Review Process

Training program instructors often find it helpful to have information available about how their students are performing on the Skills Test. The information provided in this link is based on statewide data (not program specific) that identifies checkpoints that more than 15% of candidates are getting incorrect. Those checkpoints that are bolded are checkpoints that 20% or more of candidates are getting incorrect. When a candidate gets a checkpoint incorrect it may be because the candidate overlooked performing that aspect of the skill, or that the candidate did not meet the requirements of the checkpoint. In some cases, the checkpoint might include several requirements, and perhaps the candidate met some, but not all of the requirements.

The information provided in this document is expected to be helpful to instructors, who may use it in considering teaching strategies or aspects of skills that may require additional emphasis when training students. Prometric recognizes that there are challenges in teaching and that this information does not necessarily reflect any deficiencies in how instructors are teaching or covering material. Because a student is taught to do something, it does not guarantee that they will actually perform it correctly or perform it correctly consistently. However, it is recognized that any...
improvements in candidates’ performances potentially impacts improved client care. Click here.

In-Facility Forms

- In-facility Agreement
- In-facility Request form

Candidate Forms

- Skills Checklist
- Prometric Regional Test Sites
- Candidate Exam Application Form
- General Instructions English
- General Instructions Spanish
- General Instructions Russian
- General Instructions Korean
- General Instructions Chinese
- General Instructions Vietnamese

Questions that were not answered in the documents and information above can be emailed to WAHCA@prometric.com. In order for your question to be answered in an accurate and timely manner, your email should include your name, address, date of birth and Prometric ID (if known).

Contact Info
1260 Energy Lane
St. Paul, MN 55106
(800) 324-4689
Email: WAHCA@prometric.com

Home Care Aide Exam
Please direct any questions about the home care aide certification to the home care aide program at HomecareAides@dsh.wa.gov

Link to Washington State Department of Health for renewal questions and concerns

CSS - Do Not Delete
Candidate Information Bulletin

+ **Information Listed**
  + Exam application process
    - Eligibility Routes
      - Candidates select a route that applies to them (only 3 available)
      - Completing the application
      - Testing types
        - In-Facility vs. Regional
      - Fee information
      - Special test considerations
  + Examination overview
    - Written Exam Content Outline
    - Listing of skills that candidates can be asked to perform on the exam
  + What to expect on test day
    - What to bring
    - Results
Regional Candidate Life Cycle

Candidate completes approved home care aide training program

Candidate completes Home Care Aide Examination Application found on www.prometric.com/wadoh

Candidate submits application with training program certificate or required documentation and payment to Prometric at address listed on application

Prometric receives Applicant paperwork and processes application to schedule an exam

Candidate is scheduled for an exam within 30 days of receiving complete application and is sent an Admission To Test Letter, ATT Letter

Candidate receives the ATT Letter and is given a test date, time and location

Candidate arrives at test site with ID and proper dress attire to take examination

Candidate completes exam and receives score report for written and skills exam

Candidate fails one or both parts of the exam. Candidate can complete another application and submit it with payment to schedule another test date or can call Prometric over the phone (pay with CC)

Candidate is scheduled for an exam within 30 days of receiving complete application and is sent an Admission To Test Letter, ATT Letter

Candidate goes through the scheduling and testing process as mentioned above

If information is missing from the application, if the training certificate is missing and it is needed and/or if payment is missing, the application will be returned with a letter advising candidate what is missing and what is needed to proceed with processing/scheduling

Candidate passes both parts of the exam and waits for DOH Certification

Candidate completes DOH application within 3 days of hire
In-Facility (IFT) Candidate Life Cycle

Training Program submits a request to IFT Test application with requested dates. WE WILL WORK WITH THE SITE TO SECURE THE REQUESTED DATES. The application can be found on www.prometric.com/wadoh

Candidate completes approved home care aide training program

Candidate/Training Program completes Home Care Aide Examination Application found on www.prometric.com/wadoh

Prometric receives Applicant paperwork and processes application to schedule an exam at the IFT site.

Candidate arrives at test site with ID and proper dress attire to take examination

Candidate is advised from training program when exam will be administered

Candidate fails one or both parts of the exam. Candidate needs to submit an application with payment to schedule another test date/or can go through IFT process again

Candidate passes both parts of the exam and waits for DOH Certification

Candidate completes exam and receives score report for written and skills exam

Candidate goes through the scheduling and testing process as mentioned above.

Candidates complete DOH application within 3 days of hire

If information is missing from the application, if the training certificate is missing and it is needed and/or if payment is missing, the application will be returned with a letter advising candidate what is missing and what is needed to proceed with processing/scheduling
Skills Test consists of five skills:
  + Three skills are prompted
  + Two skills unprompted

Skills are comprised of evaluation criteria (checkpoints) which are published for candidates
  + Checkpoints are weighted (secure information)
  + Candidate must pass all five skills to pass the exam
  + Standard setting used to determine minimal competency and the points required to pass each skill
  + Skills Test is timed with timing based on specific combination of skills
  + Perfection is not required in order to pass
Home Care Aide Skills Checklist

The following checklists contain the criteria used by the rater to evaluate each candidate's performance for each of the skills included in the Skills Exam. Each checklist begins with a description of how the skill will be setup to simulate a client situation for testing purposes. The criteria are not necessarily listed in the order that a candidate would perform the skill.

The checklists are not procedures and should not be used to learn the skills. The procedures for these skills are taught by training programs and can be found in textbooks (e.g., Revised Fundamentals of Care), and other learning materials. However, the checklists may be helpful for candidates and instructors in evaluating classroom performance.

When administering the test, the evaluator watches the candidate perform the skill and compares each candidate's performance to the checkpoints that make up the skill. Each checkpoint has a different value based on how critical it is to the safe performance of the skill. For example, the criteria for locking the wheelchair before transferring the client has a higher point value than the checkpoint for removing the gait belt at the end of the skill.

The Washington State Department of Health has determined how many points are required to pass a skill. Their decisions are based on providing public protection.

Candidates are required to pass all five skills to pass the test, but perfect performance is not required to pass a skill. The value assigned to each checkpoint is and how many points are required to pass a skill are secure test information. Even the evaluator who observes and records your performance does not know the value of each checkpoint or how many points it takes to pass a skill. The evaluator will enter the observations for a candidate's performance in the computer, and the computer will score the exam.

Handwashing Note: Your handwashing technique is evaluated at the beginning of the test. This skill is not prompted, which means you will not be told to wash your hands. Home care aides are expected to know to wash their hands before and after physical contact (touching) with the client. Demonstrating when handwashing is necessary is evaluated as a part of Common Care Practices.

Common Care Practices are practices that are part of every skill, such as client rights, communication with the client, client safety and comfort, and infection control. Common Care Practices are rated during your performance of each skill. You will receive a separate score for Common Care Practices.
Provide Fingernail and Hand Care to a Client

15. Use infection control measures and standard precautions to protect the client and the HCA throughout procedure.
16. Promote client’s social and human needs throughout procedure.
17. Promote client’s rights throughout procedure.
18. Promote client’s safety throughout procedure.
19. Promote client’s comfort throughout procedure.
20. Leave common use items within client’s reach at end of care (e.g., phone, glasses, remote, tissues, glass of water).

Provide Foot Care to a Client

The client is sitting in a chair while this care is provided. The role of the client is played by another candidate.

Does the candidate:
1. Identify self to the client when beginning care?
2. Observe condition of skin on foot separating toes to check between toes and turns foot to look at heel before beginning foot cleansing?
3. Soak client’s foot in water contained in basin before cleaning or shaping toe nails?
4. Use water of safe temperature for soaking foot?
5. Ask client if water temperature is comfortable before foot completely submerged?
6. Submerge foot in water with basin filled to level sufficient to cover foot completely?
7. Keep water in basin soap-free for use as rinse water by: (1) washing foot with washcloth with soap applied directly to the washcloth instead of adding soap into basin of water; or (2) using two separate basins of water; one for washing and one rinsing?
8. Wash client’s entire foot, including between toes with soapy washcloth after soaking?
9. Rinse to remove soap from foot and in between toes.
10. Promote client’s social and human needs throughout procedure.

Provide Foot Care to a Client

21. Promote client’s social and human needs throughout procedure?
22. Promote client’s rights throughout procedure?
23. Promote client’s safety throughout procedure?
24. Promote client’s comfort throughout procedure?
25. Leave common use items within client’s reach at end of care (e.g., phone, glasses, remote, tissues, glass of water)?

Help Dress a Client who has a Weak Arm

The client is sitting in a chair when care begins for this skill. The client is able to stand. The client is already wearing a clean T-shirt and underwear, and needs to be dressed in a shirt, pants, socks and shoes. The role of the client is played by another candidate, and for the test, will be dressed over his/her own clothing.

Does the candidate:
1. Identify self to the client when beginning care?
2. Include client in choice about what to wear?
3. Place shirt sleeve over weak arm before putting on non-affected arm?
4. Help client to assist with dressing?
5. Have client seated when putting feet and legs into pants?
6. Provide support to client when pulling up and securing pants?
7. Provide assistance to put socks and shoes on client while seated?
8. Leave socks smooth and shoes secured properly?
9. Move client’s extremities gently and naturally, avoiding overextension when dressing?
10. Complete dressing with clothing secured and aligned properly?
11. Use infection control measures and standard precautions to protect the client and the HCA throughout procedure?
12. Promote client’s social and human needs throughout procedure.
General Instructions for the Skills Test

Read these instructions while you are waiting to take your Skills Test. This card must be returned to the Evaluator who will give your test.

When you are called into the Testing Room, the Evaluator will:
- ask to see your identification.
- show you around the room so you can see the supplies and equipment needed for the test.

For the Skills Test you will perform three skills that you could perform in the care of a client. While you perform these skills, an Evaluator will observe and record your performance. The skills will be performed either on a candidate playing the part of the client or on a mannequin. You should treat and speak to the actor or mannequin just as if he/she is a real client.

Before you take your test, the Evaluator will:
- give you a card that has the list of skills you are to perform for your test with instructions for each skill.
- read the instructions for each skill to you. (An interpreter will assist if you are taking a non-English test.)
- tell you when you will take your test and when you will play the role of the client for another candidate’s test.

For the skills test, the client:
- is considered mentally alert and cooperative.
- may have physical limitations during some skills.

When the client is played by a person (not a mannequin), the person:
- is only allowed to talk to answer your questions.
- can move and assist with movement.
- will only move when asked to move.

When you play the role of the client you:
- are a client that is alert and cooperative and who can move and follow directions.
- should move ONLY when asked to do so by the candidate.
- should talk ONLY to answer a question asked by the candidate.
- may receive special instructions from the Evaluator about your role as a client.
- may NOT help the other candidate in any way. This includes giving hints by using words, signals, or facial expressions. This kind of behavior is considered cheating and both candidates will be dismissed from the test without receiving test results. Incidents will be reported to the Washington Department of Health.

These are a few points to keep in mind while you take the Skills Test:
- You must actually perform the skills.
- You must perform the skills in the order they are listed on the Instruction Card. The Evaluator will give you. You may reread the Instruction Card at any time during your test.

Turn card over to continue reading on the back.
Score Reports

WADOH
Test Results

<table>
<thead>
<tr>
<th>Name</th>
<th>Candidate Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address</td>
<td>Candidate Address</td>
</tr>
<tr>
<td>Student #</td>
<td>005959955</td>
</tr>
<tr>
<td>Test Registration ID</td>
<td>...-28098950</td>
</tr>
<tr>
<td>Title</td>
<td>6809030101</td>
</tr>
</tbody>
</table>

**Test Registration ID**

- **Started**: 9/14/2012 8:28:14 AM (GMT-8:00)
- **Ended**: 9/14/2012 8:53:33 AM (GMT-8:00)

**Passing Score**: Not disclosed

**Your Score**: Pass

**Comments**: Candidate passed the Written Knowledge Exam.

**Further information and Instructions**

Congratulations. You have passed the Written Knowledge Exam required for the Washington State Home Care Aide Certification.

You must also pass the Skills Exam in order to meet the testing requirements for certification as a Home Care Aide. In order to be obtain Washington State’s Home Care Aide Certification, you must pass both the Written or Oral Knowledge Exam and the Skills Exam within the same 2-year eligibility period.

<table>
<thead>
<tr>
<th>Section</th>
<th>Total</th>
<th># Correct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roles and Responsibilities of the Home Care Aide</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>Support Physical and Psychosocial Wellbeing</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>Promoting Safety</td>
<td>9</td>
<td>7</td>
</tr>
</tbody>
</table>

6809030101
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Print

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IBT v7.4 (3)
You have failed the Skills Exam. To meet the testing requirements for certification as a Home Care Aide in Washington State, you must pass both the Skills Exam and the Written or Oral Knowledge Exam.

Candidates are allowed three attempts within a 2-year eligibility period to take and pass both the Written or Oral Knowledge Exam and the Skills Exam. A testing fee and application are required each time you apply to take a test. You must provide your Candidate ID Number issued by the Department of Health (DOH) (listed on this score report as Student ID) on your application when reapplying. During the 2-year eligibility period, you are only required to retake the exam you failed.

For more information go to www.prometric.com/washington or call our customer service at 800.324.4689.

NOTE TO CANDIDATE: The Start and End Time shown above on this score report is not your exam administration time, but is the time when the Evaluator entered your performance into the computer.

<table>
<thead>
<tr>
<th>Section</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handwashing</td>
<td>Pass (this section must be passed)</td>
</tr>
<tr>
<td>Provide catheter care</td>
<td>Pass (this section must be passed)</td>
</tr>
<tr>
<td>Feed a client</td>
<td>Fail (this section must be passed)</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Fail (this section must be passed)</td>
</tr>
<tr>
<td>Common Care Practices</td>
<td>Pass (this section must be passed)</td>
</tr>
</tbody>
</table>

**Note**

One or more of the above sections required a passing score. Because you failed one or more of the required sections, you failed the test.
<table>
<thead>
<tr>
<th>Section Name</th>
<th>Feedback/Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handwashing</td>
<td>Does not use friction rubbing soapy hands together for a minimum of 20 seconds.</td>
</tr>
<tr>
<td>Provide catheter care</td>
<td>Does not remove gloves without contaminating self after rinsing and storing equipment.</td>
</tr>
<tr>
<td>Feed a client</td>
<td>Does not ensure client is sitting upright in chair before begins feeding.</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Does not have client lean forward on the seat of the chair before standing.</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Does not cue client to push up with arms from chair to stand.</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Does not prepare client for standing by positioning knees at 90 degree angle to floor.</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Does not walk slightly behind and to one side of client while walking.</td>
</tr>
<tr>
<td>Help a client to walk</td>
<td>Does not cue client to reach for chair before sitting.</td>
</tr>
<tr>
<td>Common Care Practices</td>
<td>Does not use infection control measures and Standard Precautions to protect the client and the HCA throughout procedure. (Catheter care)</td>
</tr>
<tr>
<td>Common Care Practices</td>
<td>Does not leave common use items within client's reach at end of care (e.g., phone, glasses, remote, tissues, glass of water).</td>
</tr>
</tbody>
</table>
Test Sites
Regional & In-Facility

+ Regional Test Sites
  + Located throughout the state based on test volume demographics provided by WADOH and DSHS
    • Will add sites if test volumes indicate the need

+ In-Facility Test Sites
  + Can be any training program conducting home care aide training throughout the state.
  + Facility provides space and supplies for candidates to test.
    • Agreement and supply list posted to website
    • Prometric provides the evaluator
    • Facility schedules the test date
    • Must have minimum number of candidates to host an event
      • Regional candidates can be added to meet minimum event size
Where Candidates Can Be Tested
Regional Test Site Map
Set-up of the Testing Room

- Goal of room set up is to:
  - Simulate client room
  - provide for privacy of testing for candidate
  - provide appropriate area to test skills in a fair and standardized manner
  - Remove or cover teaching signs
  - Remove from the immediate testing area any equipment and supplies not used for testing (e.g., urinals, shaving equipment)
  - Store personal care items in bedside cabinet
  - Provide for candidate accessibility of additional supplies and equipment in the testing room
Helpful Hints and Reminders

+ Read the candidate bulletin (posted on the website)
+ Review the application checklist (posted on the website)
+ Submit application as early as possible after completing training
+ Put phone number on application that will be answered
+ Put a valid email address on the application
+ Review the skill checkpoints
+ Practice skills
Contact Information

+ **Contact Info**
  
  Prometric Home Care Aide
  1260 Energy Lane
  St. Paul, MN 55108
  (800) 324-4689
  email: WAHCA@prometric.com