



PROMETRIC



Candidate Information Bulletin Commonwealth of Massachusetts

CERTIFIED NURSE AIDE EXAMINATION

The Massachusetts Department of Public Health (DPH) has contracted with Prometric Inc. (Prometric) to develop and administer its Nurse Aide Competency Exam and to manage the Certified Nurse Aide (CNA) Registry.

This handbook describes the steps to becoming a Massachusetts nurse aide listed on the CNA Registry.



To become a MA Nurse Aide and Listed on the NAR

- Complete a state approved training program (unless you qualify for a Training Waiver, per Routes 3 and 4).
- Review this handbook thoroughly to understand the exam application, registration process, and scheduling provisions.
- Complete the Massachusetts Nurse Aide Registry (MA NAR) application form and send it to Prometric at the address below.
The application form is also online at: www.prometric.com/NurseAide/MA
- If required, take the scheduled exams, bringing the necessary identification to the exam center.
- Once you pass both exams, you will receive your Nurse Aide Certificate and wallet card and be listed on the NAR.
- If applicable, complete the certification renewal, reciprocity, or waiver application process within the appropriate timeframe.

To get answers not provided in this bulletin

Direct all questions and requests for information about the exam process to:

Prometric
7941 Corporate Drive
Nottingham, MD 21236
Phone: 800.722.2594
www.prometric.com/NurseAide/MA

Eligibility Route Options

Please review the eligibility routes and be sure to mark your selected option on the Massachusetts Nurse Aide Registry Application.

Route 1

New Nurse Aide Candidate

Select this route if you have successfully completed a Massachusetts state-approved nurse aide training program. You will need the *Certificate of Completion* issued by your nurse aide training program.

- Complete the application form found at the end of this handbook.
- Submit the completed application form, your certificate of completion, and the required exam fee to your training program coordinator or employer. If you are not able to take your exam at your nursing home or training program, mail your application and fees to Prometric. You will be scheduled to test at a regional exam site.
- Pass the Clinical Skills exam and the Written or Oral exam. You will have three attempts to pass the Clinical Skills exam and four attempts to pass the Written or Oral exam.

Route 2

Reciprocity – CNA from Another State

Select this route if you are currently active and in good standing on a Registry in another state.

- Complete the application form found at the end of this handbook.
- Complete the "Applicant Information" and "Current Registration Information" sections of the MA Nurse Aide Reciprocity Application found at <https://www.prometric.com/nurseaide/ma>. If the name on your nurse aide certificate is different from your current name, submit proof of name change (i.e., marriage license).
- Send the application to the state where you are currently certified.
- The current state registry completes the "Confirmation of State Registry" section.
 - a) For aides in good standing, the current state registry returns the application to the aide, who submits it to Prometric.
 - b) For aides not in good standing, the current state registry sends the application directly to Prometric.

Route 3

Completed Clinical Course in an Approved School of Nursing

Select this certification route if you successfully completed a clinical course in an approved School of Nursing.

- Complete the Nurse Aide Training Waiver Application found at: <https://www.prometric.com/nurseaide/ma>
- Select waiver provision b)
- Submit it with a transcript from the School of Nursing to: MA NAR 67 Forest St., Marlborough, MA 01752. (The approved Nurse Aide Training Waiver Application will be returned to you. If your Nurse Aide Training Waiver Application is not approved, it will be returned to you with an explanation as to the reason why.)
- Complete and submit the application form found at the end of this handbook, along with appropriate exam fees and your approved Nurse Aide Training Waiver Application.
- Pass the Clinical Skills and Written or Oral exam. You will have three attempts to pass the Clinical Skills exam and four attempts to pass the Written or Oral exam.

Note: Applicants who completed training outside the U.S. must apply with the Commission on Graduates of Foreign Nursing Schools (CGFNS) prior to applying for a Nurse Aide Training Waiver. Documentation from CGFNS must be submitted with the Nurse Aide Training Waiver Application.

Route 4

Trained in Another State

Select this route if you successfully completed an approved nurse aide training program in another state.

- Complete the Nurse Aide Training Waiver Application found at <https://www.prometric.com/nurseaide/ma>
- Select waiver provision a)
- Submit the Nurse Aide Training Waiver Application to: MA NAR 67 Forest St., Marlborough, MA 01752 with your Certificate of Completion from the out-of-state nurse aide training program. The approved Nurse Aide Training Waiver Application will be returned to you. If your Nurse Aide Training Waiver Application is not approved, it will be returned to you with an explanation as to the reason why.
- Complete and submit the application form found at the end of this handbook, along with appropriate exam fees and your approved Nurse Aide Training Waiver Application.
- Pass the Clinical Skills exam and Written or Oral exam. You will have three attempts to pass the Clinical Skills exam and four attempts to pass the Written or Oral exam.

Route 5

Expired or Lapsed Nurse Aide Certification

Select this certification route if your nurse aide certification is currently lapsed and you successfully completed a state approved nurse aide training program. Your certification is considered lapsed if you have not worked for pay as a MA nurse aide in the last 24 months for a nursing home or other healthcare employer.

- Complete and submit the application form found at the end of this handbook, along with the appropriate exam fees.
- Provide your MA certification number on your application.
- Pass the Clinical Skills exam and Written or Oral exam. You will have three attempts to pass the Clinical Skills exam and four attempts to pass the Written or Oral exam.

Scheduling your Tests

The Massachusetts Nurse Aide Exam consists of a Clinical Skills Test and a Written (Knowledge) Test. You are not required to pass one test before taking the other.

Please follow the steps below:

- Determine your eligibility route.
- Complete the Massachusetts Nurse Aide Registry Application.
- Mail the completed form, any required documentation, and the exam fee to Prometric.
- You will be scheduled for the next available testing date.

Note: Complete all forms clearly and accurately. Incomplete, illegible and/or unsigned applications will be returned, which will delay the scheduling of your examination.

Name Change

Always use your name as it appears on your identification. If your identification and Social Security card have been changed to match a new legal name, you must submit a copy of the legal name change documents to Prometric, along with the Name/Address Change/Duplicate Certification Form located online at www.prometric.com/NurseAide/MA. If you want a new certificate showing the changed name, there is a \$20 fee.

In-facility Test Sites

If you are taking your exam In-facility, please give your application to your school or facility. A representative from the nursing home or training program site where you are taking your exam will schedule your exam appointment and notify you of the scheduled time and date.

Regional Test Sites

If you are taking your exam at a regional test site, send your application form and fees to Prometric. Be sure to enter the city where you would like to take your test on the application form. The listing of the most current regional test site locations is posted online at www.prometric.com/NurseAide/MA.

Admission Letter

After Prometric reviews your application materials and approves your eligibility to take the exam, Prometric will email you an Admission Letter. The letter has the time, date and location of your exam.

Prometric will send your admission letter to the email address on the testing application. If the scheduled exam date will not work for you, contact Prometric immediately to have your exam rescheduled.

Fee Information

Fees must be included with the Massachusetts Nurse Aide Registry Application.

Applications received without proper payment will be returned. You may pay the exam fees:

- By using a valid VISA, American Express or MasterCard credit card. Credit cards will be verified before registrations are processed.
- With a money order or certified check made payable to Prometric. Your name must be written on the money order/certified check. Personal checks and cash are not accepted.

Important: Testing fees are nonrefundable and nontransferable. Fees will only be returned to candidates who determined to be ineligible to test.

Exam and related fees are as follows:

Test	Fee
Clinical Skills Test and Written Test - First time tester	\$110
Clinical Skills Test and Oral Test - First time tester	\$120
Clinical Skills Test	\$70
Written Test	\$40
Oral Test	\$50
Reciprocity/CNA From Another State	\$0
Duplicate Certificate	\$20
Recertification	\$0
Reschedule	\$35

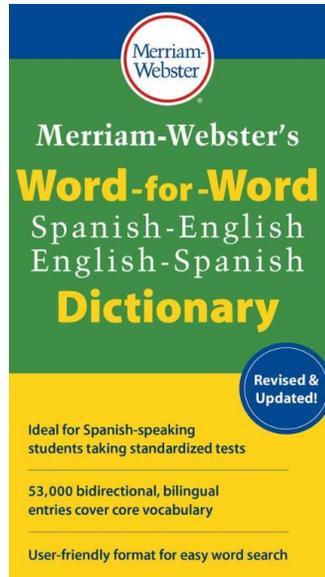
Special Test Considerations

ADA accommodation

Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge. If you require testing accommodations under the Americans with Disabilities Act (ADA), please complete and submit a Testing Accommodation Request Form online at <https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/pages/arrange-testing-accommodations.aspx>, or contact Prometric at (888) 226-9406 to obtain an Accommodation Request Form. Professional documentation of the disability must be submitted with the Accommodation Request Form to aid Prometric in determining the appropriate testing accommodations. Thirty days' advance notice is required for all such arrangements. There is no additional charge for these accommodations

English as a Second Language (ESL) accommodation

The Massachusetts Nurse Aide Competency Exam is offered only in English. Candidates are permitted to use the Merriam-Webster Word-for-Word Spanish to English dictionary during the exam administration. The translation dictionary must be unaltered and should not include any handwritten notes. Please see image of the acceptable dictionary below for reference. Translators are not permitted.



Rescheduling and Retesting

Rescheduling fees are the sole responsibility of the candidate and will not be paid by the state. In-facility rescheduling must be handled by your site.

Rescheduling fees are as follows:

- A full exam fee if you fail to appear for your scheduled exam appointment, or if you fail to have the required documentation at check-in.
- A 35\$ fee if you reschedule at least 5 business days before your test.

If absent or late

If you miss your test or are late and are not allowed to test, you will lose your fees and must pay a new fee to test. If you miss your test due to illness or emergency, call Prometric. The rescheduling fee may be waived with proof of your illness or emergency.

Emergency closing

Severe weather or an emergency could require cancellation of scheduled tests. If this occurs, Prometric will attempt to contact you by phone. You may also call 800.722.2594 to see if a site is closed. If the site is closed, your tests will be rescheduled without a rescheduling fee.

Retesting

If you did not pass an exam, you must re-apply in order to retest.

Taking your Exam

You should arrive at the test site at least 30 minutes before your scheduled exam appointment. This allows time for you to sign in and for staff to verify your identification.

What to bring to the exam:

Admission letter. While you are not required to present the letter sent to you by Prometric, it is recommended that you do so.

Identification required. You must present two valid pieces of identification before you may test and one piece must:

- Be a current (not expired) government-issued (e.g., driver's license, passport, state-issued identification card or military identification card);
- Contain both a current photo and your signature (this must be legible); and
- Have a name that exactly matches the name on your ID and Admission Letter.

Examples of acceptable second forms of identification include credit cards and Social Security cards. All forms of identification must have been signed before the day of testing. The second form of identification must have your signature on it.

Important: If you do not provide correct identification at the time of the exam, it is considered a missed appointment. You will be required to pay the entire exam fee in order to be scheduled for another test date.

What to wear. If you are taking the Clinical Skills Test, you are required to wear flat, nonskid, closed-toed shoes. It is suggested that scrubs be worn on the day of testing. You should also have a watch with a second hand.

Written Test overview

You do not need computer experience to take the written test. You will use a computer mouse to select answers. The Written test consists of 60 multiple-choice questions. You will have 90 minutes to take the test.

Oral Test

The Written Test may be taken in an oral form. During an oral test, you will hear the questions read to you while reading and answering questions on the computer. You may replay questions as many times as needed. If you would like to take the oral test, you should select this option on the application form. *This request cannot be made on the day of testing.*

Practice Exam

A Nurse Aide Practice Exam is available online at www.prometric.com/nurseaide. The practice exam is created in the same format and uses the same question types as the actual certification exam. The practice exam will also help you become familiar with the computer-based testing process. Taking the Nurse Aide Practice Exam is not a requirement for taking the actual exam(s).

During the practice exam, you will get immediate feedback to correct and incorrect responses, rational statements, reference listings, as well as overall feedback at the end of the session. If you like, you may print out the final practice exam results to help you with further test preparation.

The Nurse Aide Practice Exam contains 50 questions. The fee for each practice exam is \$10 and is payable online using a credit or debit card at the time you purchase the practice exam.

The Clinical Skills Readiness Test allows you to prepare for your skills exam by testing your knowledge of the skills you will need to perform on the day of testing. There are 6 tests available with 3-4 skills in each. The fee for each Clinical Skill Readiness test is \$5 to \$7 with a super pack of all skills available for \$25. The fee is payable online using a credit or debit card at the time you purchase the practice exam.

Sample Test

A Nurse Aide Certification Sample Test is located on page 27 of this handbook. The sample test is intended to help you become familiar with the exam format. How well you do on this sample test does not predict your results on your actual test.

Clinical Skills Test overview

The Clinical Skills Test is a timed test. The skills that you will be asked to perform are assigned by computer at the time you are scheduled for testing. For your test, you will be scored on five skills. While performing three assigned skills, you will also be scored on two additional skills — Handwashing and Indirect Care. Indirect Care is care related to resident rights and preferences, communication with the resident, resident safety, comfort and needs, and infection control.

The amount of time you will have to take your test is based on the skills you are asked to perform. The times for this test vary since some skills take longer to perform than other skills. When you are given the instructions for the skills on your test, you will be told how much time you have for your test. You will be reminded how much time you have just before you begin your test. The time

allowed for the Clinical Skills test ranges from 31 minutes to 40 minutes based on the skills you are asked to perform.

To pass the Clinical Skills Test, you must pass all five skills. To pass a skill, you are not required to perform the skill perfectly, but you are required to demonstrate competency of the skill. Each skill has a list of checkpoints. The Nurse Aide Evaluator (NAE) will watch you perform the skill and compare your performance to the checkpoints for the skill. A Clinical Skills Checklist is available online at www.prometric.com/NurseAide/MA.

The rules for the Clinical Skills Test allow you to make corrections while performing a skill. You must tell the NAE that you are making a correction during the skill and you must actually perform the correction. Once you have completed a skill, you may not go back to correct a previous skill. There are times when a safety issue will be addressed by the NAE. If a safety issue has occurred, you will not be able to make a correction.

The NAE who administers the Clinical Skills Test is not permitted to teach, coach, or discuss your results or performance with you.

While you are waiting to take the Clinical Skills test, you will be given a copy of the General Instructions for the Nurse Aide Clinical Skills Test to read. These instructions describe the basic rules for the test and other candidate considerations. A copy of this document, along with samples of the forms you will use to document measurements during your test, are available for review at www.prometric.com/NurseAide/MA.

Resident Actor

You will be asked to volunteer to act as the resident for another candidate testing on the same day. Specific instructions explaining this will be read before the test begins. The chart below lists the skills that may be performed on you when playing the role of the resident.

Skills to be performed	
Assisting you to walk	Measuring your pulse
Brushing your teeth	Moving you from the bed into a wheelchair
Changing bed linens while you are in bed	Moving your arm or leg through simple exercises
Cleaning and shaping your nails	Placing you on a bedpan (clothes on)
Feeding you a small snack	Turning you on your side in bed
Measuring your breathing	Washing and applying lotion to one foot

When you are playing the role of the resident, you must be able to participate in the skills identified above. If you are unable to participate in any of the skills, speak with the NAE administering the test when you check in at the test site.

Stopping the Testing of a Skill

During the Clinical Skills Test, the NAE can stop the testing of a skill if the resident actor/volunteer is in danger.

Test Site Rules

The following rules will be observed at each test site. If you do not follow these rules, it will result in the disqualification of your exam. Prometric reserves the right to audiotape and videotape any examination session.

References

- No reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the test and your answers will not be scored.

Personal Items

- Prometric is not responsible for personal items brought to the test center. It is recommended that personal items not be brought into the test site. Note the following:
 - Electronic equipment is not permitted in the testing area. This includes cell phones, PDAs, pagers, cameras, tape recorders, etc. All of these items will be collected by the Nurse Aide Evaluator (NAE).
 - Other personal items—purses, briefcases, etc.—are not permitted in the testing area. Note: It is recommended that purses not be brought to the test center. Access to purses will not be allowed during testing.

Restroom Breaks

- If you leave the testing room during a test, you must sign out/in on the roster and you will lose exam time.
- You will not have access to any personal items during this break.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors, children or family members are allowed at the test center.

Misconduct or disruptive behavior

- If you engage in any disruptive or offensive behaviors, you will be dismissed from the exam. If dismissed, your test results will be invalid. Examples of disruptive or offensive behavior include: giving or receiving help, cell phones ringing in the test center, resident actors talking, prompting or moving when not directed to do so, presenting a false identity, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the test center.

Important: Every time you enter the test room, you will be asked to turn your pockets inside out to confirm that you have no prohibited items. The test center administrator will collect any materials that violate the rules.

Copyrighted questions. All test questions are the property of Prometric and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

If questions arise. Test site employees are not allowed to answer any questions about the exam content. If you do not understand a question on the test, you should answer the question to the best of your ability.

Your Exam

If you pass both parts of the exam, your Massachusetts Nurse Aide Certificate will be mailed to you and your name will be added to the Massachusetts CNA Registry. People who are successful typically are listed on the registry within 48 hours.

You can access the registry by going to www.prometric.com/NurseAide/MA and clicking the registry link at the bottom of the page. Your certificate will be mailed within 15 business days from the date you tested. Scores are confidential and will be provided only to you and the DPH. Scores are not given over the phone.

Written (and Oral) Test

Since your test is given on a computer, you will get a score report when the test is done. The score report will list either *pass* or *fail*. Test site employees cannot discuss your results with you.

Clinical Skills Test

Your score report will be given to you at the test site shortly after the completion of your test. You must pass all five skills to pass the Clinical Skills Test. The nurse giving the test is not allowed to discuss your results with you.

You may also go online to see your official results. Follow these steps:

Clinical Skills Exam Results

The email address utilized on the application will allow you to access your score report electronically. If your application was submitted under your Site Contact's email address, please contact the Site Contact to assist with providing your score report. Instructions on how to access score reports are outlined below:

1. Logon to <https://tcnet1.prometric.com/macna>.
2. Select "Forgot Password?"
3. Ensure the "Reset Password via E-Mail" is selected. Enter your Prometric ID as your username (this number is on your ATT letter). If you do not have your letter, you can contact customer service to get it.
4. Continue following the onscreen instructions for resetting password via email. Note: If your application is registered under your Site Contact's email, please contact the Site Contact to assist with accessing your score report.
5. Once your password reset is complete, logon to <https://tcnet1.prometric.com/macna>.

6. In the Main Menu, click on the link that says "Review Scores".
7. Click on the date of the exam results listed in the history box to obtain your Clinical Skills exam score report.
8. To see which checkpoints you missed on your exam, click on the link in the score report that says Item Feedback.

Written (Oral) Exam Results

The email address utilized on the application will allow you to access your score report electronically. If your application was submitted under your Site Contact's email address, please contact the Site Contact to assist with providing your score report. Instruction on how to access score reports are outlined below:

1. Logon to <https://tcnet1.prometric.com/macna>.
2. Select "Forgot Password?"
3. Ensure the "Reset Password via E-Mail" is selected. Enter your Prometric ID as your username (this number is on your ATT letter). If you do not have your letter, you can contact customer service to get it.
4. Continue following the onscreen instruction for resetting password via email. Note: If your application is registered under your Site Contact's email, please contact the Site Contact to assist with accessing your score report.
5. Once your password reset is complete, logon to <https://tcnet1.prometric.com/macna>.
6. In the Main Menu, click on the link that says "Review Scores".
7. Click on the date of the exam results listed in the history box to obtain your Written exam score report.

Unsuccessful candidates

If you fail a test, you will be given an official score report at the test site on the day of testing. Information about retaking the exam will be on the score report.

Appeals Process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal by visiting <https://www.prometric.com/contact-us> Your appeal letter must provide your name and Prometric ID, the exam title, the date you tested and the details of your concern, including all relevant facts. Letters must be received within 60 days of the exam date. Be sure to include your signature and return address.

The Appeals Committee will review your concern and send you a written response with within 20 business days.

Recertification

Your Massachusetts Nursing Home Nurse Aide Certificate is valid for 24 months. Your new expiration date is determined by adding two years to your last known date of employment as a nurse aide in a long-term care facility or with a healthcare employer. You will be mailed a reminder notice approximately 45 days before your certification expiration. The notice will go to your home address currently listed on the Registry.

To be eligible to recertify, you must have worked for pay as a nurse aide in a MA nursing home or at a MA approved nurse aide employer for at least eight hours within the previous 24-month period. All MA licensed Long Term Care Facilities (LTCFs) are approved as nurse aide employers. If you currently work for a MA nursing home or a healthcare employer providing nurse aide services, your employer must verify your employment. This includes any nurse aide employed by and paid by a staffing or employment agency who physically worked in the nursing home as a nurse aide but did not work *for* the nursing home.

Important: If you have not worked for pay for a minimum of eight hours during the previous 24 consecutive months, your certificate cannot be renewed. You will be required to retest using Certification Route 5.

If you are currently working as a nurse aide in a LTCF or for another healthcare employer providing nurse aide services, you will be recertified for 24 months.

If you are not currently working, you will be recertified for 24 months beginning from the last day you worked as a nurse aide. The last work date is reported on the MA NAR recertification form by your last nurse aide employer.

When your MA NAR recertification form is processed and you are determined eligible for renewal, a new certificate and wallet card showing your new expiration date will be mailed to you. The MA NAR will be updated with your current information.

Your new expiration date will be 24 months (two years) from either the date your recertification form is processed by the Registry or the date you last worked as a nurse aide for a state-approved nurse aide employer, whichever is earlier.

The MA NAR recertification form should be submitted prior to the certification expiration date. The MA NAR recertification form is available at www.prometric.com/NurseAide/MA

Should a nurse aide be determined ineligible for renewal based on an incomplete form, nonfulfillment of employment requirements, forms submitted too early or because of a hold placed by the Massachusetts Department of Public Health, a notice will be sent directly to the nurse aide at her/his address of record. If additional information is required, the nurse aide will be advised to contact MA NAR for clarification on data needed for resubmitting the recertification form.

Each nurse aide employer will receive a monthly report providing information on all recertifications received from the employer for the month, and error messages for any nurse aide whose MA NAR recertification form was not successfully processed and remains pending or denied.

Registry Verification

Nurse aide candidates and the general public may access the public-facing NAR verification site 24 hours a day, seven days a week. Registry status inquiries may be made using <https://madph.mylicense.com/verification/>.

Important: Error messages may be based on illegibility, so please make every effort to ensure that information provided is legible.

Lapsed Certificate

If you have not worked for pay as a nurse aide in a MA nursing home (or for a nurse aide employer) for a minimum of eight hours during the last 24 months, your certification is considered lapsed and cannot be renewed.

If your certification has lapsed, you should review the “Eligibility Route Options” section beginning on Page 3 of this handbook to see what you can do to regain your certification.

Change of Address or Name

It is your responsibility to keep your information correct and current with the Massachusetts Nurse Aide Registry.

Address Change

If your address changes after you have been certified, you must send a completed Service Request form to Prometric. The form is available online at www.prometric.com/NurseAide/MA. There is no charge for updating your address with the NAR.

Name Change

If your name changes after you have been certified as a MA Nurse Aide, you must send legal documentation of the name change. Mail your legal documentation and Service Request form to Prometric. The form is available online at www.prometric.com/NurseAide/MA. Acceptable forms of legal documentation include a copy of your marriage certificate, divorce decree or legal name change decree.

Important: There is no charge for updating your name or address with the MA NAR. However, there is a \$20 fee to receive a new certificate reflecting your name change.

Examination Content Outlines

The Competency Examination consists of two tests, a Written (Knowledge) Test and a performance-based Clinical Skills Test.

Written (Knowledge) Test Content Outline (60 questions—90 minute time limit)

The following outline gives an overview of the content of the Written Test. The test will include questions on the subjects contained in this outline.

I. Role of the Nurse Aide - 18%

A. Personal responsibility

1. Reporting requirements
2. Promotion of personal health and safety
3. Promotion and protection of resident rights
4. Time management and work prioritization
5. Workplace standards, including ethical
6. and unethical behaviors
7. Nurse Aide Registry

B. Nurse aide as a member of the health care team

1. Job responsibilities of the nurse aide, including duties and limitations
2. Interdisciplinary team member roles
3. Teamwork principles (e.g., collaboration, cooperation, sharing information, customer service)
4. The care planning process and implementation
5. Nurse aide's responsibility to provide care according to the care plan

C. Interpersonal relations/communication skills

1. Communication principles
2. Communication types
3. Factors affecting communication
4. Therapeutic communication techniques

II. Promotion of Safety - 18%

A. Potential hazards in the healthcare environment

B. Common injuries of residents (e.g., skin tears and shearing, falls, spills, burns, bruises)

C. Risks related to common injuries

D. Safety and comfort

1. Comfort needs of the resident
2. Accident prevention including fall prevention protocols
3. Restraint techniques and alternatives
4. Legal implications in the use of restraints
5. Risk factors for elopement (resident leaving without staff knowledge)

E. Safety devices (e.g., wanderguard, alarms)

F. Infection prevention and control

1. Maintaining a clean environment
2. Factors that contribute to spread of disease-causing organisms
3. Signs and symptoms of infections
4. Practices that decrease the risk of exposure to disease-causing organisms

G. Emergencies

1. Emergency and disaster response protocols
2. Immediate life-safety techniques
3. Evacuation procedures

H. Fire prevention and safety

III. Promotion of Function and Health of Residents - 24%

A. Personal care skills

1. Feeding
2. Bathing
3. Perineal care, including catheter
4. Foot/nail care
5. Mouth care
6. Skin care
7. Toileting
8. Grooming
9. Dressing/undressing

B. Health maintenance/restoration

1. Promoting circulation and skin integrity (e.g., specialized mattresses, chair cushions, positioning)
2. Nutrition and hydration
3. Sleep and rest needs
4. Elimination (bowel and bladder)
5. Mobility, including bed mobility

6. Effects of immobility
7. Care and use of assistive devices

C. Age-related changes

1. Cognitive (e.g., memory) changes
2. Psychosocial (e.g., relationships) changes
3. Physical changes

D. Psychosocial needs of residents

1. Fundamental human needs(e.g., Maslow's Hierarchy of Needs)
2. Emotional support strategies
3. Intervention strategies to assist residents in coping with losses and adjustments to nursing home placement (e.g., control, autonomy, privacy)

IV. Basic Nursing Care Provided by the Nurse Aide - 26%

A. Routine, chronic, non-life threatening situations

1. Observation and reporting of physical changes
2. Observation and reporting of behavioral changes

B. Acute emergency situations

1. Chest pain
2. Cardiac arrest
3. Respiratory distress
4. Difficulty swallowing
5. Choking/aspirations
6. Vomiting
7. Seizures
8. Changes in mobility, speech, or other potential signs of stroke
9. Diabetic situations
10. Sudden onset of confusion or agitation

11. Changes in level of consciousness
12. Falls
13. Bleeding
14. Burns

V. Providing Specialized Care for Residents with Changes in Health

- 14 %

A. Physical problems

1. Common physical impairments and related care
2. Providing for safety, care, and comfort of residents with physical impairments
3. Impact of impairment on resident safety, care, and comfort

B. Psychological problems

1. Common psychological impairments and related care (e.g., confusion, anxiety, depression, delirium, phobias, addiction)
2. Special considerations for the safety, care, and comfort of residents with psychological impairments

C. Care of the dying resident and post-mortem care

1. Grief process
2. Responding to the emotional needs of the resident, other residents, family and caregivers in the grief process
3. Factors influencing responses to grief (e.g., spiritual beliefs, culture, past experience)
4. Physical changes and needs as death approaches
5. Post-mortem care procedures

Clinical Skills List

The following is a list of the clinical skills that you may be asked to perform during the Clinical Skills Test. A checklist for these skills may be found online at: www.prometric.com/NurseAide/MA.

- A. Ambulate the resident using a transfer/gait belt
- B. Assist resident needing to use a bedpan
- C. Change bed linen while the resident remains in bed
- D. Change resident's position to a supported side-lying position
- E. Dress a resident who has a weak arm
- F. Empty contents of resident's urinary drainage bag, and measure and record urine output on an Intake and Output (I&O) form
- G. Feed a resident who is sitting in a chair
- H. Measure and record a resident's radial pulse
- I. Measure and record a resident's respirations
- J. Provide catheter care to a female resident who has an indwelling urinary catheter
- K. Provide foot care to a resident who is sitting in a chair
- L. Provide mouth care to a resident who has a denture
- M. Provide mouth care to a resident who has teeth
- N. Provide perineal care to a female resident who is incontinent of urine
- O. Provide resident hand and nail care
- P. Provide resident a partial bed bath and back rub
- Q. Provide resident with passive range of motion (ROM) exercises to one elbow and wrist
- R. Provide resident with passive range of motion (ROM) exercises to one shoulder
- S. Provide resident with passive range of motion (ROM) exercises to one hip, knee and ankle
- T. Transfer the resident from the bed into a wheelchair using a pivot technique and a transfer/gait belt

Important: 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. Nurse aides are expected to know to wash their hands before and after physical contact (touching) with the resident.

Nurse Aide Certification Sample Test

Notice: This Sample Test is provided as a courtesy to individuals who are preparing to take a Prometric Nurse Aide Competency Examination. You are reminded that how well you do on these practice questions, does not predict results on your actual examination.

Directions: This test contains 50 questions. Each question has four suggested answers, (A),(B), (C) or (D). For each question, choose the ONE that best answers it.

- 1. A resident often carries a doll with her, treating it like her baby. One day she is wandering around crying that she can't find her baby. The nurse aide should**
 - a) ask the resident where she last had the doll.
 - b) ask the activity department if they have any other dolls.
 - c) offer comfort to the resident and help her look for her baby.
 - d) let the other staff know the resident is very confused and should be watched closely.

- 2. A nurse aide is asked to change a urinary drainage bag attached to an indwelling urinary catheter. The nurse aide has never done this before. The best response by the nurse aide is to**
 - a) change the indwelling catheter at the same time.
 - b) ask another nurse aide to change the urinary drainage bag.
 - c) change the bag asking for help only if the nurse aide has problems.
 - d) ask a nurse to watch the nurse aide change the bag since it is the first time.

- 3. Before feeding a resident, which of the following is the best reason to wash the resident's hands?**
 - a) The resident may still touch his/her mouth or food.
 - b) It reduces the risk of spreading airborne diseases.
 - c) It improves resident morale and appetite.
 - d) The resident needs to keep meal routines.

- 4. Which of the following is a job task performed by the nurse aide?**
 - a) Participating in resident care planning conferences
 - b) Taking a telephone order from a physician
 - c) Giving medications to assigned residents
 - d) Changing sterile wound dressings

- 5. Which of the following statements is true about range of motion (ROM) exercises?**
 - a) Done just once a day
 - b) Help prevent strokes and paralysis
 - c) Require at least ten repetitions of each exercise
 - d) Are often performed during ADLs such as bathing or dressing

6. While the nurse aide tries to dress a resident who is confused, the resident keeps trying to grab a hairbrush. The nurse aide should

- a) put the hairbrush away and out of sight.
- b) give the resident the hairbrush to hold.
- c) try to dress the resident more quickly.
- d) restrain the resident's hand.

7. A resident who is lying in bed suddenly becomes short of breath. After calling for help, the nurse aide's next action should be to

- a) ask the resident to take deep breaths.
- b) take the resident's vital signs.
- c) raise the head of the bed.
- d) elevate the resident's feet.

8. A resident who has cancer is expected to die within the next couple of days. Nursing care for this resident should focus on

- a) helping the resident through the stages of grief.
- b) providing for the resident's comfort.
- c) keeping the resident's care routine, such as for bathing.
- d) giving the resident a lot of quiet time and privacy.

9. While giving a bedbath, the nurse aide hears the alarm from a nearby door suddenly go off. The nurse aide should

- a) wait a few minutes to see if the alarm stops.
- b) report the alarm to the charge nurse immediately.
- c) make the resident being bathed safe and go check the door right away.
- d) stop the bedbath and go check on the location of all assigned residents.

10. Gloves should be worn for which of the following procedures?

- a) Emptying a urinary drainage bag
- b) Brushing a resident's hair
- c) Ambulating a resident
- d) Feeding a resident

11. When walking a resident, a gait or transfer belt is often

- a) worn around the nurse aide's waist for back support.
- b) used to keep the resident positioned properly in the wheelchair.
- c) used to help stand the resident, and then removed before walking.
- d) put around the resident's waist to provide a way to hold onto the resident.

12. Which of the following statements is true about residents who are restrained?

- a) They are at greater risk for developing pressure sores.
- b) They are at lower risk of developing pneumonia.
- c) Their posture and alignment are improved.
- d) They are not at risk for falling.

13. A resident has diabetes. Which of the following is a common sign of a low blood sugar?

- a) Fever
- b) Shakiness
- c) Thirst
- d) Vomiting

14. When providing foot care to a resident it is important for the nurse aide to

- a) remove calluses and corns.
- b) check the feet for skin breakdown.
- c) keep the water cool to prevent burns.

d) apply lotion, including between the toes.

15. When feeding a resident, frequent coughing can be a sign the resident is

- a) choking.
- b) getting full.
- c) needs to drink more fluids.
- d) having difficulty swallowing.

16. When a person is admitted to the nursing home, the nurse aide should expect that the resident will

- a) have problems related to incontinence.
- b) require a lot of assistance with personal care.
- c) experience a sense of loss related to the life change.
- d) adjust more quickly if admitted directly from the hospital.

17. A resident gets dressed and comes out of his room wearing shoes that are from two different pairs. The nurse aide should

- a) tease the resident by complimenting the resident's sense of style.
- b) ask if the resident realizes that the shoes do not match.
- c) remind the resident that the nurse aide can dress the resident.
- d) ask if the resident lost some of his shoes.

18. A resident's wife recently died. The resident is now staying in his room all the time and eating very little. The best response by the nurse aide is to

- a) remind the resident to be thankful for the years he shared with his wife.
- b) tell the resident that he needs to get out of his room at least once a day.
- c) understand the resident is grieving and give him chances to talk.

d) avoid mentioning his wife when caring for him.

19. When a resident refuses a bedbath, the nurse aide should

- a) offer the resident a bribe.
- b) wait awhile and then ask the resident again.
- c) remind the resident that people who smell don't have friends.
- d) tell the resident that nursing home policy requires daily bathing.

20. When a resident is combative and trying to hit the nurse aide, it is important for the nurse aide to

- a) show the resident that the nurse aide is in control.
- b) call for help to make sure there are witnesses.
- c) explain that if the resident is not calm a restraint may be applied.
- d) step back to protect self from harm while speaking in a calm manner.

21. During lunch in the dining room, a resident begins yelling and throws a spoon at the nurse aide. The best response by the nurse aide is to

- a) remain calm and ask what is upsetting the resident.
- b) begin removing all the other residents from the dining room.
- c) scold the resident and ask the resident to leave the dining room immediately.
- d) remove the resident's plate, fork, knife, and cup so there is nothing else to throw.

22. Which of the following questions asked to the resident is most likely to encourage conversation?

- a) Are you feeling tired today?
- b) Do you want to wear this outfit?
- c) What are your favorite foods?
- d) Is this water warm enough?

23. When trying to communicate with a resident who speaks a different language than the nurse aide, the nurse aide should

- a) use pictures and gestures.
- b) face the resident and speak softly when talking.
- c) repeat words often if the resident does not understand.
- d) assume when the resident nods his/her head that the message is understood.

24. While walking down the hall, a nurse aide looks into a resident's room and sees another nurse aide hitting a resident. The nurse aide is expected to

- a) contact the state agency that inspects the nursing facility.
- b) enter the room immediately to provide for the resident's safety.
- c) wait to confront the nurse aide when he/she leaves the resident's room.
- d) check the resident for any signs of injury after the nurse aide leaves the room.

25. Before touching a resident who is crying to offer comfort, the nurse aide should consider

- a) the resident's recent vital signs.
- b) the resident's cultural background.
- c) whether the resident has been sad recently.
- d) whether the resident has family that visits routinely.

26. When a resident is expressing anger, the nurse aide should

- a) correct the resident's misperceptions.
- b) ask the resident to speak in a kinder tone.
- c) listen closely to the resident's concerns.
- d) remind the resident that everyone gets angry.

27. When giving a backrub, the nurse aide should

- a) apply lotion to the back directly from the bottle.
- b) keep the resident covered as much as possible.
- c) leave extra lotion on the skin when completing the procedure.
- d) expect the resident to lie on his/her stomach.

28. A nurse aide finds a resident looking in the refrigerator at the nurses' station at 5 a.m. The resident, who is confused, explains he needs breakfast before he leaves for work. The best response by the nurse aide is to

- a) help the resident back to his room and into bed.
- b) ask the resident about his job and if he is hungry.
- c) tell him that residents are not allowed in the nurses' station.
- d) remind him that he is retired from his job and in a nursing home.

29. Which of the following is true about caring for

- a) a resident who wears a hearing aid? Apply hairspray after the hearing aid is in place.
- b) Remove the hearing aid before showering.
- c) Clean the earmold and battery case with water daily, drying completely.
- d) Replace batteries weekly.

30. Residents with Parkinson's disease often require assistance with walking because they

- a) become confused and forget how to take steps without help.
- b) have poor attention skills and do not notice safety problems.
- c) have visual problems that require special glasses.
- d) have a shuffling walk and tremors.

31. A resident who is inactive is at risk of constipation. In addition to increased activity and exercise, which of the following actions helps to prevent constipation?

- a) Adequate fluid intake
- b) Regular mealtimes
- c) High protein diet
- d) Low fiber diet

32. A resident has an indwelling urinary catheter. While making rounds, the nurse aide notices that there is no urine in the drainage bag. The nurse aide should first

- a) ask the resident to try urinating.
- b) offer the resident fluid to drink.
- c) check for kinks in the tubing.
- d) obtain a new urinary drainage bag.

33. A resident who is incontinent of urine has an increased risk of developing

- a) dementia.
- b) urinary tract infections.
- c) pressure sores.
- d) dehydration.

34. When cleansing the genital area during perineal care, the nurse aide should

- a) cleanse the penis with a circular motion

starting from the base and moving toward the tip.

- b) replace the foreskin when pushed back to cleanse an uncircumcised penis.
- c) cleanse the rectal area first, before cleansing the genital area.
- d) use the same area on the washcloth for each washing and rinsing stroke for a female resident.

35. Which of the following is considered a normal age-related change?

- a) Dementia
- b) Contractures
- c) Bladder holding less urine
- d) Wheezing when breathing

36. A resident is on a bladder retraining program. The nurse aide can expect the resident to

- a) have a fluid intake restriction to prevent sudden urges to urinate.
- b) wear an incontinent brief in case of an accident.
- c) have an indwelling urinary catheter.
- d) have a schedule for toileting.

37. A resident who has stress incontinence

- a) will have an indwelling urinary catheter.
- b) should wear an incontinent brief at night.
- c) may leak urine when laughing or coughing.
- d) needs toileting every 1-2 hours throughout the day.

38. The doctor has told the resident that his cancer is growing and that he is dying. When the resident tells the nurse aide that there is a mistake, the nurse aide should

- a) understand that denial is a normal reaction.

- b) remind the resident the doctor would not lie.
- c) suggest the resident ask for more tests.
- d) ask if the resident is afraid of dying.

39. A slipknot is used when securing a restraint so that

- a) the restraint cannot be removed by the resident.
- b) the restraint can be removed quickly when needed.
- c) body alignment is maintained while wearing the restraint.
- d) it can be easily observed whether the restraint is applied correctly.

40. When using personal protective equipment (PPE) the nurse aide correctly follows Standard Precautions when wearing

- a) double gloves when providing perineal care to a resident.
- b) a mask and gown while feeding a resident that coughs.
- c) gloves to remove a resident's bedpan.
- d) gloves while ambulating a resident.

41. To help prevent resident falls, the nurse aide should

- a) always raise siderails when any resident is in his/her bed.
- b) leave residents' beds at the lowest level when care is complete.
- c) encourage residents to wear larger-sized, loose-fitting clothing.
- d) remind residents who use call lights that they need to wait patiently for staff.

42. As the nurse aide begins his/her assignment, which of the following should the nurse aide do first?

- a) Collect linen supplies for the shift

- b) Check all the nurse aide's assigned residents
- c) Assist a resident that has called for assistance to get off the toilet
- d) Start bathing a resident that has physical therapy in one hour

43. Which of the following would affect a nurse aide's status on the state's nurse aide registry and also cause the nurse aide to be ineligible to work in a nursing home?

- a) Having been terminated from another facility for repeated tardiness
- b) Missing a mandatory infection control inservice training program
- c) Failing to show for work without calling to report the absence
- d) Having a finding for resident neglect

44. To help prevent the spread of germs between patients, nurse aides should

- a) wear gloves when touching residents.
- b) hold supplies and linens away from their uniforms.
- c) wash hands for at least two minutes after each resident contact.
- d) warn residents that holding hands spreads germs.

45. When a sink has hand-control faucets, the nurse aide should use

- a) a paper towel to turn the water on.
- b) a paper towel to turn the water off.
- c) an elbow, if possible, to turn the faucet controls on and off.
- d) bare hands to turn the faucet controls both on and off.

- 46. When moving a resident up in bed who is able to move with assistance, the nurse aide should**
- a) position self with knees straight and bent at waist.
 - b) use a gait or transfer belt to assist with the repositioning.
 - c) pull the resident up holding onto one side of the drawsheet at a time.
 - d) bend the resident's knees and ask the resident to push with his/her feet.

- 47. The resident's weight is obtained routinely as a way to check the resident's**
- a) growth and development.
 - b) adjustment to the facility.
 - c) nutrition and health.
 - d) activity level.

- 48. Which of the following is a right that is included in the Resident's Bill of Rights?**
- a) To have staff available that speak different languages on each shift
 - b) To have payment plan options that are based on financial need
 - c) To have religious services offered at the facility daily
 - d) To make decisions and participate in own care

- 49. Which of the following, if observed as a sudden change in the resident, is considered a possible warning sign of a stroke?**
- a) Dementia
 - b) Contractures
 - c) Slurred speech
 - d) Irregular heartbeat

- 50. Considering the resident's activity, which of the following sets of vital signs should be reported to the charge nurse immediately?**
- a) Resting: 98.6°-98-32
 - b) After eating: 97.0°-64-24
 - c) After walking exercise: 98.2°-98-28
 - d) While watching television: 98.8°-72-14

Answer Key			
1 - C	15 - D	29 - B	43 - D
2 - D	16 - C	30 - D	44 - B
3 - A	17 - B	31 - A	45 - B
4 - A	18 - C	32 - C	46 - D
5 - D	19 - B	33 - C	46 - D
6 - B	20 - D	34 - B	47 - C
7 - C	21 - A	35 - C	48 - D
8 - B	22 - C	36 - D	49 - C
9 - C	23 - A	37 - C	50 - C
10 - A	24 - B	38 - A	
11 - D	25 - B	39 - B	
12 - A	26 - C	40 - C	
13 - B	27 - B	41 - B	
14 - B	28 - B	42 - C	