

Candidate Information Bulletin State of Delaware

CERTIFIED NURSE AIDE EXAMINATION

PROMETRIC



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The Delaware Division of Long Term Care Residents Protection (DLTCRP) is responsible for the training and testing program for certified nurse aides (CNA)s and the CNA Registry. To work as a CNA in a nursing home in the State of Delaware, either as facility staff or as contract/agency staff, you must meet the CNA requirements, which include taking required training in an approved program and passing a test.

The DLTCRP has contracted with Prometric Inc. to develop and administer its Nurse Aide Competency Exam and to manage the CNA Registry. This bulletin describes the steps to becoming a nurse aide in Delaware and a member of the Registry.

To become a certified nurse aide in Delaware

- 1** Complete the exam application form.
The application is also available online at www.prometric.com/NurseAide/DE.
- 2** Prepare for your tests, using the content outlines in this bulletin—Page Eleven.
- 3** Take your tests at your scheduled test location. Be sure to bring the necessary identification with you to the test center—Page Five.
- 4** If you pass both the Clinical Skills and the Written tests you will be added to the Registry.

Reimbursement for Training and Testing Fees

Note: You may be eligible for reimbursement of nurse aide training and testing fees if you are employed by a Medicare/Medicaid federally certified nursing facility no later than 12 months after completing your training and state competency test. You are responsible for saving all receipts for any expenses that you are paid out of pocket including fees for the course, tests, textbooks, or other required course materials. Please note that you are only eligible for reimbursement if you are employed by a Medicare/Medicaid federally certified nursing home. A few nursing homes are not Medicare /Medicaid federally certified and are not required to reimburse you for training and testing fees.

You are also not eligible for reimbursement if you are employed in a health setting other than a Medicare/Medicaid federally certified nursing home, such as a temporary agency, assisted living facility, hospital or a private home. You are also not eligible for reimbursement if you are not employed within 12 months after completing the training and testing program.

Eligibility Route Options

If you work in a federally certified nursing facility providing nurse aide care to residents, federal and state laws/regulations require that you must meet specific training and testing requirements to become a certified nurse aide.

Please review the following criteria to determine if you are eligible to take the Delaware CNA Competency Exam. Once you know which eligibility option you should use, be sure to mark that option on the exam application form.

Route 1—New Nurse Aide (Delaware Trained) Requiring State Exam

Select this route if you have successfully completed a DLTCRP-approved nurse aide training program within the last 24 months.



Note You have three attempts to pass the Written and Clinical Skills tests within 24 months of completing your training program. If you do not pass both the Written and Clinical Skills tests within three attempts, you will need to retrain before you can test again.

Route 2—Nursing Student

Select this route if you are enrolled in a licensed nursing program and have successfully completed a “Fundamentals/Basic Nursing” course that includes no less than 75 hours of clinical instruction in a long term care setting. **Reminder.** Along with your application, you will need to submit an official letter from your school indicating that you have taken and passed a “Fundamentals/Basic Nursing” course with a clinical component of no less than 75 hours of instruction in a long term care setting.

Route 3—Lapsed Nurse Aide

Select this route if you were a certified nurse aide in Delaware but you did not perform at least 64 hours of nursing-related services during your last 24-month certification period. You must successfully retake the Competency Exam in order to be recertified. **Reminder.** You must submit proof of past certification along with your application.

Route 4—Out-of-State Certification

Select this route if you are a certified CNA in any other state than Delaware (or a GNA in Maryland), who does not have three months of full-time employment. You are qualified to take the DE Nurse Aide Competency Exam without having to take a DLTCRP-approved nurse aide training program. **Reminder.** You must submit a copy of your current CNA or GNA certification from the state where you are currently certified along with your application.

Route 5—RN or LPN

Individuals who have graduated from an RN or LPN program **more** than 24 months prior to application for certification are deemed qualified to meet the DLTCRP’s nurse aide training program requirements and are eligible to take the Competency Exam.

Reminder. You must submit a copy of your school diploma with official school seal along with your application.



Important If you meet the requirements of route 6 or 7, you are not required to take an exam. You are eligible to apply with the DLTCRP to be placed directly on the registry by completing the necessary application documents.

Route 6—Reciprocity

Select this route if you are currently active and in good standing on a Registry in another state. You are deemed qualified to meet the DLTCRP's requirements if you provide: 1) a current certificate from the state where you are presently certified; 2) documentation of the equivalent of three months of fulltime experience as a CNA performing nursing related services for pay under the supervision of a licensed nurse or physician; or 3) have completed a training and competency evaluation program with the number of hours at least equal to that required by the State of Delaware.

Reciprocity application forms are available online at www.prometric.com/NurseAide/DE and should be mailed to:

**Division of Health Care Quality,
Office of Long Term Residents Protection**

CNA Reciprocity
ATTN: Aleen Wilker
263 Chapman Road,
Suite 200 Cambridge Bldg.
Newark, DE 19702

Route 7—RN or LPN

If you have graduated from an RN or LPN program within 24 months prior to application for certification, you are deemed qualified to meet the DLTCRP's nurse aide training and competency evaluation program requirements and are eligible for certification. **Reminder.** You must submit a copy of your diploma with an official school seal along with your application for deemed certification.

RN or LPN application for deemed reciprocity is available online at www.prometric.com/NurseAide/DE and should be mailed to:

**Division of Health Care Quality,
Office of Long Term Residents Protection**

Deemed Reciprocity
ATTN: Aleen Wilker
263 Chapman Road,
Suite 200 Cambridge Bldg.
Newark, DE 19702

Scheduling your Tests

The Delaware Nurse Aide Competency Exam consists of two separate tests that evaluate your nurse aide knowledge and skills. One test is a hands-on skills demonstration referred to as the **Clinical Skills Test**. The other test is a **Written Test**. First-time testers must register for both tests.

Once you determine your eligibility route, complete the exam application form. Mail the completed form, any required documentation, and the exam fee(s) to Prometric. Once Prometric receives your application, you will receive your admission to test letter within approximately 10 business days.



Note Complete all forms clearly and accurately. Incomplete, unreadable, and/or unsigned applications will be returned.

Name change

Always use your name as it appears on your identification. If your identification has been changed to match a new legal name, you must submit a copy of the legal name change documents to Prometric.

In-facility test sites

If you are taking your exam In-facility, a representative from the nursing home or training program will schedule your exam appointment.

Regional test sites

If you cannot take your exam at a nursing home or training program location, you may take your exam at a regional test site. If you are taking your exam at a regional test site, send your application form and fees to Prometric. Be sure to enter the test site code where you would like to take your test on the application form. Test site codes are located at www.prometric.com/nurseaide

The table below lists the current Delaware regional test site locations.

Regional Test Sites		
New Castle County	Kent County	Sussex County

Regional test sites are subject to change. An up-to-date list of regional test facilities is located online at www.prometric.com/NurseAide/DE.

Status Emails

In 2014, you will begin to receive a status email from Prometric when we receive your application and schedule you for your exam. These notices will also inform you if your application was incomplete.

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 your email address. You may reschedule up to five full business days before your scheduled exam date for a fee of \$25. Reschedules within five business days will require the full exam fee.

Fee information

Fees must be included with the Delaware Nurse Aide Exam Application.

Applications received without proper payment will be returned. Testing fees are **nonrefundable and nontransferable**. You may pay the exam fees:

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

Exam and related fees are as follows:

Test	Fee
Clinical Skills Test and Written Test	\$115
Clinical Skills Test and Oral Test	\$115
Clinical Skills Test (retakes only)	\$75

Written Test (retakes only)	\$40
Oral Test (retakes only)	\$40
Rescheduling Fee*	\$25
Appeals/Handscore	\$25

**This fee is required to reschedule a testing appointment. Payment of this fee must be made before the candidate can reschedule. Reschedules made within five days of the scheduled exam date will be required to pay the full exam fee.*

Special test considerations

ADA accommodation. If you need testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 866.664.9504. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Candidates should submit professional documentation of the disability with their application to help us determine the necessary testing arrangements. Thirty days’ advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

English as a Second Language (ESL) accommodation. The Delaware Nurse Aide Competency Exam is offered only in English. Translators are not permitted and translation dictionaries may not be used during the exam administration. Information about taking the exam in an oral format is available on Page 6.

Rescheduling and Retesting

To reschedule a test at a regional test site, you must contact Prometric. In-facility rescheduling must be handled by your site.

Rescheduling fees are as follows:

- **A \$25 fee** to reschedule **up to five full working days** before your test.
- **A full exam fee** if you reschedule **less than five full working days** before your test, or if on the day of your test you are denied admission into a test site for arriving after the scheduled start time or for not providing valid ID.

If absent or late. If you miss your test or are late and 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 try to contact you by phone. You may also call 866.664.9504 between 8 a.m. and 6 p.m. (Eastern time), Monday through Friday to see if a site is closed. If the site is closed, your tests will be rescheduled without a rescheduling fee.

Retesting. You must take and pass both the Clinical Skills Test and Written Test within three attempts and within 24 months of your training completion date. A testing fee and application are required each time you take a test. You are only required to retake the test you failed.

Taking your Exam

You should arrive 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. You must present the original letter sent to you by Prometric.

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 a current photo; and

Have a name that **exactly** matches the name on the admission letter.

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



Important If you do not provide correct identification at the time of the exam, or if the ID is cracked, torn or otherwise altered, 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 a uniform or scrubs be worn on the day of testing. You should also have a watch with a secondhand.

Written Test overview

The Written test is given on a computer. You do not need computer experience to take the test. You will use a computer mouse to select answers. A Nurse Aide Demo Test is available at www.prometric.com/NurseAide/DE to practice using the computer functions.

The Written test consists of 60 multiple-choice questions. You will have 90 minutes to take the test. The content outline shown on Page 11 is the basis for the Written test. The outline lists all topics covered in the exam and the approximate number of questions asked about each topic.

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.

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 Written Nurse Aide Practice Exam contains 50 questions. The fee for each practice exam is \$10. A super pack of all 3 practice exams is available for \$25 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 13 of this bulletin. 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 residents' 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/DE.

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 and have indicated to the NAE that you are done with the 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 also available for review www.prometric.com/NurseAide/DE.

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 skills that may be performed on you when playing the role of the resident include:

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

Weapons

Test Site Regulations

References

Personal items

Restroom Breaks

Visitors

Misconduct or disruptive behavior

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.

The following regulations 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.

- 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

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.
- 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.
- No guests, visitors, children or family members are allowed at the test center.
- 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 are: giving or receiving help, **cell phones ringing in the test center**, resident actors talking, prompting or moving when not directed to do so, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.
- ~~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.

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.

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

Your Exam Results

If you pass both parts of the exam, your name will be added to the Delaware Registry. Scores are confidential and will be revealed only to you and the state.

Scores are not given out over the phone.

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

- 1 Logon to <https://tcnet.prometric.com/decna>
- 2 Click on secure sign in.
- 3 Enter your Prometric ID as your username and password (this number is on your ATT letter). If you do not have your letter, you can contact customer service to receive it.
- 4 In the Main Menu, click on the link that says Review Scores.
- 5 Click on the date of the exam results listed in the history box to obtain your Clinical Skills exam score report.
- 6 To see which checkpoints you missed on your exam, click on the link in the score report that says Item Feedback.

Written (and Oral) Test

Since your test is given on 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.**

Unsuccessful candidates

If you fail a test, information about retaking the exam will be on the score report.

Appeals Process

Our goal is to provide a quality exam and a consistent testing experience for every candidate. 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 in writing. Your appeal letter must provide your name, the exam title, Prometric ID, the date you tested and the details of your concern, including all relevant facts. Letters must be received within 60 days after test date. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
7941 Corporate Drive
Nottingham, MD 21236

The Appeals Committee will review your concern and send you a written response with acknowledgement of receipt within 10 business days.



Important Faxed appeals will not be accepted because an original signature is required.

**Renewal/
Recertification**

To be eligible to renew your CNA certification, you must have performed at least 64 hours of nursing related services for pay under the supervision of a licensed nurse or physician during each 24-month certification period.

If you qualify for renewal, your renewal period will be for two years from your current expiration date.

If you do not perform at least 64 hours of nursing related services in a certification period, you must retake and pass the competency exam. See Route 3 – Lapsed Nurse Aide on Page 2 of this bulletin for more information.

If your record in the Delaware NA Registry is flagged for resident abuse or neglect, misappropriation of resident property or Medicaid fraud, your certification will not be renewed.

ATTENTION: Delaware law requires that for renewal, CNAs must complete 24 hours of approved continuing education including a minimum of 6 hours for dementia training and 2 hours for prevention of patient abuse training during each 24-month certification period. Starting January 1, 2012, all CNAs are required to accrue continuing education hours which must be entered onto the new CE Site (www.cnadece.org) by an approved education provider. CNAs renewing their certification between January 1, 2012 and December 31, 2013 are not required to have all 24 hours, however they may be audited to ensure that they are accruing hours as required. CNAs renewing their certification starting January 1, 2014 are required to have all 24 continuing education hours entered into the system in addition to the 64 hour work requirement.



Note You can verify the status of a certified nurse aide online at <https://tcnet.prometric.com/decna>, or by calling the Delaware Registry at 302.577.6661.

Examination Content Outlines

The Competency Examination consists of two tests, a Written Test and a performance-based Clinical Skills Test. You must pass both the Written and Clinical Skills tests within 24 months of completing your nurse aide training.

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

The following outline gives an overview of the content of 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 and unethical behaviors
 6. 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
 - 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

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/DE.

Indirect Care includes behaviors that are part of every skill tested for the Clinical Skills Test. Indirect Care includes communication, resident rights, safety, comfort and Standard Precautions (infection control).

Hand-washing Note: Your hand-washing 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.

I. Clinical Skills List

- 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

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