D&S Diversified Technologies LLP

Headmaster LLP

Oregon Nurse Aide Candidate Handbook

EFFECTIVE: November 16, 2023 | Updated 4-16-2024

Version 17

Updates Effective 4-16-2024:
The Test Review Request (pages 18-19) has been updated.
'Virtual' wording has been replaced with 'Remotely Proctored'.

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Contact Information

Questions regarding: testing process • test scheduling • eligibility to test		**(800) 393-8664**
Questions regarding: obtaining information on official regulations and guidelines for nurse aides • nurse aide certification • renewals • Registry • **NOTE:** *All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:* **OSBN Nurse Portal (boardsofnursing.org)**		

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: oregon@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *6:00AM – 6:00PM* *Mountain Standard Time (MST)* *5:00AM – 5:00PM* *Pacific Standard Time (PST)* Oregon TMU© Webpage: **or.tmutest.com**	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Oregon State Board of Nursing 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cnacertificates@state.or.us Web Site: www.oregon.gov/OSBN	*Monday through Friday* *8:00AM – 4:00PM* *Pacific Standard Time (PST)*	*All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:* **OSBN Nurse Portal (boardsofnursing.org)**

Table of Contents

Introduction

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nurse aides who work in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a nurse aide competency evaluation program provides specific standards for nurse aide-related knowledge and skills. The program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the nurse aide competency examination process and is designed to help prepare candidates for testing. There are two parts to the nurse aide competency examination—a multiple-choice knowledge test and a skill test. Exam candidates must be registered, complete approved nurse aide education, pass both parts of the exam, meet all other Oregon State Board of Nursing (OSBN) requirements for certification in Oregon, and have their name placed on the Oregon Nurse Aide Registry.

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

Application to Obtain Oregon CNA1 Certification

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

Exam Fees

Initial Examination (Knowledge and Skill Tests)..$106
Reactivation by Examination (Knowledge and Skill Tests)...$106
If requesting an Audio version of the Knowledge Exam (oral recording)...................**ADDITIONAL** $35
Retake or Reschedule of both Knowledge and Skill Test..$70
Retake or Reschedule of Knowledge Exam Only $25
Retake or Reschedule of Skill Test Only $45
All fees paid to the Oregon State Board of Nursing are non-refundable.

Americans with Disabilities Act (ADA)

ADA Compliance

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

The Oregon Nurse Aide Competency Exam

Released to Test by OSBN

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

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

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

Completing your TMU© Account

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

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

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

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

Oregon TMU© Home Page

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

Click on –
Sign In

Enter your –
Username or Email and Password

Click on –
Sign In

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

Forgot your Password and Recover your Account

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Sign In

Forgot Your Password?

Click on –
Forgot Your Password?

Type in your **Email Address**

Click on –
Recover Account

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

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

-OR-
You can type in the requested data under **Using other Information**

Click on -
Recover Account

TMU
OREGON

Sign In

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

TMU
OREGON

Sign In

Recover Your Account

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

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

The email you will receive to reset your password:

Click on –
Reset Password

Type in your
Password *and*
Confirm Password,

then click on –
Reset Password
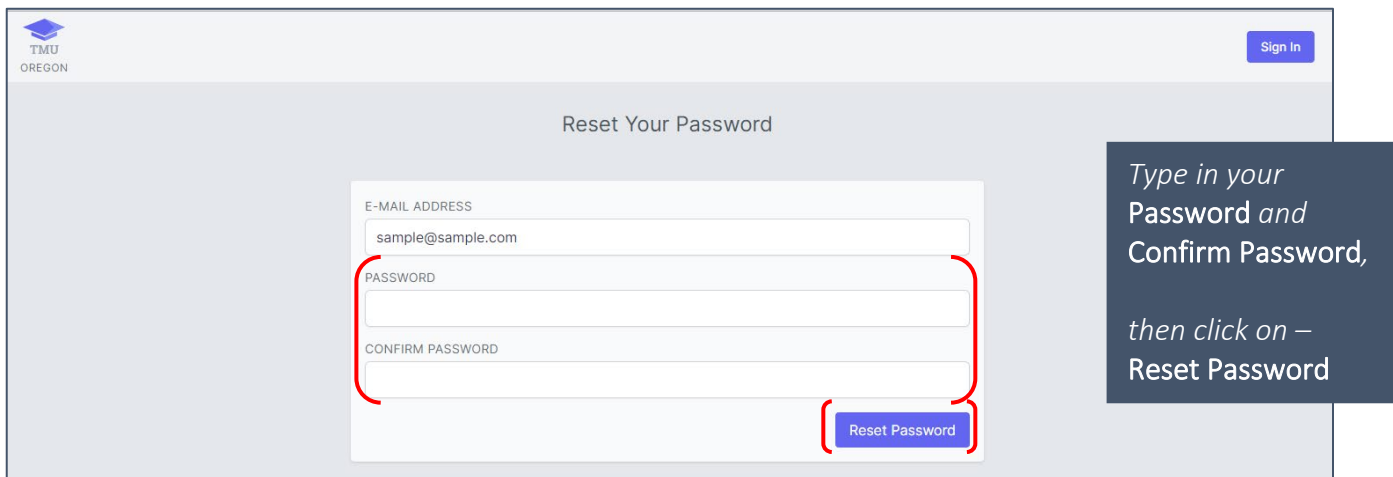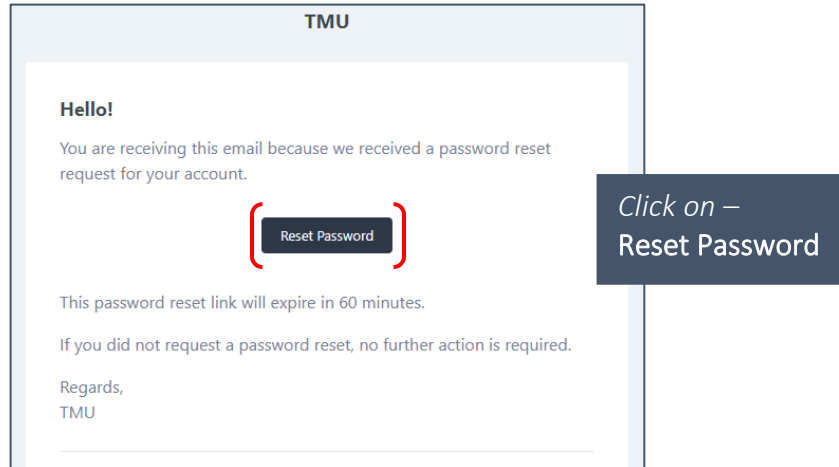
Once done resetting your password, your account will open up.
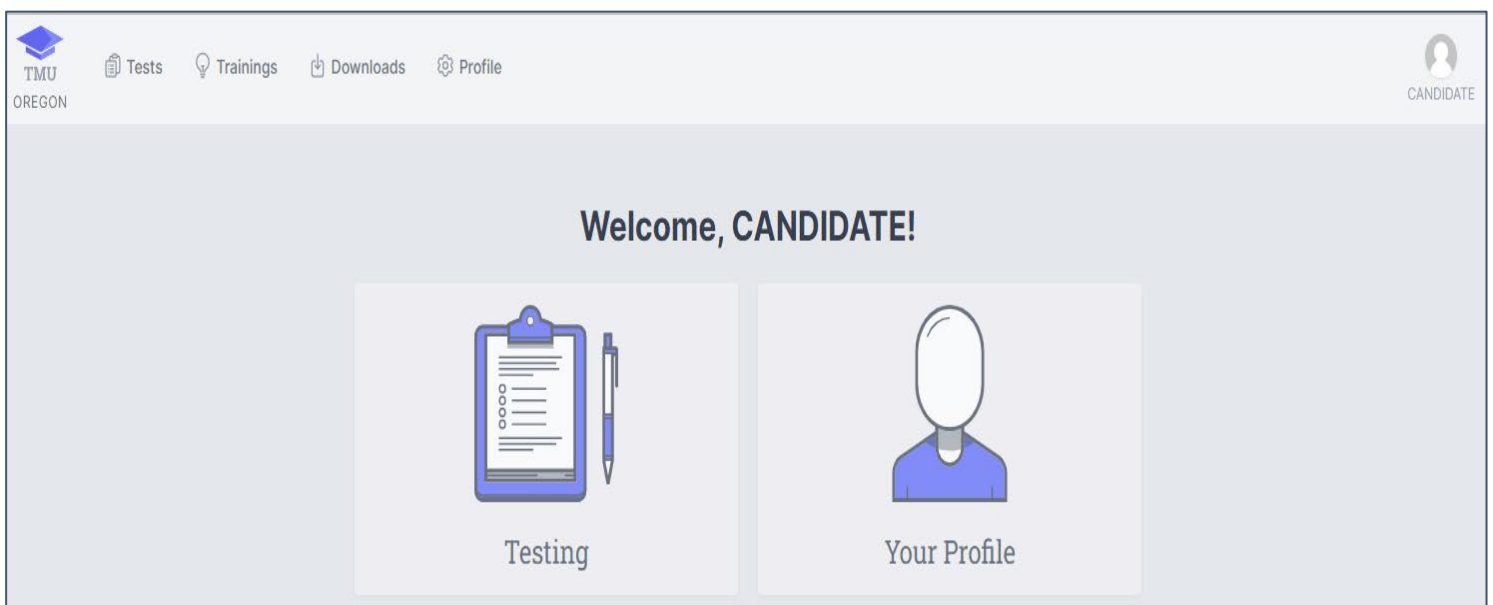
Viewing Available Exam Dates

Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© page at **or.tmutest.com** to view the available examination dates in real time
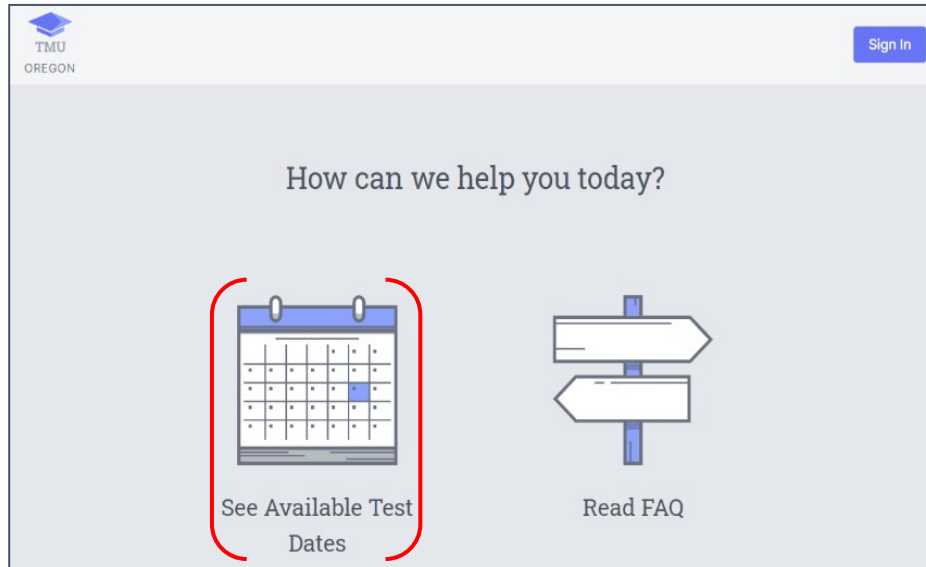
Scheduling/Rescheduling into a Test Event

This is the home screen you will see once you have signed in:
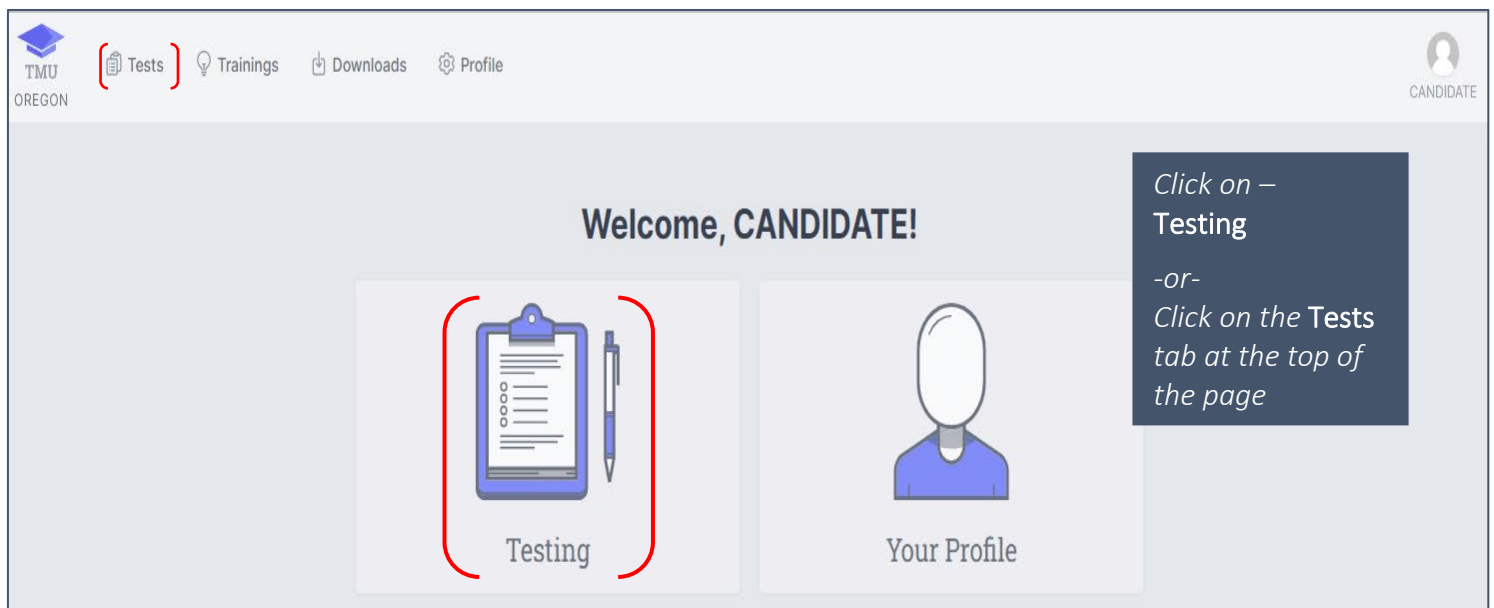
All **eligible** test events will appear in this format.

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

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

To select a test site and date –

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

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

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

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

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

Test Confirmation Notice

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

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

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

It is important you read this letter!

Scheduled Test Confirmation - Oregon Certified Nurse Aide

◎ Get Map   🖨 Print Page

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

Sample Candidate
Address
City, State ZIP

Click on-
Print *to print your confirmation letter.*

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

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

- TESTING BEGINS AT 9:00 AM MDT: **ARRIVE** *AT LEAST* **20 MINUTES EARLY TO CHECK IN**

- If you are unable to access your account, go to https://or.tmutest.com, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

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

Click to open the Nurse Aide Candidate Handbook
Click to open the Medication Aide Candidate Handbook

Driving Directions

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

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

Checking/Viewing your Notifications in TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See the screenshots that follow:
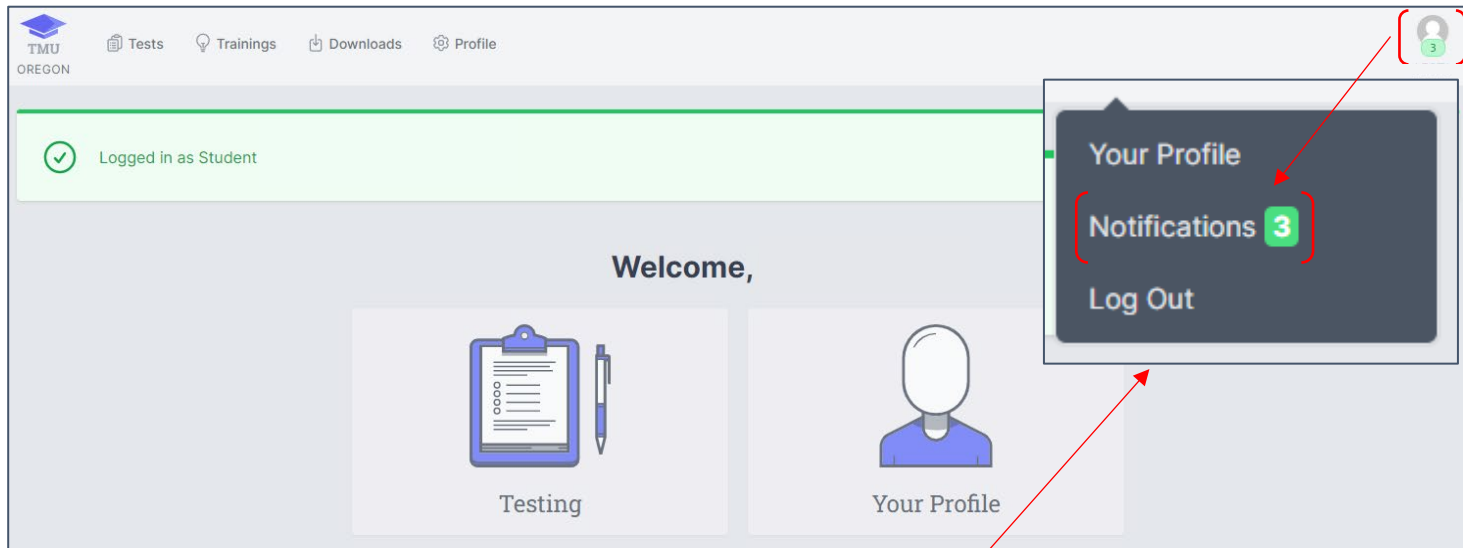
When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

Click on-
Notifications *to view all of your notifications.*

Click on-
VIEW *to open each of your notifications.*
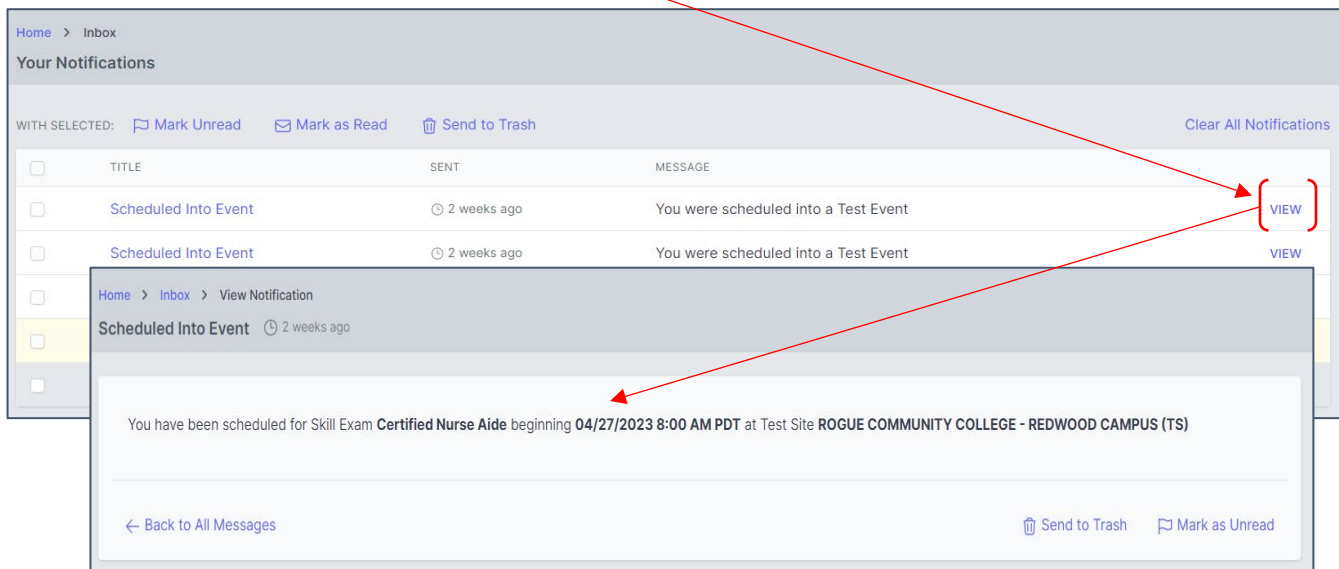
Exam Check-In

You must arrive at your confirmed test site between 20 and 30 minutes before your exam starts. (*For example*, if your test start time is 8:00AM, you must be at the test site for check-in no later than 7:30AM to 7:40AM.)

- If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.

Testing Attire

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

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

Identification

You must bring **two forms of original (no photocopies), signature-bearing, current (not expired), and proper identification to test. At least one of the signature IDs must contain your photograph.** Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- Driver's License *(non-expired from any state is acceptable)*
- State-issued Identification Card *(non-expired from any state is acceptable)*
- Passport *(Passport Cards are not acceptable)*
- Military Identification Card *(that meets all identification requirements)*
- Alien Registration Card *(that meets all identification requirements – may contain a fingerprint in place of a signature)*
- Tribal Identification Card *(that meets all identification requirements)*
- Work Authorization Card (*that meets all identification requirements – may contain a fingerprint in place of a signature)*
- Social Security Card (there is not an expiration date, but must be signed to be acceptable)
- Credit or Debit Card *(that meets all identification requirements)*
- 1st Aid or CPR Card (*that meets all identification requirements)*
- School or high school ID for the current year with signature

Note: *A driver's license or state-issued ID card with a hole punched in it is <u>NOT VALID</u> and will not be accepted as an acceptable form of ID. You will not be admitted for testing and will be considered a NO SHOW.*

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

Please note:
- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your identification is not expired.
  - Be sure your identification documents are signed.
  - Check to ensure that your FIRST and LAST printed names on your identification documents match your current name of record in your TMU© account.

If your names do not match, your IDs are not proper/valid, or they have a hole punched in them, this is considered a NO SHOW status, and you will have to reschedule and pay for another test and date.

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

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

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.   If you are taking a remotely proctored knowledge exam, the Remotely Proctored Knowledge Exam Instructions can be found in your TMU© account under the Downloads tab *(*see paragraph below)*.

These instructions detail the process and what you can expect during your exam. Please read the instructions *before* taking the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The **Knowledge, Remotely Proctored Knowledge, and Skill Exam Instructions** are also available under the **'DOWNLOADS'** tab in your TMU© account. *Refer to the 'Accessing the Candidate Handbook and Testing Instructions in your TMU© Account' section of this handbook for instructions.

Testing Policies

The following policies are observed at each test site—

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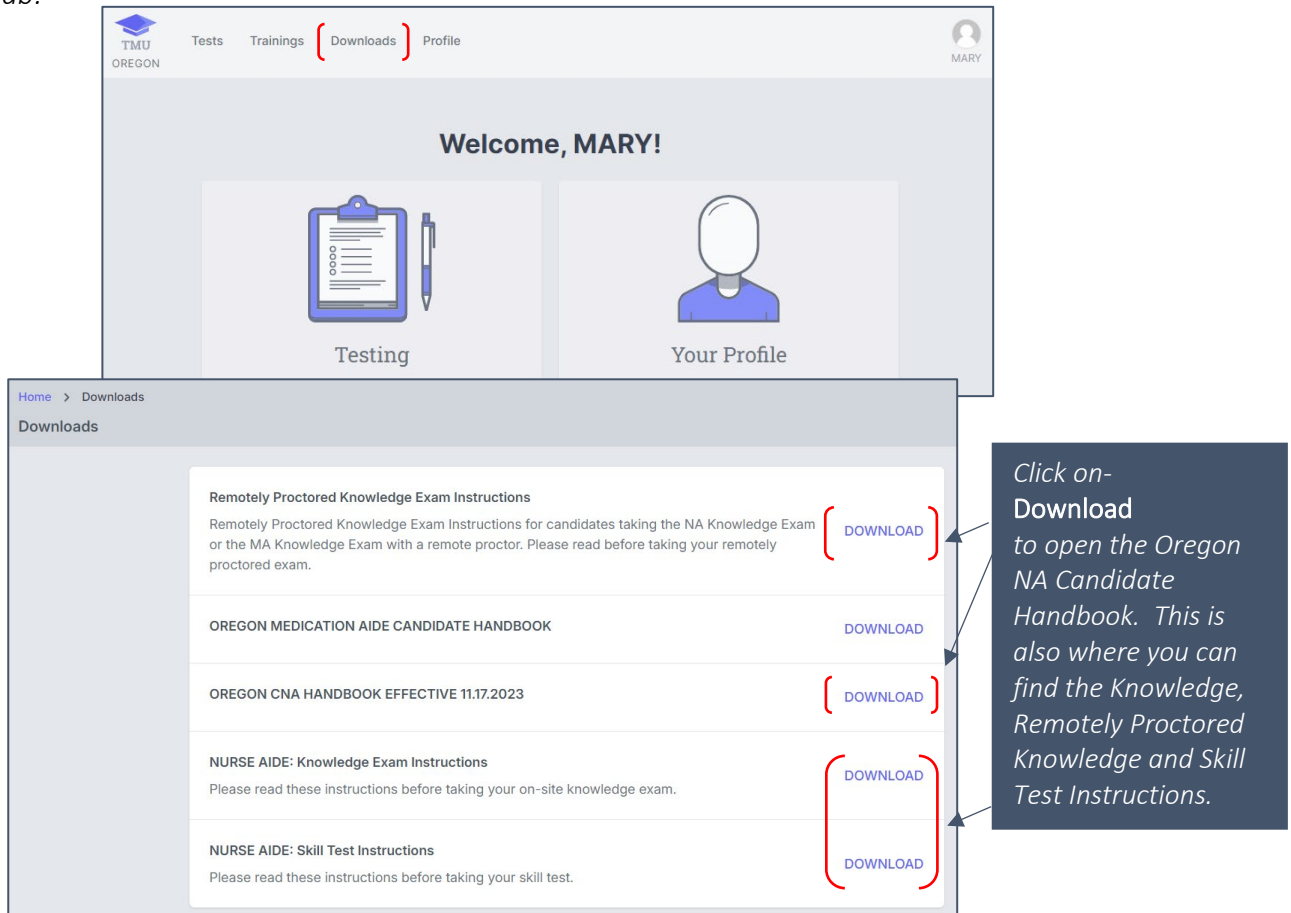- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees to the Oregon State Board of Nursing and be released to test in order to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors,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

- If you are discovered causing a disturbance of any kind, engaging in misconduct, being visibly impaired, or trying to take notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt, and you will be reported to your nurse aide education program and the Oregon State Board of Nursing.
- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not perform the skill test if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, as soon as possible to reschedule a new test date. You must email a doctor's order **within three (3) business days** of your scheduled exam day to qualify for a free reschedule. Email to: oregon@hdmaster.com.
- After check-in and ID verification, the knowledge test will be administered to candidates. After candidates finish the knowledge test, they will be assigned a time to take their skill test by the RN Test Observer. For skill retakes only, the RN Test Observer will inform you of your skill test time at check-in before starting the knowledge exam.   You will be notified of your skill test time when you check in for your test event at check-in.
- **Please review this Oregon Candidate Handbook before your test day for any testing and/or policy updates.**

Accessing the Candidate Handbook and Testing Instructions in your TMU© Account

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

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

Security

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

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

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

Rescheduling and No Show Policies

Reschedule

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online in your TMU© account at **or.tmutest.com** up until three (3) business days, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date. If you need assistance, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

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

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

Please note: *Reschedules will not be granted less than three (3) full business days prior to a scheduled test date.*

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least three (3) full business days prior to your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification or any other reason to deem you ineligible to test, you will be

considered a **NO SHOW.** You will forfeit all fees paid and must submit a new testing fee to OSBN and be released to test to schedule yourself into a new test event.

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

No Show Exceptions

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

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, you must pay as though you were a No Show.

- **Weather or road condition-related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, you must pay as though you were a No Show.

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email. A doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, you must pay as though you were a No Show.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and an obituary for immediate family only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, you must pay as though you were a No Show. (Immediate family is parent, grand or great-grandparent, sibling, child, spouse, or significant other.)

- **Remotely proctored knowledge testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, you must pay as though you were a No Show.
  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If your computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation is required.

Unforeseen Circumstances Policy

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

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

If D&SDT-Headmaster is unable to reach you via phone or email with the information in your TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled into, you will be taken out of the test event, and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your TMU© account and:
  - you do not call us back in a timely manner,
  - your phone number is disconnected, or your voice mailbox is full,
  - you do not check your messages in a timely manner,
  - you do not check your email or reply to our email in a timely manner,
  - your email is invalid, or you are unable to access your email for any reason.

Candidate Feedback – Exit Survey

You can access your test results in your TMU© account the day your test is officially scored after 7:00PM Mountain Standard Time (MST)/6:00PM Pacific Time (PST). When you access your test results, you will be provided a link to complete the exit survey. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Exam Results

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

Sign in to your TMU© account at **or.tmutest.com** to view your test results. (Refer to the screenshots below.)
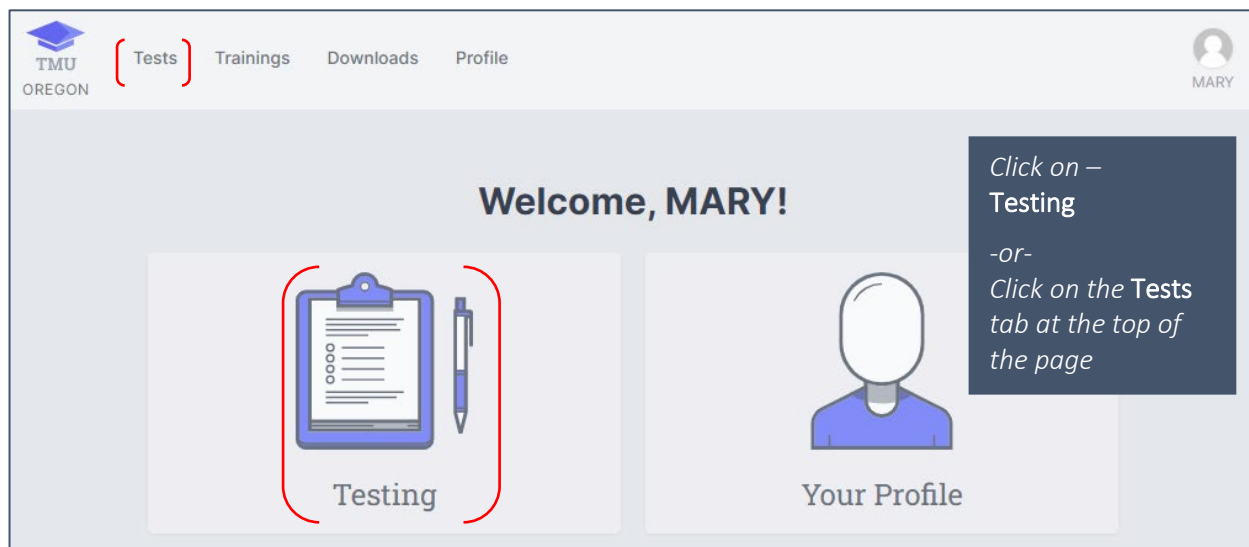
Testing History				Please take our satisfaction survey
TEST DATE	EXAM	TEST SITE	STATUS	
11/22/2022 8:00 AM PST	Certified Nurse Aide Knowledge	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed	Details / Print Test Results
11/22/2022 8:00 AM PST	Certified Nurse Aide Skill	CAREGIVER TRAINING INSTITUTE (TS) PORTLAND, OR	Failed	Details / Print Test Results

Click on – Details to view your results.

Click on Print Test Results to print your results.

Click on Please take our satisfaction survey to complete the exit survey.

Sample NA exam results report:

← Back   🖨 Print

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

IMPORTANT TEST RESULTS
TEST DATE: Sunday, March 26, 2023

Dear Melinda,

You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 91.25%.
You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

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

Skill Exam Incomplete Steps

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

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

OSBN will receive your results for state record the day your test is scored. ***D&SDT-Headmaster and OSBN cannot release results over the phone.*** Exam results are normally available online after 7:00PM Mountain Standard Time/6:00PM Pacific Standard Time (excluding Saturdays, Sundays, and Holidays) one business day after the exam date.

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

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

Test Attempts

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

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

Retaking the Nurse Aide Exam

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

Taking the Knowledge Exam with a Remote Proctor

You will have the option to take the knowledge exam with a remote proctor from your home, etc.

You must repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at OSBN Nurse Portal (boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) you to test, you will receive an email, and then you can schedule a remotely proctored knowledge exam date. To schedule/reschedule your knowledge exam, follow the instructions under 'Remotely Proctored Knowledge Exam Option' under the Knowledge/Audio Exam section.

Test Review Requests

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

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

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

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

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

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

The Knowledge/Audio Exam

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

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

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

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

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

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

An audio (oral) version of the knowledge exam is available. However, you must request an Audio version of the knowledge exam when you submit your application to OSBN and pay the audio knowledge exam fee. There is an additional charge for an Audio version of the knowledge exam. You will listen to the questions neutrally read to you with headphones/earbuds plugged into the computer and will have control buttons on the computer screen to play, rewind, pause, etc.

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

All test materials (including scratch paper) must be left in the testing room. Anyone who takes or tries to take materials, notes, or information from the testing room is subject to prosecution and will be reported to their training program and the Oregon State Board of Nursing.

Remotely Proctored Knowledge Exam Option

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

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:
- An updated version of Google Chrome as your Internet browser.
  - *TMU© does not support Internet Explorer.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into your TMU© account to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam.**
- A smartphone to access a 'video conferencing app' (such as Zoom) that you must download.
  - D&SDT-Headmaster will provide you information on the 'video conferencing app' (for example, Zoom, etc.) you will need before test day.
  - The night before your scheduled remotely proctored knowledge exam, you will receive an email reminder with the password-protected link to join the test event.
- A distraction and interruption-free area of your home, etc., where you will be testing.
- If you have chosen the AUDIO VERSION (ORAL) of the exam, you will need to provide your own wired earbuds/headphones that you will need to show to the RN Test Observer at check-in. Earbuds/headphones cannot be Bluetooth-connected devices.
  - The questions are neutrally read to you and will be heard through wired earbuds/headphones plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Scheduling a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions under 'Scheduling/Rescheduling into a Test Event'. Please ensure you have met the 'Remotely Proctored Knowledge Exam Candidate Requirements' above before scheduling a remotely proctored knowledge exam.
- The test site location for a virtual knowledge exam will be "**Remotely Proctored Knowledge Test Site**".
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the 'Scheduling/Rescheduling into a Test Event', 'Test Confirmation Letter', and the 'Checking/Viewing your Notifications' section for information on accessing your test confirmation).
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - For this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the 'Checking/Viewing your Notifications' section.

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

Home > Inbox
Your Notifications

WITH SELECTED: 🏳 Mark Unread   ✉ Mark as Read   🗑 Send to Trash   Clear All Notifications

	TITLE	SENT	MESSAGE	
☐	Remotely Proctored Test Knowledge Test Zoom Link	⏱ 13 hours ago	The 'video conferencing app' being used (i.e.; Zoom) will be shown in this notification with other detailed information.	(VIEW)
☐	Remotely Proctored Test Knowledge Test Information	⏱ 13 hours ago	Your Remotely Proctored Knowledge Exam Information will be shown in this notification with detailed information.	VIEW
☐				VIEW
☐				VIEW

Home > Inbox > View Notification
Remotely Proctored Test **Zoom Link** ⏱ 13 hours ago

Information that you will see when you click VIEW: The 'video conferencing app' being used (i.e.; Zoom) will be shown in this notification with other detailed information.

← Back to All Messages   🗑 Send to Trash   🏳 Mark as Unread

Remotely Proctored Knowledge Exam Check-In

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

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

Remotely Proctored Knowledge Exam Policies

During the remotely proctored knowledge exam, all 'Testing Policies' and 'Security' measures are followed. Please refer to those sections for information.
- The 'video conferencing app' link (for example, Zoom, etc.) must be maintained during the entire knowledge test.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect. Otherwise, the remote proctor will disconnect you from the exam, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** Y*ou need to test in a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*

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

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

Knowledge Exam Content

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

SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	10
Care Impaired	2
Client Rights	8
Communication	8
Data Collection	9
Disease Process	3
Infection Control	10
Mental Health	6
Personal Care	12
Role and Responsibility	8
Safety	4

Knowledge Practice Test

D&SDT-Headmaster offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may also purchase practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-

attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

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

1. Clean linens that touch the floor should be:
   (A)   Picked up quickly and placed back on the clean linen cart
   (B)   Used immediately on the next resident bed
   (C)   Considered dirty and placed in the soiled linen hamper
   (D)   Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:
   (A)   Face the resident and make eye contact
   (B)   Speak rapidly and loudly
   (C)   Look away when they make direct eye contact
   (D)   Finish all their sentences for them

3. A resident's psychological needs:
   (A)   Should be given minor consideration
   (B)   Make the resident withdrawn and secretive
   (C)   Are nurtured by doing everything for the resident
   (D)   Are nurtured when residents are treated like individuals

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

The Manual Skill Test

- The Skill Test aims to evaluate your performance when demonstrating Oregon-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.

- You will be asked to re-present your photo-bearing ID that you showed the RN Test Observer at check-in.

- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.

- The RN Test Observer will show you where supplies are located and demonstrate the use of the equipment you will need for your three (3) or four (4) assigned skill tasks before starting your skill test.

- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.

- You will be allowed a maximum of **thirty-five (35) minutes** to complete your three (3) or four (4) tasks. After 20 minutes have elapsed, you will be alerted that 15 minutes remain.

- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.

- You must correctly perform all of the key steps and 80% of all non-key steps on each task assigned in order to pass the Skill Test. Key steps have been recommended by OSBN's Test Advisory Panel and approved by the Oregon State Board of Nursing.

- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly in order to receive credit for the correction.

- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted **thirty-five (35) minutes** or until you tell the RN Test Observer you are finished with the Skill Test.

- The skill task steps are generally not order-dependent unless the words *BEFORE* or *AFTER* are used in a step.

- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.

- **All steps must actually be demonstrated. Steps and corrections to steps that are only verbalized WILL NOT COUNT.**

Skill Test Recording Form

The RN test observer will provide a recording form similar to the one below.

RECORDING FORM

Skill Test Tasks

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

- Bedpan and Output with Hand Washing
- Catheter Care of a Male with Hand Washing (DEMONSTRATED ON MANIKIN)
- Donning an Isolation Gown and Gloves, then Emptying a Urinary Drainage Bag with Hand Washing
- Perineal Care of a Female with Hand Washing (DEMONSTRATED ON MANIKIN)
- Perineal Care of a Male and Changing a Soiled Brief with Hand Washing (DEMONSTRATED ON MANIKIN)

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

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

Skill Tasks Listing

To receive credit, every step must be performed and demonstrated during your skill test demonstration.

The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer. The steps will be performed on a live resident actor for all but three tasks; the catheter and perineal care tasks will be done on a manikin. You will be scored only on the steps listed.

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the five mandatory tasks to start each Skill Test. The other tasks on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and an average time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-Headmaster scoring teams will officially score and double-check your test.

> **Note**: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Oregon nurse aide skill test, and the steps included are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

1) AMBULATION OF A CLIENT WITH A WALKER USING A GAIT BELT

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

- Remove the gait belt.
- Use correct body mechanics at all times.
- Leave the client in a position of comfort and safety.
- Maintain respectful, courteous interpersonal interactions at all times.
- Place the client within easy reach of the call light or signaling device.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.

2) ASSISTING A CLIENT TO USE A BEDPAN WITH HAND WASHING

(One of the possible mandatory first tasks)

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

3) ASSISTING A DEPENDENT CLIENT WITH A MEAL IN BED

- Knock on the door.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Read aloud the diet card to check that the client has received the correct tray.
- Position the client in an upright position, *at least* 45 degrees.
- Sit next to the client while assisting with the meal.
- Describe the foods being offered to the client.
- Offer fluids frequently. *(There will be 2 glasses instead of 1.)*
- Offer small amounts of food at a reasonable rate.
- Allow the client time to chew and swallow.
- Wipe the client's hands and face during the meal as needed.
- Leave the client clean and in a position of comfort.
- Record intake of total solid food eaten as a percentage on recording form.
- The candidate's recorded intake percentage must be within range of the RN Test Observer's recorded intake percentage.
- Record the sum total fluid intake in ml on the recording form.
- The candidate's recorded sum total of fluid intake must be within range of the RN Test Observer's recorded sum total of fluid intake.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.

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

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

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

5) CATHETER CARE FOR A MALE CLIENT WITH HAND WASHING

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

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

6) DRESSING A CLIENT

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

7) MOUTH CARE (BRUSHING CLIENT'S TEETH)

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

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

8) PERINEAL CARE FOR A FEMALE CLIENT WITH HAND WASHING

(One of the possible mandatory first tasks) (DEMONSTRATED ON A MANIKIN)
- Knock on the door.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.
- Explain the procedure to the client/manikin.
- Provide privacy - pull curtain.
- Raise the bed to a comfortable working height.
- Fill a basin with comfortably warm water.
- Put on gloves.
- Remove covers from the client.
- Make sure the client is comfortably positioned on their back.
- Lift the client's gown to expose the perineum only.
- Separate labia.
- Use water and a clean, soapy washcloth.
- Clean one side of the labia from top to bottom.
- Use a clean portion of a washcloth with each stroke for each step.
- Clean the other side of the labia from top to bottom.
- Clean the vaginal area from top to bottom, rinse the area from top to bottom, pat dry.
- Assist client to turn onto side.
- Use water and a clean, soapy washcloth.
- Clean from the vagina to the rectal area.
- Use a clean portion of a washcloth for any cleaning stroke(s).
- Rinse the area from the vagina to the rectal area.
- Pat dry.
- Position the client (manikin) on their back.
- Dispose of soiled linen in an appropriate container.
- Lower bed.
- Rinse basin and return basin to storage.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Wash hands - turn on water.
- Begin by thoroughly wetting your hands.
- Apply soap to hands.
- Rub hands together for 20 seconds using friction *with soap*.

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

9) PERINEAL CARE FOR A MALE CLIENT, CHANGING A SOILED BRIEF WITH HAND WASHING

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

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

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

10) PUTTING ON GOWN AND GLOVES, MEASURE AND RECORD CLIENT'S OUTPUT FROM A URINARY DRAINAGE BAG, REMOVE GOWN AND GLOVES WITH HAND WASHING

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

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

11) RE-POSITION CLIENT ON THEIR SIDE IN THE BED

- Knock on the door.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Provide privacy - pull curtain.

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

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

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

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

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

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

- Knock on the door.
- Perform hand hygiene:
  - Cover all surfaces of hands with hand sanitizer.
  - Rub hands together until hands are completely dry.
- Explain the procedure to the client.
- Position the client with forearm relaxed and supported in a palm-up position, approximately at the level of the heart.
- Roll the client's sleeve up about 5 inches above the elbow.
- Apply the appropriate cuff around the upper arm just above the elbow.
- Correctly align the cuff over the brachial artery.
- Clean the stethoscope's earpieces appropriately and place them in your ears.
- Clean diaphragm.
- Place stethoscope over brachial artery.
- Hold the stethoscope snugly in place. Inflate the cuff to 160-180 mmHg.
- Slowly release air from the cuff to the disappearance of pulsations.
- Remove the cuff.

- Record blood pressure reading on recording form.
- The candidate's recorded systolic and diastolic blood pressure readings must be within range of the RN Test Observer's recorded systolic and diastolic blood pressure readings.
- Obtain the pulse oximeter.
- Properly place the pulse oximeter on the client's finger.
- Turn on the pulse oximeter and leave it in place while the client's oxygen level reading is being taken.
- Record the pulse oximetry reading on the recording form.
- The candidate's recorded pulse oximetry reading must be within range of the RN Test Observer's recorded pulse oximetry reading.
- Remove the pulse oximeter from the client's finger.
- Maintain respectful, courteous interpersonal interactions at all times.
- Leave the call light or signaling device within easy reach of the client.
- Perform hand hygiene:
    - Cover all surfaces of hands with hand sanitizer.
    - Rub hands together until hands are completely dry.

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

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

16) TRANSFER FROM WHEELCHAIR TO BED

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

Knowledge Exam Vocabulary List

abbreviations	Alzheimer's disease	bedpan
abdominal thrust	ambulation	biohazard
abduction	angina	bladder training
abuse	anti-embolism stocking	blood pressure
accidents	anxiety	body mechanics
activities	aphasia	bowel program
adaptive equipment	apical	burnout
adduction	arthritis	calculation
ADLs	aspiration	call light
admitting resident	assistive device	cardiopulmonary resuscitation
advance directive	atrophy	care plan
affected side	authorized duties	cataracts
aging process	basic needs	catheter care
AIDS	bathing	choking

clear liquid diet	hepatitis	physical needs
client identification	HIPAA	positioning
client independence	HIV	pressure injury
client rights	hospice	prioritizing
client's chart	hyperglycemia	privacy
client's environment	hypertension	professional boundary
colostomy	hypoglycemia	prosthesis
communication	impaction	radial
conduct unbecoming	incontinence	range of motion
confused	infection control	reminiscing
congestive heart failure	intake and output	reporting
constipation	interpersonal skills	respiratory system
contracture	linen	restorative care
dangling	liquid diet	restraints
dehydration	low sodium diet	role and responsibility
dementia	making occupied bed	safety
dentures	Maslow	seizure
depression	medical asepsis	self-care
diabetes	mental health	sexual harassment
diet	metastasis	shaving
digestion	microorganism	skin
disease process	mouth care	sleep
disoriented	musculoskeletal system	specimen
DNR	nail care	standard precautions
documentation	neglect	sternal precautions
dressing	nonverbal communication	subjective
dysphagia	NPO	sundowning
dyspnea	nutrition	supine
edema	objective	survey
elimination	OBRA	systolic
emotional needs	observation	temperature
empathy	ombudsman	transfers
end of life	osteoporosis	tube feeding
ethics	oxygen	tuberculosis
falls	pain	urinary system
feeding	paralysis	vision
Fowler's positioning (high, semi, Fowler's)	pathogens	vital signs
gait belt	patience	vomiting
grieving process	perineal care	wandering
hand washing	person centered care	warm and cold packs
hearing	personal care	weighing
height	personal items	
	personal protective equipment	

Notes: