NURSE AIDE

written (or oral) examination & skills evaluation

CANDIDATE HANDBOOK

January 2016
# Quick Reference

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INTRODUCTION

This handbook is designed for candidates seeking nurse aide certification. It describes the process of taking the NNAAP® Examination. To learn how to apply for and schedule the NNAAP Examination, please contact the appropriate individual in either your facility, your training program, or the agency responsible for the certification of nurse aides in your state. This handbook should be kept for future reference.

Your state has contracted with Pearson VUE, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to administer, score, and report the results of the NNAAP Examination required for nurse aide certification.

NATIONAL NURSE AIDE ASSESSMENT PROGRAM (NNAAP®)

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA ’87), was designed to improve the quality of care in long-term health care facilities and to 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.

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a certified nurse aide in your state. The NNAAP was developed by the National Council of State Boards of Nursing, Inc., (NCSBN) to meet the nurse aide evaluation requirement of federal and state laws and regulations. Pearson VUE is the authorized administrator of the NNAAP in your state.

The NNAAP Examination is an evaluation of nurse aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Written (or Oral) Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of an entry-level nurse aide.
EXAM OVERVIEW

The two parts of the examination process, the Written (or Oral) Examination and the Skills Evaluation, will be administered on the same day. You must pass both parts to be certified and listed on your state’s Nurse Aide Registry. The Written Examination consists of seventy (70) multiple-choice questions written in English. Sample questions are provided in this handbook.

An Oral Examination may be taken in place of the Written Examination if you have difficulty reading English. The Oral Examination consists of sixty (60) multiple-choice questions and ten (10) reading comprehension questions. If you want to take the Oral Examination, you must request it when you submit an application to register for the examination.

At the Skills Evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be given twenty-five (25) minutes to complete the five (5) skills. You will be rated on these skills by a Nurse Aide Evaluator. A complete listing of the skills is shown on pages 17 to 32.

See Written (or Oral) Exam and Skills Evaluation for more details on the different parts of the NNAAP Examination.

WHAT TO BRING

You MUST have the following items with you when you take the NNAAP Examination:

- Two (2) forms of signature identification, one of which must be photo identification (driver’s license, government-issued photo identification, photo credit card, passport, or alien registration card)
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Your Social Security number
- Watch with a second hand

No other materials will be allowed.

PROPER IDENTIFICATION

You are required to bring 2 forms of current, not expired, official, signature-bearing identification to the test site (one of which must be a photo identification). Photocopies of identification will NOT be accepted. Examples of proper identification include:

- Driver’s license
- Signature-bearing Social Security card
- Photo credit card
- State-issued identification card
- Passport
- Alien registration card

The name on your identification must be the same as the name you used on the application to register for the examination. If your name is different, you MUST bring proof of your name change (a copy of an official document such as a marriage license or divorce decree) to the test center.

If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to your state nurse aide testing organization for review, and your examination will not be scored.

All examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of, or licensed to Pearson VUE. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.

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**WRITTEN EXAM**

The Nurse Aide Evaluator will hand out materials and give instructions for taking the Written Examination. You will have two (2) hours to complete the Written Examination. You will be told when fifteen (15) minutes remain before the allotted examination time expires. You may not ask questions about the content of the Written Examination (such as “What does this question mean?”). Fill in only one (1) box on the answer sheet for each question. Markings in the test booklet will not be accepted as answers. Your answers must appear on the separate answer sheet. See *Sample Questions* for examples of the kinds of questions found on the Written Examination.

**ORAL EXAM**

If you have difficulty reading English, you may prefer to take the Oral Examination. Just request it when you complete your Examination Application. The Oral Examination is provided on an MP3 player. The MP3 player and earphones are provided at the test site. You listen to the recording and follow along in a test booklet as the questions are read aloud on the recording. The Oral Examination consists of two (2) parts, and you must pass both parts in order to pass the Oral Examination.

The first part of the Oral Examination has sixty (60) multiple-choice questions. Each of the sixty (60) multiple-choice questions is read twice. As each question is read, you are asked to choose the correct answer and mark it on your answer sheet. The Oral Examination takes two (2) hours to complete. You will be told when fifteen (15) minutes remain before the allotted examination time expires. Fill in only one (1) box on the answer sheet for each question. You may write in the test booklet, but markings in the test booklet will not be accepted as answers. Your answers must appear on the separate answer sheet.
## 2016 Written (or Oral) Exam Content Outline

The revised content outline is based on the findings from the 2014 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides published by the National Council of State Boards of Nursing (NCSBN) in 2015. The examination content outline will be effective January 2016.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (non-scored) items on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

### I. Physical Care Skills

<table>
<thead>
<tr>
<th>% of questions</th>
<th># of questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Activities of Daily Living</td>
<td>14%</td>
</tr>
<tr>
<td>1. Hygiene</td>
<td></td>
</tr>
<tr>
<td>2. Dressing and Grooming</td>
<td></td>
</tr>
<tr>
<td>3. Nutrition and Hydration</td>
<td></td>
</tr>
<tr>
<td>4. Elimination</td>
<td></td>
</tr>
<tr>
<td>5. Rest/Sleep/Comfort</td>
<td></td>
</tr>
<tr>
<td>B. Basic Nursing Skills</td>
<td>39%</td>
</tr>
<tr>
<td>1. Infection Control</td>
<td></td>
</tr>
<tr>
<td>2. Safety/Emergency</td>
<td></td>
</tr>
<tr>
<td>3. Therapeutic/Technical Procedures</td>
<td></td>
</tr>
<tr>
<td>4. Data Collection and Reporting</td>
<td></td>
</tr>
<tr>
<td>C. Restorative Skills</td>
<td>8%</td>
</tr>
<tr>
<td>1. Prevention</td>
<td></td>
</tr>
<tr>
<td>2. Self Care/Independence</td>
<td></td>
</tr>
</tbody>
</table>

### II. Psychosocial Care Skills

<table>
<thead>
<tr>
<th>% of questions</th>
<th># of questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Emotional and Mental Health Needs</td>
<td>11%</td>
</tr>
<tr>
<td>B. Spiritual and Cultural Needs</td>
<td>2%</td>
</tr>
</tbody>
</table>

### III. Role of the Nurse Aide

<table>
<thead>
<tr>
<th>% of questions</th>
<th># of questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Communication</td>
<td>8%</td>
</tr>
<tr>
<td>B. Client Rights</td>
<td>7%</td>
</tr>
<tr>
<td>C. Legal and Ethical Behavior</td>
<td>3%</td>
</tr>
<tr>
<td>D. Member of the Health Care Team</td>
<td>8%</td>
</tr>
</tbody>
</table>

## Sample Questions

The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

1. **The client’s call light should always be placed:**
   (A) on the bed
   (B) within the client’s reach
   (C) on the client’s right side
   (D) over the side rail

2. **Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**
   (A) rubber sheet
   (B) air mattress
   (C) emesis basin
   (D) restraint

3. **When caring for a dying client, the nurse aide should:**
   (A) keep the client’s room dark and quiet
   (B) allow client to express his feelings
   (C) change the subject if client talks about death
   (D) contact the client’s minister, priest or rabbi

4. **What does the abbreviation ADL mean?**
   (A) Ad Lib
   (B) As Doctor Likes
   (C) Activities of Daily Living
   (D) After Daylight

5. **After giving a client a back rub, the nurse aide should always note:**
   (A) the last time the client had a back rub
   (B) any change in the client’s skin
   (C) client’s weight
   (D) amount of lotion used

6. **How should the nurse aide communicate with a client who has a hearing loss?**
   (A) face the client when speaking
   (B) repeat the statement
   (C) shout so that the client can hear
   (D) use a high-pitched voice
The two-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Written Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

**PART 1: VOCABULARY**

1. Circle the best answer to each question.
2. When you have finished, check your answers using the answer key on page 16.
3. Count up the number of correct answers.
4. If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination.

1. You go to a doctor when you ______.
   (A) feel sleepy  (D) need money
   (B) need socks  (E) need clothes
   (C) feel sick

2. A person who flies an airplane is its ______.
   (A) pilot     (D) surgeon
   (B) steward   (E) director
   (C) mother

3. You use a _____ to write.
   (A) bow     (D) carpenter
   (B) calculator  (E) needle
   (C) pencil

4. To EXIT a room means to ______ it.
   (A) enter    (D) read
   (B) leave   (E) interrupt
   (C) forget

5. A wedding is a joyous ______.
   (A) focus    (D) occasion
   (B) vehicle  (E) civilization
   (C) balloon

6. To REQUIRE something means to _____ it.
   (A) need    (D) understand
   (B) have   (E) hear
   (C) forget

7. You _____ something to find its length.
   (A) slice  (D) measure
   (B) lock  (E) tape
   (C) measure

8. Soup is served in a ______.
   (A) plate  (D) chair
   (B) bowl  (E) closet
   (C) fork

9. To accompany someone means to _____.
   (A) disagree with him  (D) speak to him
   (B) work for him
   (C) go with him
   (E) choose him

10. A nursing home resident receives _____ from the staff.
    (A) quality
    (B) fame
    (C) interruption
    (D) care
    (E) work

11. Medicine is used to _____ pain.
    (A) widen
    (B) conjure
    (C) enliven
    (D) increase
    (E) relieve

12. To DRENCH the flowers means to _____ them.
    (A) steam
    (B) drink
    (C) touch
    (D) soak
    (E) anger

13. A bicycle is a means of _____.
    (A) nourishment
    (B) transportation
    (C) prediction
    (D) collision
    (E) walking

14. When someone speaks in a whisper, it may be difficult to _____.
    (A) deceive
    (B) understand
    (C) frighten
    (D) estimate
    (E) regulate
Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

20. Carolyn works in a ______.
(A) hospital  (B) doctor’s office  (C) garage  (D) school  (E) library

21. One of the things Carolyn enjoys is ______.
(A) working in an office  (B) helping people  (C) reading books  (D) working late hours  (E) driving a car

22. With her salary she can pay her bills and ______.
(A) buy furniture  (B) give to charity  (C) save money  (D) buy new clothes  (E) pay for college

This completes the Self-Assessment Reading Test.

Answers

If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.
THE SKILLS EVALUATION

WHAT TO EXPECT

SETTING

The Skills Evaluation is set up to resemble an actual caregiving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment.

WHO WILL ACT AS A CLIENT?

The part of the “client” will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills.

CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a candidate volunteer for another nurse aide’s Skills Evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

CANDIDATE DRESS REQUIREMENTS

You must wear flat, slip-on, non-skid shoes, a loose-fitting top with short sleeves that can be rolled up to the shoulder, or tank top, and loose fitting pants that can be rolled up, or bathing suit. You will be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

Prior to beginning the exam, you should inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

THE TASKS

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

See pages 17–32 for the complete skills listing.

A step that is highlighted in **bold type** is called a Critical Element Step. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (or cut score) for each skill.

Before your Skills Evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings on pages 17 to 32 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.
Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Aide Evaluator will not answer questions **during** the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.

At least one (1) of the four (4) randomly-selected skills will include a measurement skill (see the section below, **Recording A Measurement**, for more information regarding measurement skills).

**You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation.**

**When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not effect your examination results, for the purposes of infection control, you must wash your hands.**

**RECORDING A MEASUREMENT**

The NNAAP Skills Evaluation requires every candidate to perform at least one measurement skill, such as blood pressure, radial pulse, respirations, urine output, or weight. You will be given a special form, called a Recording Sheet for Measurement Skills, to write down, or **record**, the measurement. For example, if performing the **Measures and Records Blood Pressure** skill, you will write the complete systolic and diastolic pressures of your blood pressure reading in a box labeled Candidate Results.

On the following page is a copy of the recording sheet that will be used during the skills exam. The candidate must record his/her results in the Candidate Results box on this sheet. This sheet will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Weight of Ambulatory Client
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations
SKILLS LISTING

The 22 skills that follow are arranged in alphabetical order, except for the Hand Hygiene (Hand Washing) skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

HAND HYGIENE (HAND WASHING)

1. Address client by name and introduces self to client by name
2. Turns on water at sink
3. Wets hands and wrists thoroughly
4. Applies soap to hands
5. Lathers all surfaces of wrists, hands, and fingers producing friction, for at least 20 (twenty) seconds, keeping hands lower than the elbows and the fingertips down
6. Cleans fingernails by rubbing fingertips against palms of the opposite hand
7. Rinse all surfaces of wrists, hands, and fingers, keeping hands lower than the elbows and the fingertips down
8. Uses clean, dry paper towel/towels to dry all surfaces of hands, wrists, and fingers then disposes of paper towel/towels into waste container
9. Uses clean, dry paper towel/towels to turn off faucet then disposes of paper towel/towels into waste container or uses knee/foot control to turn off faucet
10. Does not touch inside of sink at any time

APPLIES ONE KNEE-HIGH ELASTIC STOCKING

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Privacy is provided with a curtain, screen, or door
3. Client is in supine position (lying down in bed) while stocking is applied
4. Turns stocking inside-out, at least to the heel
5. Places foot of stocking over toes, foot, and heel
6. Pulls top of stocking over foot, heel, and leg

Skill continues
ASSISTS WITH USE OF BEDPAN

1 Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2 Privacy is provided with a curtain, screen, or door
3 Before placing bedpan, lowers head of bed
4 Puts on clean gloves before handling bedpan
5 **Places bedpan correctly under client’s buttocks**
6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
7 After positioning client on bedpan and removing gloves, raises head of bed
8 Toilet tissue is within reach
9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
10 Signaling device within reach and client is asked to signal when finished
11 Puts on clean gloves before removing bedpan
12 Head of bed is lowered before bedpan is removed
13 Avoids overexposure of client
14 Empties and rinses bedpan and pours rinse into toilet
15 After rinsing bedpan, places bedpan in designated dirty supply area
16 After placing bedpan in designated dirty supply area, removes and disposes of gloves (without contaminating self) into waste container and washes hands
17 Signaling device is within reach and bed is in low position
18 Skill continues

ASSISTS TO AMBULATE USING TRANSFER BELT

1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2 **Before assisting to stand, client is wearing shoes**
3 Before assisting to stand, bed is at a safe level
4 Before assisting to stand, checks and/or locks bed wheels
5 **Before assisting to stand, client is assisted to sitting position with feet flat on the floor**
6 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
7 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
8 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
9 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate’s hands are in upward position), and maintaining stability of client’s legs
10 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
11 After ambulation, assists client to bed and removes transfer belt
12 Signaling device is within reach and bed is in low position
13 After completing skill, wash hands

CLEANS UPPER OR LOWER DENTURE

1 Puts on clean gloves before handling denture
2 Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
3 Rinses denture in moderate temperature running water before brushing them
4 Applies toothpaste to toothbrush
5 Brushes surfaces of denture
6 Rinses surfaces of denture under moderate temperature running water
7 Before placing denture into cup, rinses denture cup and lid

Skill continues
DONNING AND REMOVING PPE (GOWN AND GLOVES)

1. Picks up gown and unfolds
2. Facing the back opening of the gown places arms through each sleeve
3. Fastens the neck opening
4. Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
5. Puts on gloves
6. Cuffs of gloves overlap cuffs of gown
7. Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove
8. Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed
9. Disposes of gloves into designated waste container without contaminating self
10. After removing gloves, unfastens gown at neck and waist
11. After removing gloves, removes gown without touching outside of gown
12. While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out
13. Disposes of gown in designated container without contaminating self
14. After completing skill, washes hands

DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Places fingertips on thumb side of client’s wrist to locate radial pulse
3. Count beats for one full minute
4. Signaling device is within reach
5. Before recording, washes hands
6. After obtaining pulse by palpating in radial artery position, records pulse rate within plus or minus 4 beats of evaluator’s reading

COUNTS AND RECORDS RESPIRATIONS

1. Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Counts respirations for one full minute
3. Signaling device is within reach
4. Washes hands
5. Records respiration rate within plus or minus 2 breaths of evaluator’s reading

Skill continues
7 Finishes with clothing in place
8 Signaling device is within reach and bed is in low position
9 After completing skill, washes hands

**FEEDS CLIENT WHO CANNOT FEED SELF**

1 Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2 Before feeding, looks at name card on tray and asks client to state name
3 **Before feeding client, client is in an upright sitting position (75-90 degrees)**
4 Places tray where the food can be easily seen by client
5 Candidate cleans client’s hands with hand wipe before beginning feeding
6 Candidate sits facing client during feeding
7 Tells client what foods are on tray and asks what client would like to eat first
8 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
9 Offers beverage at least once during meal
10 Candidate asks client if they are ready for next bite of food or sip of beverage
11 At end of meal, candidate cleans client’s mouth and hands with wipes
12 Removes food tray and places tray in designated dirty supply area
13 Signaling device is within client’s reach
14 After completing skill, washes hands

**GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND AND UNDERARM)**

1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2 Privacy is provided with a curtain, screen, or door
3 Removes gown and places in soiled linen container, while avoiding overexposure of the client
4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
5 Puts on clean gloves before washing client
6 **Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face**
7 Dries face with towel
8 Exposes one arm and places towel underneath arm
9 Applies soap to wet washcloth
10 Washes arm, hand, and underarm keeping rest of body covered
11 Rinses and dries arm, hand, and underarm
12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
13 Puts clean gown on client
14 Empties, rinses, and dries basin
15 After rinsing and drying basin, places basin in designated dirty supply area
16 Disposes of linen into soiled linen container
17 Avoids contact between candidate clothing and used linens
18 After placing basin in designated dirty supply area, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
19 Signaling device is within reach and bed is in low position
MEASURES AND RECORDS BLOOD PRESSURE

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol.
3. Client’s arm is positioned with palm up and upper arm is exposed.
4. Feels for brachial artery on inner aspect of arm, at bend of elbow.
5. Places blood pressure cuff snugly on client’s upper arm, with sensor/arrow over brachial artery site.
6. Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site.
7. Candidate inflates cuff between 160 mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg.
8. Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded \textbf{UP} to the nearest 2 mm of mercury).
9. Removes cuff.
10. Signaling device is within reach.

\textbf{12. After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator’s reading.}

MEASURES AND RECORDS URINARY OUTPUT

1. Puts on clean gloves before handling bedpan.
2. Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container.
3. Measures the amount of urine at eye level with container on flat surface.
4. After measuring urine, empties contents of measuring container into toilet.
5. Rinses measuring container and pours rinse into toilet.
6. Rinses bedpan and pours rinse into toilet.
7. After rinsing equipment, and before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands.

\textbf{8. Records contents of container within plus or minus 25 ml/cc of evaluator’s reading.}

MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Client has shoes on before walking to scale.
3. Before client steps on scale, candidate sets scale to zero.
4. While client steps onto scale, candidate stands next to scale and assists client, if needed, onto center of scale; then obtains client’s weight.
5. While client steps off scale, candidate stands next to scale and assists client, if needed, off scale before recording weight.

\textbf{7. Records weight based on indicator on scale. Weight is within plus or minus 2 lbs of evaluator’s reading. (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator’s reading).}
PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Instructs client to inform candidate if pain is experienced during exercise.
4. Supports client’s upper and lower arm while performing range of motion for shoulder.
5. Raises client’s straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Supporting the limb, moves joint gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.
6. Moves client’s straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized). Supporting the limb, moves joint gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.
7. Signaling device is within reach and bed is in low position.
8. After completing skill, washes hands.

PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Instructs client to inform candidate if pain is experienced during exercise.
4. Supports leg at knee and ankle while performing range of motion for knee.
5. Bends the knee and then returns leg to client’s normal position (extension/flexion) (AT LEAST 3 TIMES unless pain is verbalized).
6. Supports foot and ankle close to the bed while performing range of motion for ankle.
7. Pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized).
8. While supporting the limb, moves joints gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.
9. Signaling device is within reach and bed is in low position.
10. After completing skill, washes hands.

POSITIONS ON SIDE

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Before turning, lowers head of bed.
4. Raises side rail on side to which body will be turned.
5. Slowly rolls onto side as one unit toward raised side rail.
6. Places or adjusts pillow under head for support.
7. Candidate positions client so that client is not lying on arm.
8. Supports top arm with supportive device.
9. Places supportive device behind client’s back.
10. Places supportive device between legs with top knee flexed; knee and ankle supported.
11. Signaling device is within reach and bed is in low position.
12. After completing skill, washes hands.
**PROVIDES CATHETER CARE FOR FEMALE**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Privacy is provided with a curtain, screen, or door
3. Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
4. Puts on clean gloves before washing
5. Places linen protector under perineal area before washing
6. Exposes area surrounding catheter while avoiding overexposure of client
7. Applies soap to wet washcloth
8. **While holding catheter at meatus without tugging,** cleans at least four inches of catheter from meatus, moving in only one direction (i.e., away from meatus) using a clean area of the cloth for each stroke
9. **While holding catheter at meatus without tugging,** rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the cloth for each stroke
10. While holding catheter at meatus without tugging, dries at least four inches of catheter moving away from meatus
11. Empties, rinses, and dries basin
12. After rinsing and drying basin, places basin in designated dirty supply area
13. Disposes of used linen into soiled linen container and disposes of linen protector appropriately
14. Avoids contact between candidate clothing and used linen
15. After disposing of used linen and cleaning equipment, removes and disposes of gloves (without contaminating self) into waste container and washes hands
16. Signaling device is within reach and bed is in low position

**PROVIDES FOOT CARE ON ONE FOOT**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Privacy is provided with a curtain, screen, or door
3. Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
4. Basin is in a comfortable position for client and on protective barrier
5. Puts on clean gloves before washing
6. Client’s bare foot is placed into the water
7. Applies soap to wet washcloth
8. Lifts foot from water and washes foot (including between the toes)
9. Foot is rinsed (including between the toes)
10. Dries foot (including between the toes)
11. Applies lotion to top and bottom of foot, removing excess (if any) with a towel
12. Supports foot and ankle during procedure
13. Empties, rinses, and dries basin
14. After rinsing and drying basin, places basin in designated dirty supply area
15. Disposes of used linen into soiled linen container
16. After cleaning foot and equipment, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
17. Signaling device is within reach
**PROVIDES MOUTH CARE**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Privacy is provided with a curtain, screen, or door
3. Before providing mouth care, client is in upright sitting position (75-90 degrees)
4. Puts on clean gloves before cleaning mouth
5. Places clothing protector across chest before providing mouth care
6. Secures cup of water and moistens toothbrush
7. Before cleaning mouth, applies toothpaste to moistened toothbrush
8. **Cleans mouth (including tongue and surfaces of teeth), using gentle motions**
9. Maintains clean technique with placement of toothbrush
10. Candidate holds emesis basin to chin while client rinses mouth
11. Candidate wipes mouth and removes clothing protector
12. After rinsing toothbrush, empty, rinse and dry the basin and place used toothbrush in designated basin/container
13. Places basin and toothbrush in designated dirty supply area
14. Disposes of used linen into soiled linen container
15. After placing basin and toothbrush in designated dirty supply area, and disposing of used linen, removes and disposes of gloves (without contaminating self) into waste container and washes hands
16. Signaling device is within reach and bed is in low position

**PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
2. Privacy is provided with a curtain, screen, or door
3. Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
4. Puts on clean gloves before washing perineal area
5. Places pad/linen protector under perineal area before washing
6. Exposes perineal area while avoiding overexposure of client
7. Applies soap to wet washcloth
8. **Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
9. **Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
10. Dries genital area moving from front to back with towel
11. **After washing genital area, turns to side, then washes and rinses rectal area moving from front to back using a clean area of washcloth for each stroke. Dries with towel**
12. Repositions client
13. Empties, rinses, and dries basin
14. After rinsing and drying basin, places basin in designated dirty supply area
15. Disposes of used linen into soiled linen container and disposes of linen protector appropriately
16. Avoids contact between candidate clothing and used linen
17. After disposing of used linen, and placing used equipment in designated dirty supply area, removes and disposes of gloves (without contaminating self) into waste container and washes hands
18. Signaling device is within reach and bed is in low position
TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Before assisting to stand, wheelchair is positioned along side of bed, at head of bed facing foot or foot of bed facing head.
4. Before assisting to stand, footrests are folded up or removed.
5. Before assisting to stand, bed is at a safe level.
6. Before assisting to stand, locks wheels on wheelchair.
7. Before assisting to stand, checks and/or locks bed wheels.
8. Before assisting to stand, client is assisted to a sitting position with feet flat on the floor.
9. Before assisting to stand, client is wearing shoes.
10. Before assisting to stand, applies transfer belt securely at the waist over clothing/gown.
11. Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing.
12. Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing.
13. On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidates hands are in upward position) and maintaining stability of client's legs.
14. Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair.
15. Lowers client into wheelchair.
16. Positions client with hips touching back of wheelchair and transfer belt is removed.
17. Positions feet on footrests.
18. Signaling device is within reach.
19. After completing skill, washes hands.

SCORE REPORTING

EXAM RESULTS

CANDIDATES IN ALASKA, GUAM, NEW HAMPSHIRE, NORTHERN MARIANA ISLANDS, OR THE VIRGIN ISLANDS

Pearson VUE will mail your examination results approximately ten (10) business days after the day they receive your examination materials. Your Score Report will indicate whether you have passed or failed the Written (or Oral) Examination and the Skills Evaluation and, if you failed, the content areas or skills in which you need improvement. Results will not be given over the phone.

CANDIDATES IN LOUISIANA OR NORTH DAKOTA

If you are a resident of Louisiana or North Dakota, the Nurse Aide Evaluator will fax both your Written (or Oral) Examination candidate answer sheet and your Skills Evaluation results for scoring. This will be done either at the end of the testing or at the end of the day. After your answer sheets are faxed, they will be scored. An official Score Report will be faxed back to the test center and will indicate whether you have passed or failed the Written (or Oral) Examination. A separate Score Report will be faxed showing whether you have passed or failed the Skills Evaluation.

Although technical difficulties are infrequent, Score Reports may not be received at the test center on the day of testing. If this happens your answer sheet will be mailed to Pearson VUE for handscoring. Your Score Report will then be mailed to you within 5-7 business days after testing. For questions regarding delayed Score Reports, please contact Pearson VUE at your state’s toll-free number listed in the Quick Reference section of this handbook. Results will not be given over the phone.
If you fail the Written (or Oral) Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts. A new examination fee is required each time you re-take any part of the NNAAP Examination. See your Score Report for contact information.

State and federal regulations allow you three (3) attempts to pass both the Skills Evaluation and the Written (or Oral) Examination. If you should fail either part or both parts three (3) times, you will be required to successfully complete a state-approved training program and re-take both parts. You must take and pass both the Written (or Oral) Examination and the Skills Evaluation within a twenty-four (24) month period in order to be placed on the Nurse Aide Registry.

**HOW TO READ A FAILING SCORE REPORT**

If you do not pass the Skills Evaluation, you will receive a Failing Score Report. The score report will list the five (5) skills that you performed and a score of Satisfactory or Unsatisfactory for each skill. Any skill with an Unsatisfactory result is considered a failed skill. You must receive a Satisfactory result on all five (5) skills in order to pass the Skills Evaluation.

Use your failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, especially a Critical Element Step.

The failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked Unsatisfactory. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed and study the steps, especially steps listed as Unsatisfactory on the score report.

In the example on the next page, a candidate received a result of Unsatisfactory on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the Hand Hygiene skill, and review all the steps, especially steps 1, 5, and 10.

### NNAAP® Examination Results

<table>
<thead>
<tr>
<th>Exam: Skills</th>
<th>Result: Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills Performance:</td>
<td></td>
</tr>
<tr>
<td>Hand Hygiene</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>1, 5, 10</td>
<td></td>
</tr>
<tr>
<td>Provides Mouth Care</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Measures and Records</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Blood Pressure</td>
<td></td>
</tr>
<tr>
<td>Puts One Knee-High</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Elastic Stocking on Client</td>
<td></td>
</tr>
<tr>
<td>Measures and Records</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>Weight of Ambulatory Client</td>
<td></td>
</tr>
</tbody>
</table>

*A sample of a Failing Score Report*

### PASSING

After you have successfully passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be placed on your state’s Nurse Aide Registry. See your official passing Score Report for contact information.

### DUPLICATE SCORE REPORT

If you lose your Score Report or need a duplicate Score Report, complete the *Request for Duplicate Score Report Form* and mail it to Pearson VUE (see Appendix A).

### GRIEVANCE PROCESS

#### OVERVIEW

Each candidate has a right to file a grievance to complain or contest the results of their Nurse Aide Exam. Your State Nurse Aide agency will follow-up on each grievance within thirty (30) days of the receipt of the candidate grievance letter and a copy of the candidate’s failed score report.

No grievance will be investigated if it is not received in writing by your state.

#### PROCESS

The candidate must submit a written grievance letter, providing as much detail as possible, and return it to your State Nurse Aide agency within 30 days of their exam date.

*Process continues*
This investigation may include following up with the Evaluator that conducted the exam and with PearsonVUE for detailed test results.

Once the investigation is complete, a letter will be sent to the candidate informing him/her of the outcome of the investigation. If an error was made by the evaluator or Pearson VUE, the candidate will be allowed to retest at no additional cost.

A copy of the original grievance letter along with the results of the investigation will be forwarded to the appropriate agency and to PearsonVUE.

**THE REGISTRY**

Your state’s Nurse Aide Registry maintains information regarding the certification of nurse aides in your state. The Registry operates according to federal and state requirements and guidelines. Anyone may contact the Registry to inquire about his or her status as a nurse aide. Contact the agency responsible for nurse aide certification in your state, or the administrator of your facility, with questions about lapsed certification, duplicate Nurse Aide Certificates, or transfer of certification to or from another state.

**CHANGE OF ADDRESS OR NAME**

The government agency that oversees the nurse aide registry in your state must be informed of any changes to your name or address. You should promptly report name and address changes to your state’s nurse aide registry.

**NOTE:** Name changes **MUST** be accompanied by official supporting documentation, such as a copy of a marriage certificate, divorce decree, or other official document.

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I become a CNA?</td>
<td>You must successfully complete a state-approved nurse aide training program and pass both the written and skills portions of the NNAAP examination. The time frame for successfully completing both exams varies, by state. Please check with your training program or the Exam Overview section of this handbook.</td>
</tr>
</tbody>
</table>
| May I Perform the Duties of a Nurse Aide Before I Am Certified? | • If you are currently attending an approved training program in a nursing home, you have 120 days in which to complete the training and become certified. During that period, a student may not perform any duty for which they have not been trained and checked by the instructor.  
• If you are not enrolled in an approved facility training course, you may not perform any nurse aide duties until you become certified. |
| How do I decide which exam to take? | • Initially, both the Written and Skills exams must be scheduled together.  
• An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains ten (10) reading comprehension questions in which you must identify job-related words. |
| Is there a time limit in which I must pass both exams? | You must take and pass both the written (or oral) Examination and the Skills Evaluation within a twenty-four (24) month period in order to be placed on the Nurse Aide Registry. |
### Frequently Asked Questions

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>ANSWER</th>
</tr>
</thead>
</table>
| How long will it take me to find out if I passed or failed? | • Residents of Alaska, Guam, New Hampshire, Northern Mariana Islands, and the Virgin Islands will receive results approximately ten (10) business days after the state receives your examination materials.  
• Residents of Louisiana and North Dakota will have their answer sheets faxed and scored on the day of testing.  
• If you passed both parts of the examination, your name will be sent to your state Nurse Aide Registry.  
• Score Reports are provided the day of the examination. If the site experiences technical difficulties with faxing answer sheets, they will be sent to Pearson VUE for hand scoring and results will be mailed within 5-7 business days after testing.  
• Residents of Louisiana and North Dakota will have their examination materials sent to Pearson VUE for hand scoring and results will be mailed within 5-7 business days after testing. |

### DIRECTIONS:

You may use this form to request that Pearson VUE send a duplicate copy of your Score Report. Please print or type all information on the reverse side of this form and include correct fees, or your request will be returned.

- **Please enter your state's abbreviation**: [ ]
- **FEE**: $15 each. Please enclose a certified check or money order made payable to “Pearson VUE Processing Center”.  
**Do not send cash.** Write the Pearson VUE identification number found on your Score Report or your Social Security number on your payment.

- **SEND TO**: Pearson VUE  
  Nurse Aide Processing Center  
  PO Box 13785  
  Philadelphia, PA 19101-3785

**AMOUNT ENCLOSED**: "$______________"
Please complete both sides of this form.

Name________________________________________________________________________________________________________________
Street________________________________________________________________________________________________________________
City______________________________________________________________________
State____________
Zip_______________________
Tel. (______)____________________

Pearson VUE Identification Number or Social Security Number ______________________________

If the above information was different at the time you were tested, please indicate original Information.

Name________________________________________________________________________________________________________________
Street________________________________________________________________________________________________________________
City______________________________________________________________________
State____________
Zip_______________________
Tel. (______)___________________________________

I hereby authorize Pearson VUE to send to me at the address above a duplicate copy of my Score Report or the handscored results of my Written (or Oral) Examination or Skills Evaluation.

I hereby authorize Pearson VUE to send to me at the address above a duplicate copy of my Score Report or the handscored results of my Written (or Oral) Examination or Skills Evaluation.

Your Signature_____________________________________________________________________
Date______________________________

Please complete the following form with your current name and address. All information must be complete and accurate to ensure proper processing.