ARIZONA VIRTUAL INSTRUCTOR WORKSHOP

For Testing Effective February 1, 2022

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES – HEADMASTER, LLP

WELCOME!

The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each task tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.

Mandatory ID Requirements for Testing

U.S. Government Issued, Photo-Bearing Form of Identification

Examples of Acceptable Forms of ID:

- ❖ Driver's License *(Arizona driver's license must be issued <u>January 1, 1997</u> and later)*
- ❖ State issued Identification Card *(Arizona driver's license must be issued <u>January 1, 1997</u> and later)*
- ❖ US Passport (Foreign Passports **are not** valid)
    - ▪ *Exception: A foreign passport with a US VISA included is acceptable)*
- ❖ US Passport Card
- ❖ Alien Registration Card (that meets all identification criteria)
- ❖ Tribal Identification Card (that meets all identification criteria)
- ❖ Work/Employment Authorization Card (that meets all identification criteria)
- ❖ Military ID (that meets all identification criteria)

The candidate's **FIRST** and **LAST** names on the sign-in sheet at testing ***must exactly match*** the **FIRST** and **LAST** names printed on their photo ID.

*Please remembe*r: A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.

TEST ATTIRE

❖**Full Clinical Attire**:

Scrubs and close-toed shoes.
- Scrubs and shoes can be any color/design.

❖Long hair must be pulled back.
- Testing teams will have hair ties if needed.

TEST ATTEMPTS

Candidates will be allowed unlimited attempts within two years of completion of training.

- Once a candidate fails the knowledge test three or more attempts, they will be placed on a 45 day hold and not allowed to schedule a knowledge test retake until the 45 day hold has elapsed.

  - The 45 day hold applies to the knowledge test only.

Updates to Testing

and other information

COVID PROTOCOLS

❖ Masks are to be worn by all candidates, RN Test Observers, Actors and Knowledge Test Proctors.
  The mask must correctly and completely cover the mouth and nose at all times.

❖ Masks will be removed by the Actor **only** for the following tasks:
  - Bed Bath – Face/Arm/Hand/Axilla
  - Feeding a Dependent Resident
  - Mouth Care – Brushing Teeth
  - Mouth Care for a Comatose Resident

❖ All testing areas and used items must be wiped down or sprayed with disinfectant between each candidate tested (surfaces, laminated materials, keyboard, mouse, pen/pencils, calculators, etc.)

UPDATES TO TESTING

Time Limit Changes to the Knowledge and Skills Exams:

❖ The time limit for the Knowledge Test **was reduced fifteen (15) minutes from 90 minutes to 75 minutes (1 hour/15 minutes)**.

❖ The time limit for the Skills Test **was reduced five (5) minutes from 40 minutes to 35 minutes.**

- D&SDT-Headmaster will be tracking the times of candidate's testing and reporting this information to AZBN for evaluation to determine if the time change will stay in effect.
- Data shows most candidates are finishing their Knowledge Exams within 35-40 minutes.
- Data shows most candidates finish their Skills Exam with 20-25 minutes.

UPDATES TO THE SKILLS TEST

Minor changes to the tasks for 2022:

❖ **Catheter Care - Emptying a Urinary Drainage Bag**

- The step of **"Holds the catheter where it exits the urethra."** will now be a **KEY (bolded step)**

- The step of "Does not allow the tube to be pulled at any time during the procedure." is no longer a KEY step.

❖ **Bed Bath (partial): Face, One Hand, Arm and Axilla**

- The word "underarm" has been replaced with "axilla".

- The steps of washing, rinsing and drying the underarm are now
  - Washing, rinsing and drying the **axilla**.

❖ **Pivot-Transfer Bed to Wheelchair and Wheelchair to Bed**

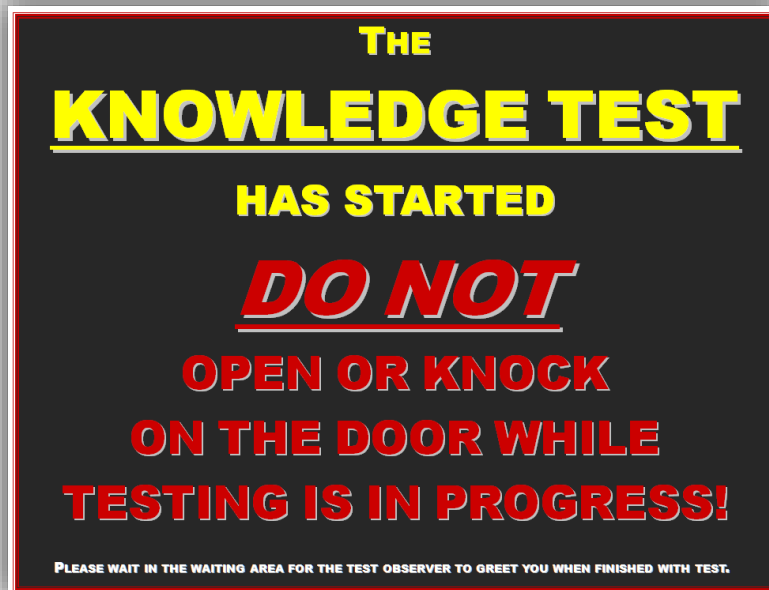- The step of "Candidate ensures resident safety at all times." has been removed.

Quiet Sign
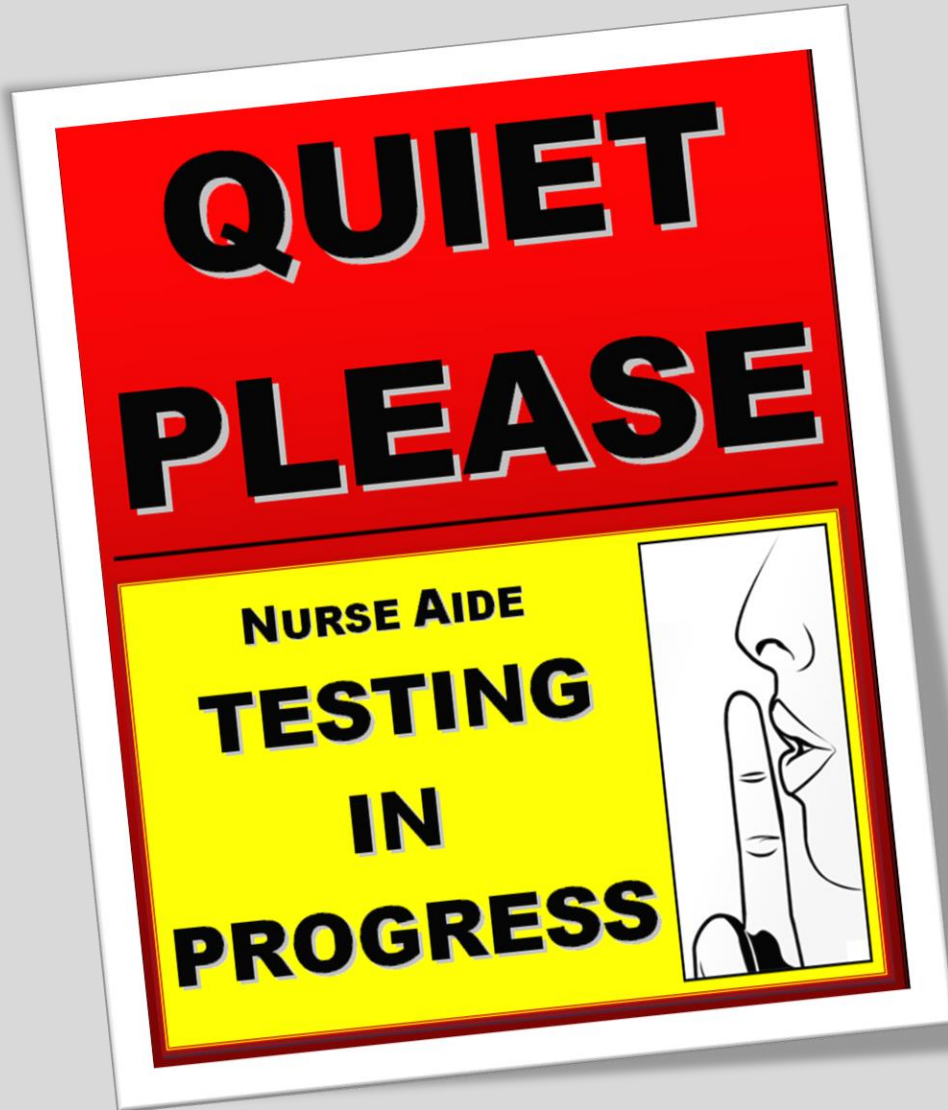
- ❖ Quiet signs will be posted in the testing area.

- ❖ Candidates need to be mindful while in the waiting area to keep the noise level to a minimum for those in the testing rooms.

Knowledge and Skills Test Have Started

❖ Testing has begun signs will be posted on the knowledge test room and skills test room doors when the door is closed and the tests are started.

❖ If candidates see these signs on the closed doors, they are **not** to interrupt the test event in progress!

THE
KNOWLEDGE TEST
HAS STARTED

DO NOT
OPEN OR KNOCK
ON THE DOOR WHILE
TESTING IS IN PROGRESS!

PLEASE WAIT IN THE WAITING AREA FOR THE TEST OBSERVER TO GREET YOU WHEN FINISHED WITH TEST.

THE
SKILLS TEST
HAS STARTED

DO NOT
OPEN OR KNOCK
ON THE DOOR WHILE
TESTING IS IN PROGRESS!

PLEASE WAIT IN THE WAITING AREA FOR THE TEST OBSERVER TO GREET YOU WHEN FINISHED WITH TEST.

Candidate Handbook

D&S Diversified Technologies LLP
Headmaster LLP

Arizona Nursing Assistant Candidate Handbook

EFFECTIVE: February 1, 2022

Version 24

Valuable information is found in the Candidate Handbook:

❖ Testing Day Information and what to Expect, etc.:

- ID requirements
- Electronic devices policy
- Attire, etc.

❖ Skill Test is in the handbook

❖ Knowledge Test information and vocabulary words

❖ And much more – MAKE SURE CANDIDATES RECEIVE AND ARE READING IT!

ADA (Request for Accommodations)

❖ If a candidate has a documented disability, they may request an ADA (accommodations) during testing by filling out the Request for Accommodation Form 1404AZ found on the Arizona webpage.

❖ Candidates must provide required documentation supporting their disability which includes recent (within the last 4 years, unless disability is documented by the professional as stable and permanent) reports, test results, evaluations and assessments of the candidate's need for accommodations due to a disability (physical or mental impairment) that substantially limits one or more major life activities.

❖ *Documentation must include:*
  - ❖ A history of the disability and any past accommodation(s) granted to the candidate.
  - ❖ Identification of the specific standardized and professionally recognized test/assessment given.
  - ❖ The scores resulting from testing, interpretation of the scores and evaluations.
  - ❖ Recommendations for testing accommodations with a stated rationale as to why the requested accommodations are necessary and appropriate for the diagnosed disability.
  - ❖ Contact information including name, qualifications, phone number of the professional evaluator recommending the accommodation.

Knowledge Exam

KNOWLEDGE TEST INSTRUCTIONS

❖ When candidates check-in for their test event, they will be directed to read the Knowledge Test Instructions provided in the waiting area.

❖ They may also listen to an audio version of the instructions by clicking on the link available on the Arizona webpage at www.hdmaster.com

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ARIZONA NURSE AIDE

WebETest© Knowledge Test Instructions

These instructions are to be placed in the common area so **all** candidates have an opportunity to read these instructions before going into the electronic knowledge test area.

A laminated copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during her/his knowledge test.

You are not allowed to leave the Knowledge Testing Area/Room until finished with your Knowledge test. If needed, please remember to use the restroom before entering the testing rooms.

Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices **MUST BE TURNED OFF** (not on vibrate or mute) during Knowledge testing.

Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, I-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.

Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/Google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program and AZBN.

The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Test is started.

There will be **75 questions** presented to you, one at a time, on the computer screen. You will have a maximum of **75 minutes** to select answer A, B, C or D for each of the 75 questions. The KTP will announce when there are 15 minutes remaining.

If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor and one will be provided. **Any scratch paper and/or provided calculator must be left with the KTP when done testing.**

If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).

When you believe you are finished with your exam, double check all your answers. Then quietly alert the KTP that you are finished. The KTP **MUST COME TO YOU** and make sure all questions are answered and then log you out of the exam.

DO NOT PRESS THE "STOP EXAM" BUTTON AT ANY TIME!
The KTP must assist you with stopping the test.

Once the test is stopped, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.

Pick up any of your personal belongings as you exit the room quietly.

AZ Nurse Aide TMUD Knowledge Test Instructions | Updated: 2-1-2022

THE KNOWLEDGE EXAM

❖ Copies of the Knowledge Test Instructions will be placed between the work stations for candidates to refer to during testing.

❖ Candidates have **75 minutes** to complete 75 questions.

❖ Candidates will be given a 15 minute warning when 60 minutes have elapsed.

❖ If a candidate has requested and paid for an ORAL version of the knowledge exam:

  ▪ They will be informed that only the first 63 questions will be read orally.

  ▪ The remaining 12 questions have to be answered without oral assistance to assess the candidate's English reading comprehension.

KTP KNOWLEDGE EXAM CHECKLIST

KTP's will follow the instructions on the checklist at every event

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ARIZONA NURSE AIDE – KNOWLEDGE TEST PROCTOR (KTP)

KNOWLEDGE TEST CHECKLIST

PLACE THE LAMINATED KNOWLEDGE TEST INSTRUCTIONS BETWEEN EACH WORK STATION

WHEN THE CANDIDATE ENTERS THE KNOWLEDGE TEST AREA THE KTP WILL:

1. Show candidates the area of the room by the door where they are to place any electronic devices and any personal belongings, they may have brought into the room with them. Candidates are not allowed to have any items with them at the computer.
2. Direct candidates to a work station.
3. KTP re-checks the candidates' ID against the sign-in sheet (Examiner's Report-Form 1250) given to the KTP by the RN Test Observer before testing begins. This is to make sure you have the correct candidates in the knowledge test room.
4. Ask the candidates if they have any questions about the knowledge test instructions they read before coming into the knowledge test area. *Specifically ask:*

   Read to group in room →
   - "Do you understand the knowledge test is timed?"
   - "Do you know you will have seventy-five (75) minutes to complete the exam?"
   - "Do you understand that you may not have any form of electronic device on your person while taking the knowledge exam?"

5. Tell the candidates that there are knowledge test instructions between the work stations that they may refer to during testing.
6. Inform the candidates they must turn in the scratch paper or basic calculator provided when done and they need to raise their hand when finished with their exam and you will come to their computer station to end their test for them. (During this end test time with each candidate, make sure you are whispering to be as quiet as possible for those still testing.) **ANY SCRATCH PAPER PROVIDED MUST BE COLLECTED, IT CANNOT LEAVE THE ROOM!**
7. Remind candidates to collect their belongings as they leave the testing room when finished with test.
8. Logging candidates in to their exam:
   - Assist candidates to log into their test using their SOCIAL SECURITY NUMBER as their identification number.
     - If the candidate does not remember their Social Security Number, you can use their TEST ID # found on the sign in sheet to log the candidate in. You will want to make sure they check their SS# on the demographic screen and let you know if any changes need to be noted.
   - Provide the candidates with the Facility ID number and the Packet number (both found on the sign-in sheet) and to click on "click this button when required fields are complete".
   - Have candidates verify their demographic information is correct.
     - If demographic information is correct, have each candidate click on the sentence that states "I have reviewed the data and it is correct".
     - If the demographic information is not correct, write down the edits that need to be made on a piece of paper and provide to the RN Test Observer to submit in the Testing Irregularities for the test event. Then have the candidate click on the sentence that states "I have reviewed the data and have reported errors to my test proctor". There is a box to the right of this sentence and ETEST will need to be typed in this box by the KTP.
   - When all candidates' have confirmed with you that their information is correct, have all the candidates simultaneously click on "CONTINUE TO EXAM".
9. Ending test when candidate indicates they are finished with exam:
   - When candidates are finished with their exam, they need to raise their hand and let you know they are done. You need to check that there are no 'Questions Remaining' (if there are any numbers left, direct the candidate to go back and answer the questions), then you will click on "STOP EXAM".
   - Quietly direct the candidate to gather their belongings and go to the waiting/holding area if they need to take their skill exam, or let them know they are free to leave if they have completed both portions of their testing, or they are just a knowledge retake only.
10. Time the test using a wall clock or your watch (cell phones are not allowed to be used by the KTP during testing) and give a verbal announcement when 15 minutes are remaining – (when 60 minutes have elapsed.)
11. Make sure you move around the room during the seventy-five (75) minutes and position yourself so you can see all of the computer screens to make sure all candidates stay on the test page and are not surfing the web for answers.

IF YOU HAVE ANY ISSUES WITH COMPUTERS OR QUESTIONS PLEASE CALL:

(800)393-8664
(Monday-Friday 6:00AM to 6:00PM MOUNTAIN and 5:00AM to 5:00PM PACIFIC)
(406)431-8953 for the non-business hours on-call person
(FRIDAY EVENINGS AFTER BUSINESS HOURS TO MONDAY MORNING BEFORE BUSINESS HOURS)
Do NOT share the on-call phone number, as it is for test teams after business hours use only.

AZ Nurse Aide KTP Knowledge Test Checklist | Updated: 2-1-2022

Role of the Knowledge Test Proctor (KTP)

❖ Knowledge Test Proctors must recheck candidate ID's as candidates rotate into the knowledge test before logging candidates into their exam.

❖ The KTP will ask the candidates if they have any questions regarding the Knowledge Test Instructions they read in the waiting area, specifically:

- "Do you understand the knowledge test is timed?"
- "Do you know you will have seventy-five (75) minutes to complete the test?"
- "Do you understand that you may not have any form of electronic device on your person while taking the knowledge test?"

❖ Knowledge Test Proctors are responsible for monitoring the knowledge portion of the exam to guard against cheating.

KNOWLEDGE TEST CONTENT

Each Knowledge Exam meets the requirements of the approved Arizona State Test Plan and consists of the same number of questions from each category as approved by the Arizona State Board of Nursing and the Test Advisory Panel. The knowledge exam questions are written at a 6th grade reading level.

SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	9
Care Impaired	4
Communication	7
Data Collection	6
Disease Process	4
Infection Control	8
Mental Health	4
Older Adult Growth and Development	4
Personal Care	9
Resident Rights	6
Role and Responsibility	7
Safety	7

KNOWLEDGE TEST CONTENT

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents that are limited either physically or mentally from receiving "standard" care. CNA's must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken or any communication related to hearing, seeing, feeling, tasting or smelling.

Data Collection: Questions concern data acquisition, handling and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases and the detection, prevention or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention and correct methods and procedures for dealing with infection.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents both normal and care impaired or the mental well-being and interaction of the CNA and their co-workers.

Aging process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the time line of their lives and the maintenance of physical, mental and psychosocial function.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning safety of residents, CNA's, facility safety issues and safety of facility personnel in general.

Skills Exam

ROLE OF THE RN TEST OBSERVER

❖ RN Test Observers are to be positive, confident, completely unbiased and professional in their words, actions and appearance.

❖ RN Test Observers will remain impartial during testing.

❖ RN Test Observers must give their complete and full attention to the candidate while the candidate is demonstrating her/his tasks.

❖ RN Test Observers are to set up a testing environment that will give each candidate a fair, nonbiased, equal opportunity to demonstrate s(he) knows how to perform the tasks.

❖ RN Test Observers will recheck each candidate's ID as they enter the testing room to ensure s(he) has the correct candidate's skill test in front of him/her.

SKILL TEST INSTRUCTIONS

❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area.

❖ They may also listen to an audio version of the instructions by clicking on the link available on the Arizona webpage at www.hdmaster.com

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Skill Test Instructions

These Instructions are to be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going to the skill test portion their exam.

You are not allowed to leave the Skill Testing Area/Room until finished with your Skill test. If needed, please remember to use the restroom before entering the testing rooms.

Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices **MUST BE TURNED OFF** (not on vibrate or mute) during Skill testing.

Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, I-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.

Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/Google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program and AZBN.

WELCOME TO YOUR SKILL TEST

The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps s(he) sees you demonstrate. D&SDT-HEADMASTER staff in Helena, Montana, scores your test when the TO submits it for scoring.

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then the TO will show you where the relaxation area is located.
- You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have **35 minutes** to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- **When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.**
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- Steps **that are only verbalized** do not count.
- At anytime, before you run out of time, you may:
  - Ask the TO to **reread** any scenario.
  - Correct any step on any task you believe you did incorrectly.
    - To make a correction, you must tell the TO the specific task and what step(s) you will re-demonstrate.
- You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.
- When finished with each task, verbally tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 35 minutes have elapsed.
- The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.

RN Test Observer Skills Test Checklist

RN Test Observers will follow the instructions on the checklist at every event

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SKILL TEST CHECKLIST

TEST RESULTS: READ OUT LOUD TO GROUP IN WAITING/HOLDING AREA

TEST RESULTS WILL BE AVAILABLE ON-LINE NO LATER THAN 7:00PM (LOCAL TIME) THE BUSINESS DAY THE TESTS ARE SCORED.
LOG IN TO THE ARIZONA WEBPAGE AT WWW.HDMASTER.COM USING YOUR **SOCIAL SECURITY NUMBER**, **BIRTH DATE** AND **TEST DATE** TO SEE YOUR RESULTS.

When the candidate enters the skill test area the RN Test Observer will:

1. Show the candidate the "designated area" to place their personal belongings, making sure all electronic devices are turned off.
2. Sit beside the candidate in the designated relaxation area.
3. Check the candidate's ID against the candidate's name on the skill test you have in front of you.
4. Ask the candidate if they have any questions about the skill test instructions they read before coming into the skill test area. *Specifically ask:*

> Read to each candidate →
> - **"Do you understand that you can ask me to reread any scenario at any time?"**
> - **"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"**

5. Tell the candidate the tasks they are to demonstrate.
6. Show the candidate the equipment /supplies location and demonstrate the use of just the equipment the candidate will need for her/his tasks.
7. Ask the candidate if they have any questions.
8. Read the first scenario.
9. Start the countdown timer(s) (two stand-alone timers or one multiple timer) when the candidate begins the first task. Record the start time in the candidate's test on the screen.

REMEMBER TO:

- Always demonstrate locking of the bed brakes and bed controls, privacy curtain and any other things unique to the test site. Point out the location of the call light or signaling device, gloves, hand sanitizer, laundry hampers, overbed table and garbage cans. Tell the candidate that they may use or move any equipment or supplies as necessary to accomplish the assigned tasks. Point out where the supplies are for only the tasks the candidate will be performing. Demonstrate how to lock the wheelchair brakes or open/close the drain on the urinary drainage bag, the anti-embolic stocking reference and where the heel is on the anti-embolic stocking, if the candidate has one of these skill tasks.
- Be sure the candidate signs the recording form on which you have already printed her/his name, *if it will be needed* for one or more of the tasks. Make sure the recording form is on a small clipboard.
- Be sure you have instructed the candidate as to the location of the designated relaxation "waiting" area.
- Answer any remaining questions the candidate may have, remind the candidate that you may not answer any questions once the skill test begins.
- Begin the skill test by reading the first mandatory task scenario word-for-word.
- Start your timer(s) when the candidate makes his/her move to start her/his first task.

CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 35 minutes) say:

- "You have _____ minutes remaining. You have just completed the tasks of _____, _____, _____, and/or _____. (Read the tasks assigned.) Are you finished?" When you get the "yes", say "Thank you for coming."

  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with her/his exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

When time is up and the 35 minute audible buzzer sounds, say:

- "Your allotted time has elapsed. Thank you for showing us your skill demonstrations today."

  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

EXIT SURVEY INFORMATION: Inform candidates they will receive a link to fill out the Exit Survey when they log in to their record to see their results. The Exit Survey is optional and we value their honest feedback regarding their testing experience.

THE SKILLS EXAM

What to Expect:

❖ Candidates will sit in the relaxation area with the RN Test Observer when they enter the skills test room:

- They will be asked to show their ID to the RN Test Observer.
- They will be asked if they have any questions regarding the instructions they read before they came into the skill test room. Specifically:

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"

- They will be told the tasks they are to demonstrate.
- They will be shown the equipment/supplies location and demonstrated the equipment they will be using for their 3 or 4 tasks only.
- They will be asked if they have any questions.
- The first scenario will be read.
- The timers will be set when the candidate moves to start their first task.

RELAXATION AREA

❖ The relaxation area is two chairs placed in an area in the skills testing room away from the demonstration work area.

❖ Candidates will be directed to go to the relaxation area in between tasks so that the testing team can set up for the next task.

❖ Setting up between tasks takes a matter of seconds.

Relaxation Area

THE SKILLS EXAM

❖ Candidates are allowed **35 minutes** to demonstrate 3 or 4 tasks.

- First task will be one of the four mandatory tasks with hand washing using soap and water is required:

  - CATHETER CARE – EMPTYING A URINARY DRAINAGE BAG WITH REQUIRED HAND WASHING

  - DONNING AN ISOLATION GOWN AND GLOVES – BEDPAN AND OUTPUT WITH REQUIRED HAND WASHING

  - PERINEAL CARE OF A FEMALE WITH REQUIRED HAND WASHING

  - PERINEAL CARE OF A MALE WITH CHANGING A SOILED BRIEF AND REQUIRED HAND WASHING

❖ RN Test Observers will read a scenario to the candidate at the beginning of each task.

- Candidates can request to have a scenario re-read to them at any time and as many times as needed.

THE SKILLS EXAM

❖ Two timers (or one multiple setting timer) will be set when the candidate starts their skill test (after the first mandatory task scenario is read):

- One set for 20 minutes – warning that 15 minutes remain
- One set for 35 minutes – time up (candidate not allowed to complete any steps remaining)

❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 35 minute time frame:

- Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting.

- Candidates must actually demonstrate the correction(s), i.e.:

  - Candidate tells the RN Test Observer s(he) missed locking the bed brakes in the ambulation task-

    - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer.

THE SKILLS EXAM

❖ Steps that are only verbalized **DO NOT COUNT!**

- All steps must be demonstrated to receive credit.

❖ Steps are not order dependent unless the step specifically states something must be done "*BEFORE" or "*AFTER":

- Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps with the *EXCEPTION:

  - If a step states something must be done **BEFORE** or **AFTER**, then the candidate must demonstrate that step exactly as stated.

    - *Example: Candidate must remove gloves BEFORE gown.*

THE SKILLS EXAM

❖ **CLOSURES**: Candidates have to verbally state to the RN Test Observer that they are finished when done with each task so the RN Test Observer has closure before setting up for the next task.

❖ Once the candidate has completed all 3 or 4 tasks, the candidate needs to verbally state to the RN Test Observer that they are finished. The candidate will then be read a closure:

CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 35 minutes) say:
- "You have _____ minutes remaining. You have just completed the tasks of _____, _____, _____, and/or _____. (Read the tasks assigned.) Are you finished?" When you get the "yes", say "Thank you for coming."

  ▪ Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with her/his exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

When time is up and the 35 minute audible buzzer sounds, say:
- "Your allotted time has elapsed. Thank you for showing us your skill demonstrations today."

  ▪ Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

Equipment/Supplies Demonstration

Every candidate, whether they trained at the site they are testing at or not, will get the same consistent, complete equipment and supplies demonstration

❖ The equipment and supplies demonstration is the time for the candidate to become familiar with the items they will be using for their 3 or 4 tasks:

- Candidates can ask for items needed if they are used in testing. Example: If there is only one basin on the supplies table and the candidate uses two, the candidate just needs to ask the RN Test Observer for another basin and one will be placed on the table.

Equipment/Supplies Demonstration

❖ All supplies will be on a centrally located table, counter, etc.

- The RN Test Observer will show the candidate just the supplies and equipment the candidate will need for their 3 or 4 tasks (i.e. bedpans, basins, toothbrush, etc.).
  - Linens may be in a cabinet or closet within the skills testing room and would be shown to the candidate.
  - No supplies will be in the bedside stands.

- And candidates will be shown where other supplies are located throughout the room:
  - Hand sanitizer(s)
  - Gloves

EQUIPMENT/SUPPLIES DEMONSTRATION

❖ Candidates will sign the recording form (if they have a task requiring recordings) during the equipment/supplies demonstration.

❖ Candidates can take the recording form (on the clipboard) anywhere in the testing room as needed.

❖ RN Test Observers cannot remind or cue candidates to write their recordings on the recording form.

Candidate's Name: _____

PLEASE PRINT

PULSE: _____ *beats* **RESPIRATIONS:** _____ *breaths*

BLOOD PRESSURE: _____ / _____

URINARY OUTPUT: _____ ml

GLASS 1: _____

GLASS 2: _____

TOTAL FLUID INTAKE: _____ ml   **FOOD INTAKE:** _____%

Candidate's Signature: _____

Equipment/Supplies Demonstration

❖ Candidates will be shown:

- How to lock the bed and wheelchair (if used) brakes
  - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked

- Bed Controls
  - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed as well as how to operate the side rails, if the bed controls are on the side rails

- Shown where the hand washing sink is
  - Where soap and paper towels are located

- The RN Test Observer will also point out where other equipment is throughout the testing room
  - Garbage cans
  - Laundry hampers
  - Privacy curtain and how to pull it

ROLE OF THE ACTOR

❖ Actors must remain test neutral and not impact the test in any way.

❖ Actors are not to start or engage in a conversation with candidates.

❖ Actors cannot answer any questions that would impact the test with anything other than:

   ▪ **"Whatever you think is best"** – putting the action needed back on the candidate.

   • *Example: In the Feeding Task, "Is the head of your bed high enough?" The Actor will answer "whatever you think" as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed to at least 45 degrees.*

❖ Actors must provide the exact same simulation for every candidate.

RESIDENT DIET CARD

❖ The Diet Card will have the Actor's name on it and the actual food and fluid being served:

Example:

RESIDENT NAME: _____Mrs. Smith_____

RESIDENT ROOM: _____101_____

FOOD & DRINKS:

Pudding

Water

Juice

Styles of Anti-Embolic Stockings

During the equipment and supplies demonstration, any candidate who has the Applying an Anti-embolic Stocking Task as one of their tasks will be shown the type of stocking they will be putting on the Actor from this reference sheet and they will be shown where the heel is on the stocking.

STYLES OF ANTI-EMBOLIC STOCKINGS

Stocking Type 1 – BOTTOM OPENING

Stocking Type 2 – TOP OPENING

Stocking Type 3 – OPEN TOED

Stocking Type 4 – CLOSE TOED

EXIT SURVEY

- ❖ Candidates will have the opportunity to complete an Exit Survey when the receive their test results on-line in their records.

- ❖ There will be a link to the survey in the email sent to candidates letting them know their test results are available – and – there will be a link to the survey when the log in to their record to get their test results.

- ❖ These surveys are confidential and only viewed by D&SDT-Headmaster staff.

Arizona Nurse Aide Exit Survey

The following questions have no bearing on your test score or performance. Frank responses will provide information that will improve the quality of Nurse Aide Testing in Arizona. Thank you in advance for your honest responses.

1. Please provide test location and date of exam.

2. The testing area was comfortable and free from distractions.
○ Strongly Agree   ○ Agree   ○ No Opinion   ○ Disagree   ○ Strongly Disagree

3. The RN Test Observer was professional, courteous, and respectful.
○ Strongly Agree   ○ Agree   ○ No Opinion   ○ Disagree   ○ Strongly Disagree

4. The equipment at the test site was/is in good working condition.
○ Strongly Agree   ○ Agree   ○ No Opinion   ○ Disagree   ○ Strongly Disagree

5. I feel my training program prepared me well for this exam.
○ Strongly Agree   ○ Agree   ○ No opinion   ○ Disagree   ○ Strongly Disagree

6. I was able to find the Test area with directions provided
○ I found it easily   ○ I required an additional stop for directions   ○ I found it on my own with some difficulty   ○ I arrived just in time to take the test

Training Tools to Help Prepare Candidates for Testing

PRACTICE EXAM INFORMATION

PRACTICE EXAMS

Practice Exams can be purchased by clicking here.

⇒ May be purchased individually or viewed as a class and completed together
⇒ Allows candidates to experience what the knowledge questions will be like
⇒ Must answer question they are on correctly before moving to next question
⇒ Facilities may set up a purchase order account by contacting Headmaster

The cost is as follows:

1 exam	$8.95
5 exams	$34.95
20 exams	$99.95
100 exams	$299.95

If you have any questions regarding Practice Exams, please call D&SDT-Headmaster at (800)393-8664

SAMPLE TEST QUESTIONS

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item	Help	Stop the exam

#1. Which of the following is NOT a normal body defense

○ a. Tears
○ b. White blood cells
○ c. Eyelashes
○ d. Teeth

Questions Remaining: 1–10,

If you answer correctly, you will move on to the next question.

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item	Help	Stop the exam

You got it.

#2. A resident with a colostomy excretes feces through the

○ a. anus
○ b. ileum
○ c. colon
○ d. jejunum

Questions Remaining: 2–10,

If you answer incorrectly, you will not move on to the next question until you select the correct answer.

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item	Help	Stop the exam

Remember, you cannot move to the next item until you answer this one correctly. We tapped you up here.

#2. A resident with a colostomy excretes feces through the

○ a. anus
● b. ileum
○ c. colon
○ d. jejunum

Questions Remaining: 3–10,

Practice Exam Information

Purchased on the main Headmaster webpage at:
www.hdmaster.com

Choose ARIZONA for "which test?"

Record the PIN NUMBER, which is displayed above every question as it will be required to complete an unfinished exam.

PRACTICE EXAM INFORMATION

www.dandsdiversifiedtech.net says

Once you STOP the exam you will receive your score report, and you will be UNABLE to answer any further questions. Do you really want to stop?

OK   Cancel
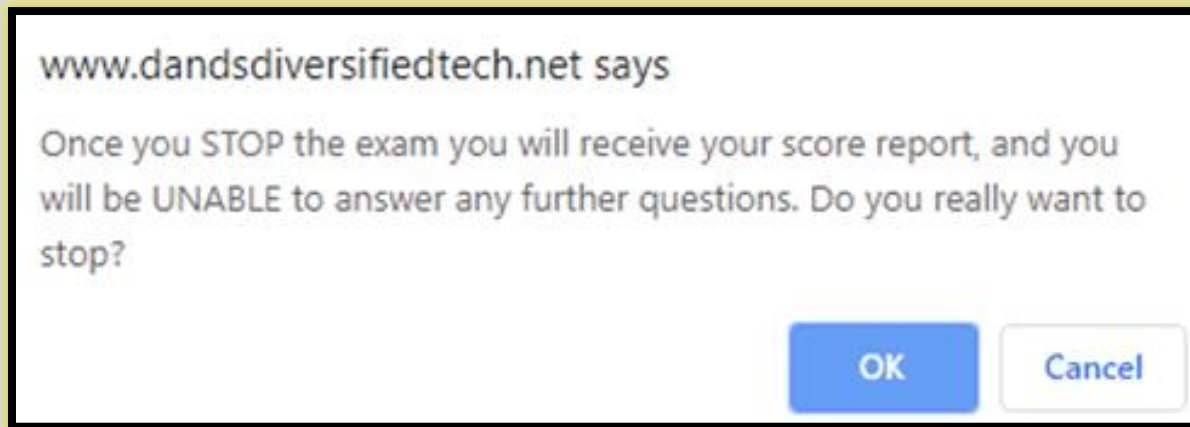
❖ Practice Exams do not expire

❖ Just click on the **X** in the upper right hand corner of your screen to exit the practice exam

❖ Log back in using PIN# to continue

! **Do not click on STOP the exam if you are not finished with the exam**

! **This screen will pop up and you have to click OK to continue (read warning) or CANCEL**

! **Click CANCEL if not finished with exam**

▪ *If not finished with exam, and you click OK, you will be unable to answer any further questions and the exam is deleted (not available any more)*

❖ When done with exam (*all questions are answered*), click on STOP the exam, then click OK and you will get your Score Report

▪ You will receive a score based on your first answers and vocabulary words

SKILL TASK VIDEOS

FOR CANDIDATES: Under Candidate Forms-
1) Click on Schedule / Reschedule
2) Log in with SSN or Test ID and PIN#'s

❖ View the skill task videos available on the Arizona webpage at **www.hdmaster.com** available when logged in as a candidate

Candidate Forms

Click Here to Listen to the Knowledge Test Instructions-Paper Test
Click Here to Listen to the Knowledge Test Instructions-Electronic Test
Click Here to Listen to the Skill Test Instructions
Three Month Test Schedule
Printer Friendly Test Schedule
Arizona NA Application Form 1101
Arizona NA Scheduling & Payment Form 1402
Candidate Handbook Effective 2-1-19
Arizona Proof of Lawful Presence List A and B
Nursing Student Waiver Request
Military-Foreign Nursing Graduate Waiver Request
ADA Accommodation 1404
Now Available
Schedule / Re-Schedule
On-line Test RESULTS

1

2

Please enter your assigned **Social Security # or Test ID**   123456789

Please enter your **pin number**   xfxU

To reschedule your test date or change your address...   Login

SKILL TASK VIDEOS

FOR PROGRAMS: Under Training Programs-
1) Click on WebETest© Start Page
2) Click on Training Program / Instructor
3) Log in with program ID and PIN #'s

Training Programs

WebETest © On-line Testing

1 → WebETest © Start Page

On-line Training Program Reports

2 → Regulatory Agency

Training Program / Instructor

Test Site

Sponsoring Facility

Three Month Test Schedule

3

Please enter your assigned **Training Program ID** `0000`

Please enter your **pin number** `XXXX`

Complete fields then click here to... **Login**

❖ View the skill task videos available on the Arizona webpage at **www.hdmaster.com** available when logged in as a program

SKILL TASK VIDEOS

After logging in with ID and PIN#'s-

<u>UNDER AZ SKILL TASK TRAINING VIDEOS</u> (FOUND IN THE UPPER LEFT SIDE OF SCREEN)

1) Click on "Arizona Nurse Aide Videos"
2) On the next screen that opens, enter the email "hdmaster@hdmaster.com"
3) Enter "demodemo" for the password
4) Click Login

AZ Skill Task Training Videos

1

- To access your skill task videos Click on "Arizona Nurse Aide Videos"
- Enter "hdmaster@hdmaster.com" for your email
- Enter "demodemo" for the password.

Email

2 hdmaster@hdmaster.com

Password

••••••• **3**

Login **4**

SKILL TASK VIDEOS

Click on the video to view

➢ *Please note*: The skill task videos are offered as guidelines to help prepare candidates for the Arizona nursing assistant skill test and the steps, demonstrated as listed in the Candidate Handbook, are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting

Arizona Nurse Aide Videos [Videos]

All Videos

Bedpan and Output with Hand Washing
Task steps 35
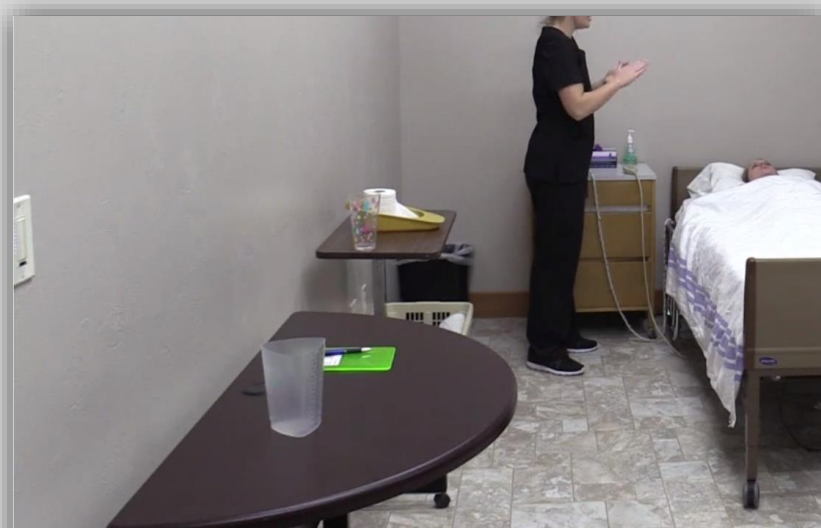
Donning an Isolation Gown and Gloves, then Emptying a Urinary Drainage Bag with Hand Washing
Task steps 50

Perineal Care of a Female with Hand Washing
Task steps 48

Perineal Care of a Male and Changing a Soiled Brief with Hand Washing
Task steps 51

Ambulation with a Gait Belt
Task steps 14

Ambulation with a Walker
Task steps 17

Steps

1. Greets resident by name and performs hand hygiene.
   a. Covers all surfaces of hands with hand sanitizer.
   b. Hands rubbed together until hands are completely dry.

2. Introduces self by name.

Mock Skills
20 Tasks

Ambulation with a Walker using a Gait Belt
(Assisting resident to ambulate at least 10 steps with a walker using a gait belt)

	Greets resident by name.	

	Performs hand hygiene.
	  a. Covers all surfaces of hands with hand sanitizer.
	  b. Rubs hands together until hands are completely dry.	

	Introduces self by name.	
	Explains procedure to resident.	
	Locks bed brakes to ensure resident's safety.	
	Locks wheelchair brakes to ensure resident's safety.	
	Brings resident to sitting position.	
	Places gait belt around waist to stabilize trunk.	
	Tightens gait belt.	
	Checks gait belt by slipping fingers between gait belt and resident.	
	Assists resident to put on non-skid slippers/shoes. *(No non-skid socks)*	
	Ensures resident's feet are flat on the floor. *(If needed, may assist resident to scoot to the edge of the bed.)*	
	Positions walker in front of resident.	
	Assists resident to stand and ensures resident has stabilized walker.	
	Positions self behind and slightly to side of resident.	
	Ambulates resident at least 10 steps to the wheelchair.	
	Assists resident to turn and sit in wheelchair, using correct body mechanics.	
	Removes gait belt.	

	Performs hand hygiene.
	  a. Covers all surfaces of hands with hand sanitizer.
	  b. Rubs hands together until hands are completely dry.	

	Places resident within easy reach of the call light or signaling device and water.	
	Maintains respectful, courteous interpersonal interactions at all times.	

Arizona
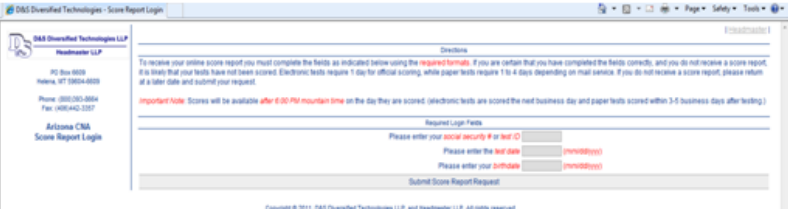# Mock Skills

For Testing Effective: February 1, 2022

Understanding Test Results

TEST RESULTS

CANDIDATE ON-LINE TEST RESULTS

Directions

To receive your online score report you must complete the fields as indicated below using the required formats. If you are certain that you have completed the fields correctly, and you do not receive a score report, it is likely that your tests have not been scored. Electronic tests require 1 day for official scoring, while paper tests require 1 to 4 days depending on mail service. If you do not receive a score report, please return at a later date and submit your request.

Important Note: Scores will be available after 6:00 PM mountain time on the day they are scored. (electronic tests are scored the next business day and paper tests scored within 3-5 business days after testing.)

Required Login Fields

Please enter your social security # or test ID

Please enter the test date *(mm/dd/yyyy)*

Please enter your birthdate *(mm/dd/yyyy)*

Submit Score Report Request

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Candidates will enter their: SOCIAL SECURITY NUMBER (OR TEST ID#), TEST DATE AND BIRTHDATE AS SHOWN ABOVE – THEN CLICK ON SUBMIT SCORE REPORT REQUEST

ON-LINE TEST RESULTS

D&S Diversified Technologies LLP
Headmaster LLP

CANDIDATE NAME
ADDRESS
YUMA, AZ

Innovative, quality technology solutions throughout the United States since 1985.

Knowledge Exam Results

On May 01, 2011 you passed your knowledge exam with an overall exam score of 81%. You must receive an overall score of 75% to pass the knowledge exam. The following diagnostic profile represents your overall knowledge exam performance. It is best to study the content areas where performance was weaker, especially those areas that make up higher percentages of the entire test as outlined in your candidate handbook.

	Weaker	Stronger
Safety	***	
Communication	***********************************	
Infection Control	********************************	
Resident Rights	*************************	
Data Collection	***	
Basic Nursing Skills	*****************************	
Role / Responsibility	**************************	
Disease Process	******************************	
Mental Health	**************************	
Personal Care	*********************************	
Care Impaired	***********************************	
Older Adult Growth and Development	***********************	

The following list contains words or phrases that were the subject of the questions you missed on your exam.
communication, dying, gerontology, Alzheimer's, seizure, HIPAA, nursing assistant's role, tubing, hair care, cardiopulmonary resuscitation, pathogens, rights, nosocomial, fluid intake, bed cradle,

Skill Exam Results

You have failed your skill exam.
Your skill exam on May 01, 2011 was comprised of the following tasks, and you must pass all four to pass the exam:
FAILED: Bedpan and Output
PASSED: Transfer Bed to WC using Gait Belt
PASSED: Mouth Care
FAILED: Blood Pressure
The following is a list of every missed or incomplete step on each task of your skill exam:
TASK: Bedpan and Output
    Washes hands: Rubs hands together using friction
    Washes hands: Rubs hands together for at least twenty seconds
    Washes hands: Dries hands on clean paper towel(s)
    Washes hands: Turns off faucet with a clean dry paper towel
    Washes hands: Discards paper towels to trash container
    Washes hands: Does not recontaminate hands by touching faucet or sink during/after procedure
TASK: Mouth Care
    Dries emesis basin.
TASK: Blood Pressure
    Candidate's recorded systolic blood pressure is within 6mmHg of the TO's.

KNOWLEDGE EXAM:

❖ **Percentages of how candidate performed in each Subject Area** (number of questions in each Subject Area can be found in the Candidate Handbook).

❖ **Vocabulary words to help direct candidate to areas to review before retesting.**

SKILLS EXAM:

❖ **Lists Manual Skill Task(s) failed.**

❖ **Lists Skill Exam incomplete steps (missed steps).**

To help candidates better understand what was missed, candidates and/or instructors are encouraged to call Headmaster to discuss test results to prepare the candidate for a more successful retake.

TEST RESULTS REVIEW

Candidates may request a review of their test results if they disagree with the outcome of their exam. However, we strongly recommend they call us to go over any skill task steps about which they are concerned. We can discuss their results with them prior to them committing to making the $25.00 payment for an official test review. Often, once they have more details about the scoring of the exam they understand the scoring process better and do not choose to dispute their test results. If they are still concerned about their test results and wish to submit a Test Review Request:

❖ They must fill out the Test Review Request and Payment Form 1403 from our home page at www.hdmaster.com
❖ They must include the $25.00 Test Review payment on the form with a detailed explanation of why they believe they should have received credit for the steps they missed.
❖ Their test review request must be submitted within 3 business days of official scoring of their exam date.
❖ If the review results are in the candidate's favor, their payment will be refunded to them and they will receive a free retest.
❖ If the results are not in their favor, they will forfeit the Test Review fee and need to pay the retake fees to take their next exam.
❖ In either case, the candidate will most probably need to retake the exam as qualification for certification as a Nursing Assistant is dependent upon successful demonstration of minimum competency of the knowledge and skill test exams.
❖ If a test candidate is over 18 years of age, Headmaster will only discuss the candidate's test results with the candidate. We will not discuss their results with a parent, spouse or other family member.

Upon receipt of a Test Review request, Headmaster will review the candidate's detailed recollection of their exam, knowledge test markings or skill exam recordings made at the time of the exam as well as any markings, notations and measurements made by the RN Test Observer. Headmaster will recheck the scoring of the candidate's exam and may contact the candidate or the RN Test Observer for any additional recollection of the candidate's exam.

IMPORTANT REMINDER AS CANDIDATES LEAVE YOUR TRAINING PROGRAM

❖ Candidates have two years from completion of training to take their nurse aide competency exam.

❖ Remind candidates as they leave your training program to check the Arizona webpage for the most current updates to the Candidate Handbook:

www.hdmaster.com **– click on Arizona CNA**

CONTACT INFORMATION

Questions regarding: testing process • test scheduling • eligibility to test

.... **(800) 393-8664**

Questions regarding: obtaining information on official regulations and guidelines for nursing assistants • updating your name or address on the Registry

.... **(602) 771-7800**

Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 *Email:* hdmaster@hdmaster.com *Web Site:* www.hdmaster.com	*Monday through Friday* *8:00AM – 6:00PM* *Mountain Standard Time (MST)*	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Arizona State Board of Nursing (AZBN) 1740 W. Adams Street, Suite 2000 Phoenix, AZ 85007-2607 *Email:* Arizona@azbn.gov *Web Site:* www.azbn.gov	*Monday through Friday* *8:00AM – 5:00PM*	Phone #: (602) 771-7800

ARIZONA INSTRUCTOR WORKSHOP
VERSION: FEBRUARY 2022

Thank You!
From

D&S Diversified Technologies – Headmaster LLP