



# Minnesota Nurse Aide Candidate Handbook

EFFECTIVE FOR TESTING: December 11, 2023

Version 6

## Updates Effective December 11, 2023

Policies throughout the handbook are clarified for MN State and MN In-Facility.  
Test Review Request information updated (page 21).

### UPDATES TO THE SKILL TASKS

- The Feeding a Dependent Resident and Mouth Care tasks will be included in testing and demonstrated with a live actor (page 37 and pages 39-40).
- The Modified Bed Bath task will be demonstrated with a live actor (pages 38-39).
- The Vital Signs: Pulse and Respirations – Candidates will have the option to count the Pulse and Respirations for either 1 full minute or 30 seconds and double their recording. They will need to verbally tell the RN Test Observer which count they will be using (page 47).
- *Other updates made to the Skill Tasks are in **red font and highlighted in gray** (pages 30-44).*

## Minnesota Nurse Aide Candidate Handbook

### Contact Information

<b>Questions regarding:</b> testing process • test scheduling • eligibility to test ..... <b>(800) 393-8664</b>  <b>Questions regarding:</b> obtaining information on official regulations and guidelines for nurse aides • updating your name or address on the Registry • updating your employment information • obtaining information regarding test sites and approved training programs..... <b>(651) 215-8705</b> <b>(800) 397-6124</b> <i>(Minnesota only)</i>		
<b>D&amp;S Diversified Technologies (D&amp;SDT), Headmaster, LLP</b> PO Box 6609 Helena, MT 59604  Email: <a href="mailto:minnesota@hdmaster.com">minnesota@hdmaster.com</a> Web Site: <a href="http://www.hdmaster.com">www.hdmaster.com</a>  Minnesota MN State TMU© Webpage: <a href="https://mn.tmutest.com">https://mn.tmutest.com</a>  Minnesota IN-FACILITY TMU© Webpage: <a href="https://mr.tmutest.com">https://mr.tmutest.com</a>	<i>Monday through Friday</i> <i>7:00AM – 7:00PM</i> <i>Central Standard Time (CST)</i>	Phone #: (800) 393-8664  Fax #: (406) 442-3357
<b>Minnesota Department of Health (MDH) Nurse Aide Registry</b> PO Box 64501 St. Paul, MN 55164-0501  <b>Nurse Aide Registry:</b> <a href="mailto:health.FPC-NAR@state.mn.us">health.FPC-NAR@state.mn.us</a>  <b>Nurse Aide Registry Website:</b> <a href="https://www.health.state.mn.us/facilities/providers/nursingassistant/index.html">https://www.health.state.mn.us/facilities/providers/nursingassistant/index.html</a>	<i>Monday through Friday</i> <i>8:00AM – 5:00PM</i> <i>Central Standard Time (CST)</i>	Phone #: (651) 215-8705  Phone #: (800) 397-6124 <i>(Minnesota only)</i>

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### Introduction

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA '87). It 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.

As defined in the OBRA regulations, a Nurse Aide Competency Evaluation program provides specific standards for nurse aide related knowledge and skills. The purpose of a Nurse Aide Competency Evaluation program is to ensure that candidates who are seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the process of taking the nurse aide competency examination and is designed to help prepare candidates for testing. There are two parts to the nurse aide competency examination—a multiple-choice, knowledge test and a skill test. Candidates must pass both parts of the nurse aide competency exam to be identified and listed on the Minnesota Nurse Aide Registry.

The Minnesota Department of Health (MDH) approved D&S Diversified Technologies, LLP (D&SDT)-Headmaster, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-Headmaster at (800)393-8664 or go to D&SDT-Headmaster's [Minnesota webpage](#), or at: [www.hdmaster.com](http://www.hdmaster.com) and click on 'Minnesota CNA'. The information in this handbook will help you prepare for your examination.

### Minnesota Nurse Aide Registry Requirements

The Minnesota Nurse Aide Registry registers qualified nurse aides to work in long-term care facilities, maintains information about nurse aides who have substantiated finding of abuse, neglect, and misappropriation of property, and approves and monitors nurse aide training and competency evaluation programs throughout Minnesota.

The Nurse Aide Registry lists nurse aides who have met Minnesota training and/or testing standards to work in nursing homes and certified boarding care homes. This is an online registry. Nurse aides, employers, and others can check the registry by using MDH's online system and the nurse aide's certificate number.

The registry does not maintain records of background checks. Questions regarding a background check should be directed to the Department of Human Services, Background Studies and Investigation Section at (651)431-6620.

Additional information can be obtained at:

#### Nurse Aide Registry:

(651)215-8705 or toll-free at (800)397-6124 (Minnesota only)

[health.FPC-NAR@state.mn.us](mailto:health.FPC-NAR@state.mn.us)

Nurse Aide Registry Website: <https://www.health.state.mn.us/facilities/providers/nursingassistant/index.html>

## Americans with Disabilities Act (ADA)

### ADA Compliance

The Minnesota Department of Health (MDH) and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-Headmaster in advance of examination. The Request for Accommodations Form 1404MN-ADA can be found on D&SDT-Headmaster's [Minnesota webpage](#). This form must be submitted to D&SDT-Headmaster with required documentation listed on the second page of the ADA application in order to be reviewed for a special accommodation. **Please allow additional time for your request to be approved.** You will receive an email with your approved accommodations when review is completed. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

## The Minnesota Nurse Aide Competency Exam

### Testing Fees Payment Information

#### MN STATE

For testing fees payment information, please contact the test site where you want to schedule your test.

#### IN-FACILITY

Testing fees will need to be paid before you can schedule a test date. Once your training program has completed your training record with completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. You will then be able to self-pay your testing fees in your TMU© record. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

### Criteria to Waive the Nurse Aide Training Requirement

You are eligible to apply to take the Minnesota Nurse Aide competency exam for certification as a Nurse Aide in Minnesota if you qualify under one of the following routes:

- ❖ You have completed a state-approved nurse aide training program within the past 24 months. You will be required to take the both the Knowledge exam and the Skills exam.
- ❖ Prove you have previously completed a state-approved nurse aide training program, have taken and passed the Nurse Aide Competency Exam (both the Knowledge and Skills exams), and are on the Minnesota Nurse Aide Registry with an expired registry status. You will be required to take the both the Knowledge exam and the Skills exam.

## Minnesota Nurse Aide Candidate Handbook

- ❖ You are a candidate who does not meet either of the eligibility routes listed above. This is called a test-out candidate or challenge candidate. You will be required to take the both the Knowledge exam and the Skills exam. Examples are:
  - If you trained in another country.
  - If you have not taken a nurse aide training program.
  - If you have not worked as a nurse aide in the last 24 months.
  - If you are from another state, follow the interstate endorsement process as identified on the MN Nurse Aide Registry webpage: [How to Get on the Nursing Assistant Registry – MN Dept. of Health \(state.mn.us\)](https://mn.nursingassistantregistry.com/)

**TEST OUT/CHALLENGE CANDIDATES:** Test out/challenge candidates **MUST** contact a test site of choice to schedule a knowledge and skills test. The test site of the candidate's choice will create an account in TMU© (the testing software platform used for Minnesota Nurse Aide). You will receive an email with your USERNAME and temporary PASSWORD to sign in to your account at: for MN State- <https://mn.tmutest.com/> for In-Facility- <https://mr.tmutest.com/>. You **MUST** complete your testing record 48 hours BEFORE the date of your test. Please see instructions under '**Complete your Initial Login**'. If you have any questions, contact D&SDT-Headmaster at (800)393-8664.

### Complete your Initial Login

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

**IMPORTANT:** At least 48 hours BEFORE you can test, you must sign in to TMU© using your secure Email or Username and Password and complete/review your demographic information.


- When you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, sign in to your record, update your password and complete/review your demographic information.
- If you attempt to try to complete your record in TMU© and you get an error message, you will need to send an **encrypted** email to [minnesota@hdmaster.com](mailto:minnesota@hdmaster.com), or fax (406)442-3357, a copy of your social security card and a US issued form of identification or driver's license.
  - **REMINDER:** *If sending personal information via email, please make sure the email is encrypted prior to sending.*


If you do not know your Email or Username and Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and a 'reset password link' will be sent to your email (**see instructions under 'Forgot your Password and Recover your Account'**). If you are unable to sign in for any reason, contact D&SDT-Headmaster at (800)393-8664.

**Note:** If you do not have a Social Security Number, please contact D&SDT-Headmaster at (800)393-8664 **at least 48 hours before** your test for further direction.

## Minnesota Nurse Aide Candidate Handbook

Screen you will see the first time you sign in to your TMU© record with the demographic information you need to enter to complete your record (the screen will look the same in the In-Facility TMU©):


Tests Trainings Downloads Profile



Home > Setup Account

Enter the blank \* fields and then click on-Finish Account Setup

**We're Sorry, Your Account Still Needs Some Info**

Enter the below information to finish setting up your account.

FIRST \*

MIDDLE

LAST \*

SUFFIX

SOCIAL SECURITY # \*

Encrypted for your safety

BIRTHDATE \*

PHONE \*


ADDRESS \*

CITY \*

STATE

MN

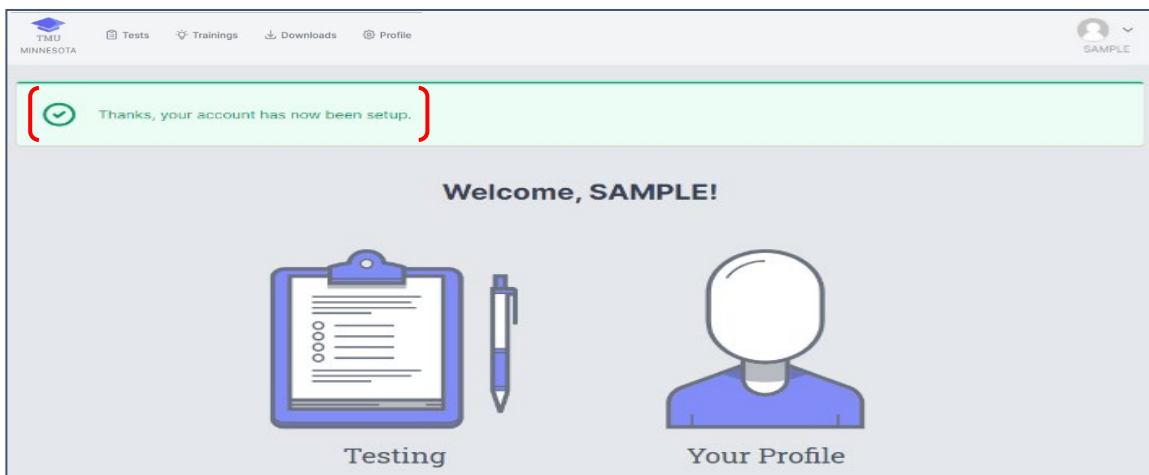
ZIPCODE \*



**DISCLAIMER**

By completing your account you consent to your name and certification status being publicly listed on the Minnesota registry

Finish Account Setup



## Schedule an Exam

### MN STATE

You need to contact your test site to schedule an exam date. Once you have been scheduled into an exam in the D&SDT-Headmaster TestMaster Universe© (TMU©) software by a test site you will receive an email notification (and text if you listed a text capable phone number in your TMU© record) confirming your exam date and time. You can always see your test date and time online at the Minnesota TMU© webpage, <https://mn.tmutest.com>, using your Email or Username and Password (**instructions with screen shots below**). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (800)393-8664.



## Minnesota Nurse Aide Candidate Handbook

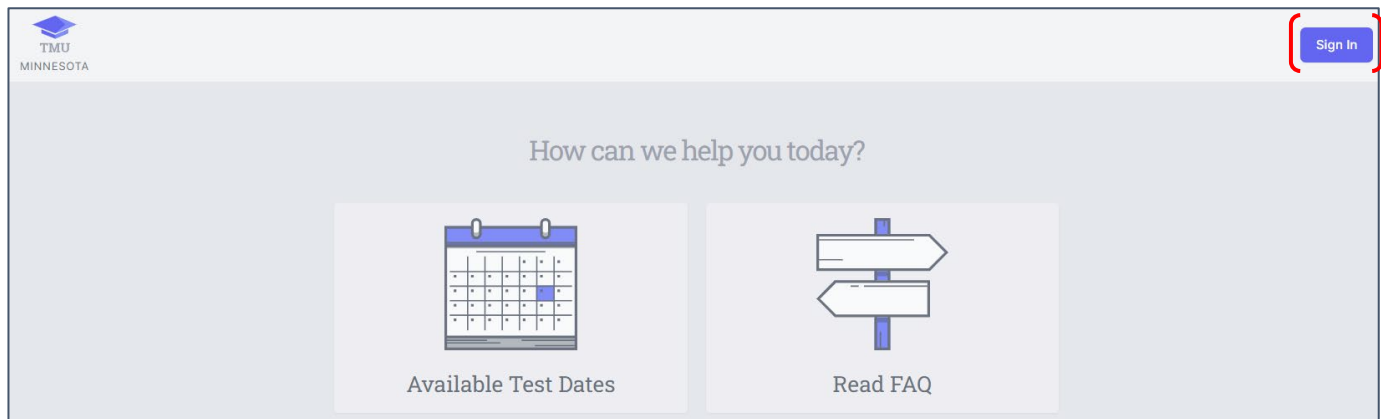
You will receive your test confirmation notification by email, text or by signing in to your account. You may login with any Internet connected device.

### IN-FACILITY

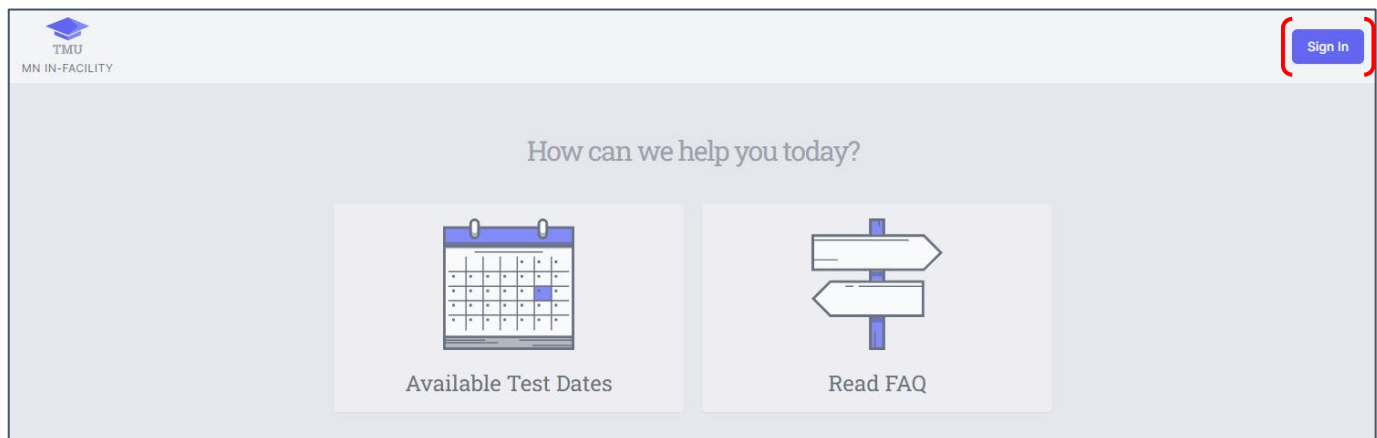
Once your completed record is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database, you may schedule your exam date online at the Minnesota In-Facility TMU© webpage, <https://mr.tmutest.com>, using your email and password (see instructions under 'Schedule/Reschedule into a Test Event'). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (800)393-8664 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays. Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. In some cases, testing fees may be paid by a training program or sponsoring facility.

After testing fees are paid, you will be able to schedule and/or reschedule your test event up to the business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet connected device. To schedule or reschedule your test date, sign in to the Minnesota In-Facility TMU©, <https://mr.tmutest.com>, with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays for assistance.


This is the Minnesota TMU© main page (<https://mn.tmutest.com>):



This is the Minnesota In-Facility TMU© main page (<https://mr.tmutest.com>):



## Minnesota Nurse Aide Candidate Handbook



TMU  
MINNESOTA

Sign In

Sign In

Sign In

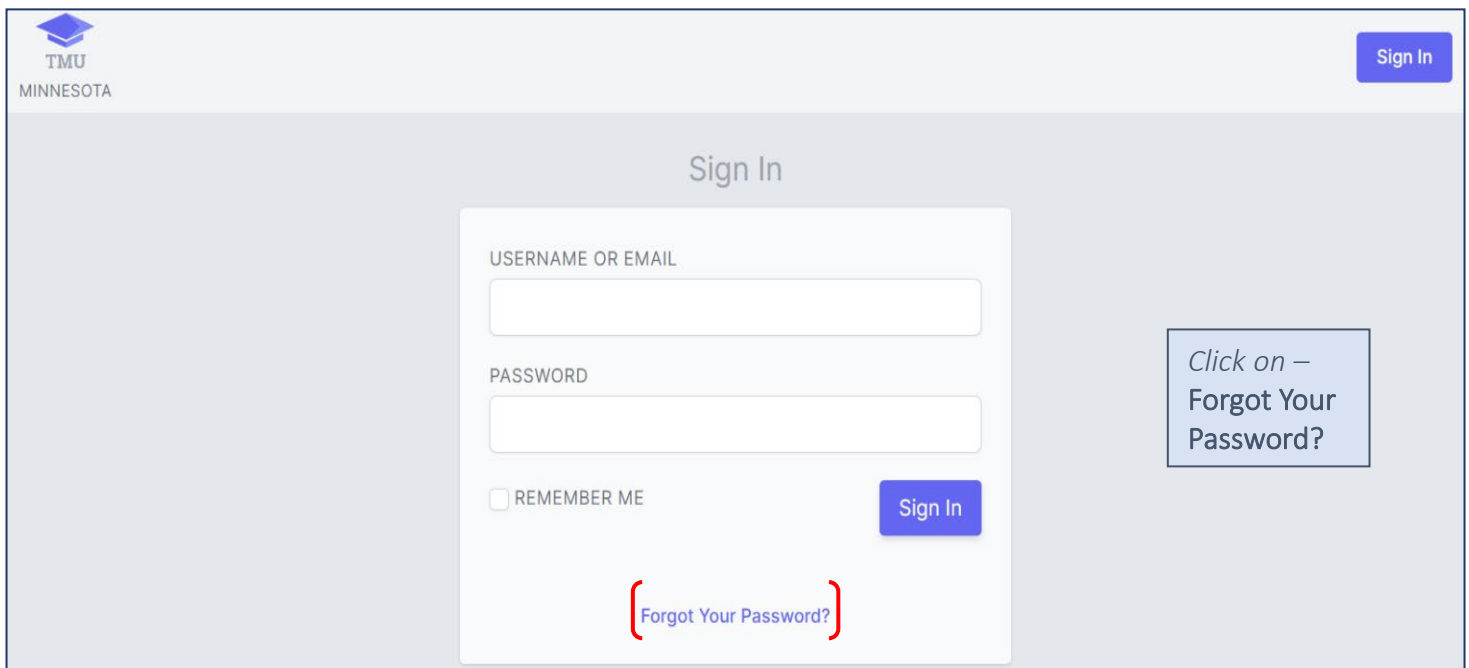
USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Forgot Your Password?

### FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT



TMU  
MINNESOTA

Sign In

Sign In

Sign In

USERNAME OR EMAIL

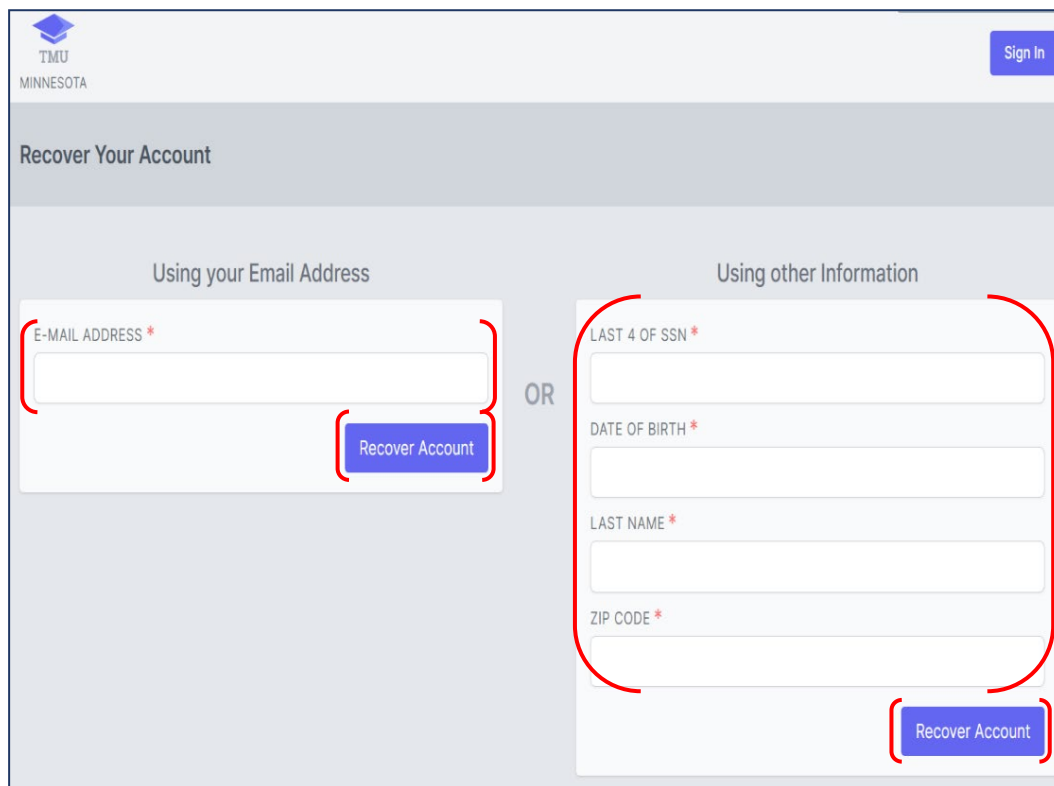
PASSWORD

☐ REMEMBER ME

Forgot Your Password?

Click on –  
Forgot Your  
Password?

## Minnesota Nurse Aide Candidate Handbook



TMU MINNESOTA Sign In

### Recover Your Account

Using your Email Address

E-MAIL ADDRESS \*

Recover Account

OR

Using other Information

LAST 4 OF SSN \*

DATE OF BIRTH \*

LAST NAME \*

ZIP CODE \*

Recover Account

Type in your Email Address

Click on –  
**Recover Account**

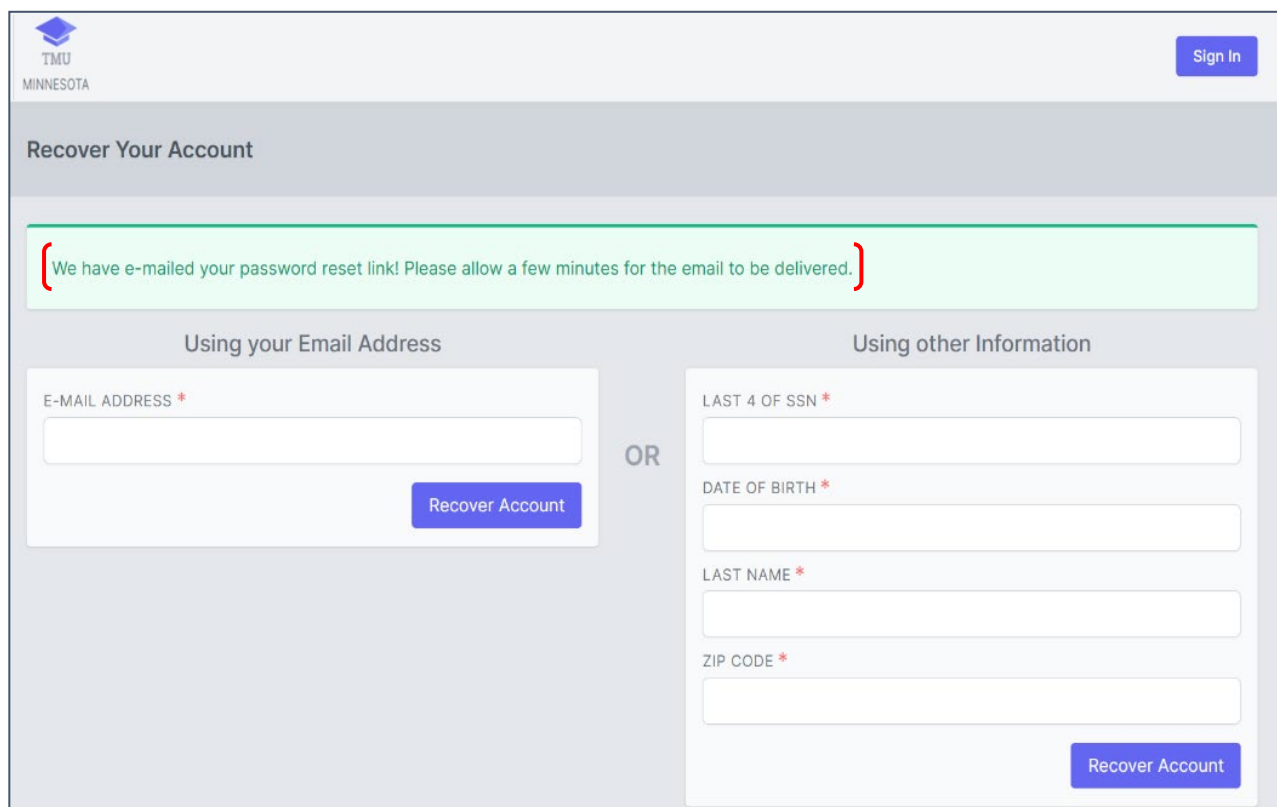
An email with the reset link  
will be emailed to you.

Click on the reset link in your  
email to reset your password.

**-OR-**

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

Click on -  
**Recover Account**



TMU MINNESOTA Sign In

### Recover Your Account

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

Using your Email Address

E-MAIL ADDRESS \*

Recover Account

OR

Using other Information

LAST 4 OF SSN \*

DATE OF BIRTH \*

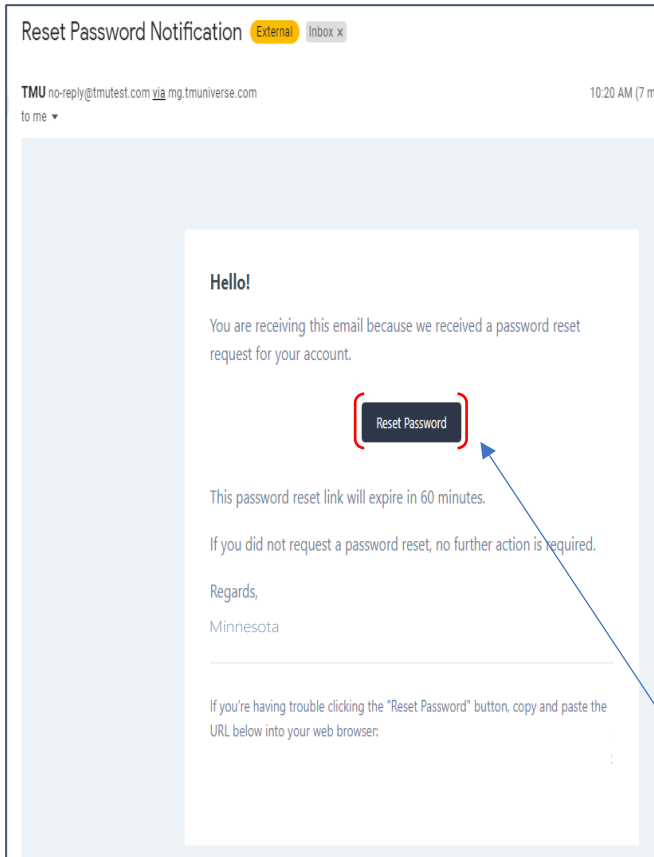
LAST NAME \*

ZIP CODE \*

Recover Account

## Minnesota Nurse Aide Candidate Handbook

Email you will receive from TMU© to reset password (check your junk/spam mail):



**Reset Password Notification** External Inbox x

TMU no-reply@tmuteest.com via mg.tmuniverse.com 10:20 AM (7 m to me)

**Hello!**

You are receiving this email because we received a password reset request for your account.

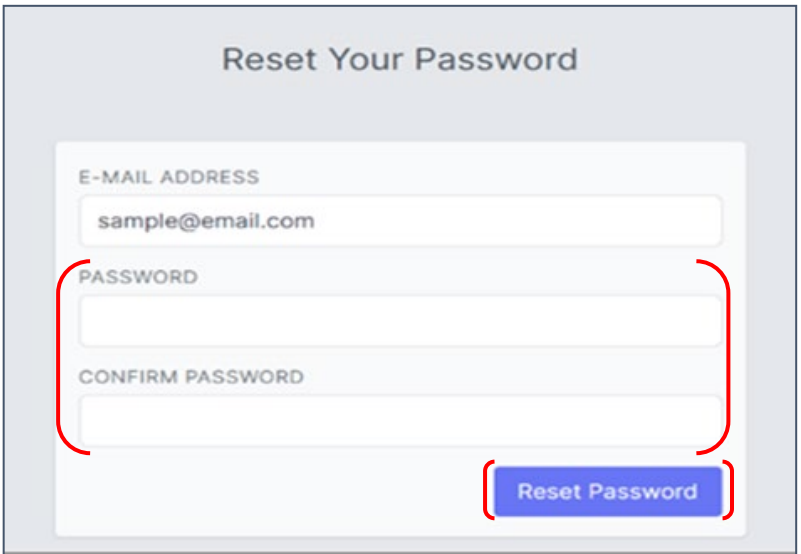
**Reset Password**

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,  
Minnesota

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser:



**Reset Your Password**

E-MAIL ADDRESS  
sample@email.com

PASSWORD

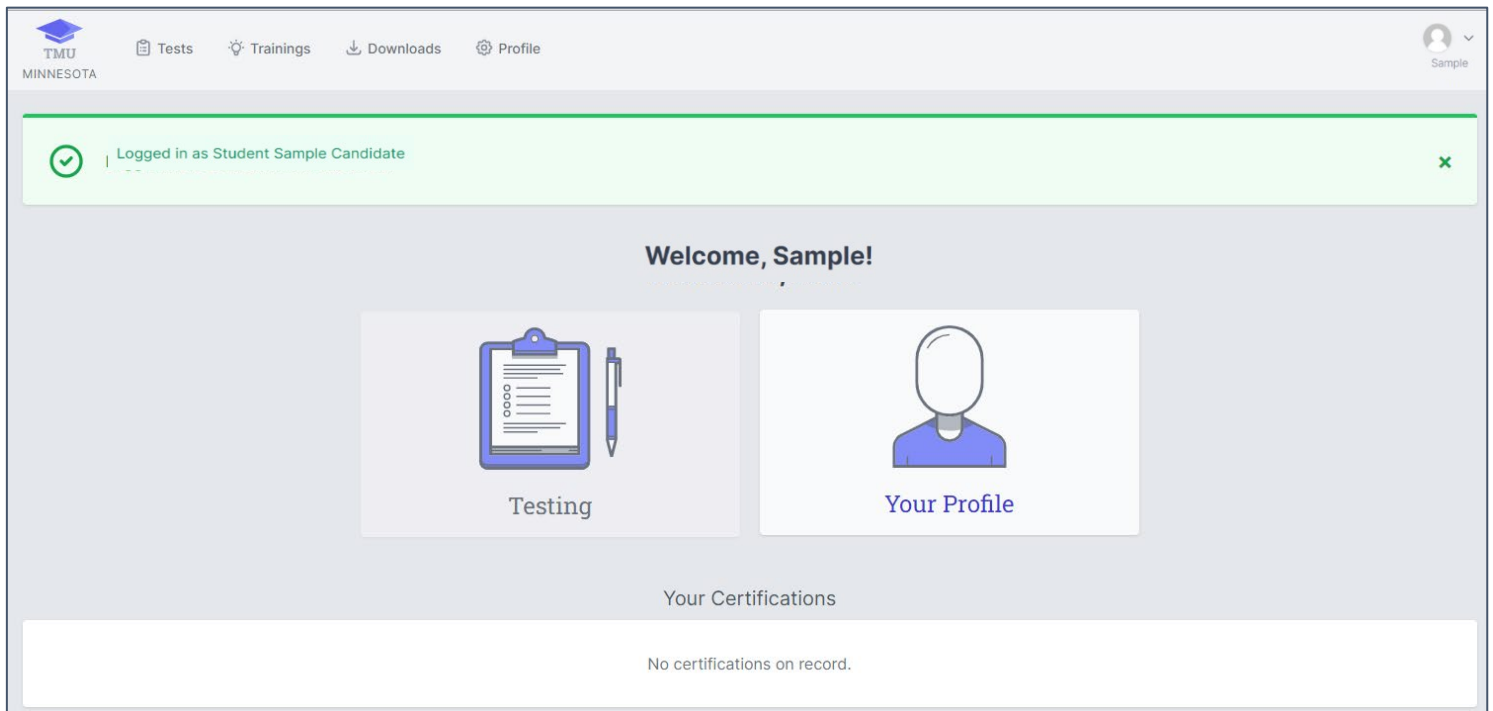
CONFIRM PASSWORD

**Reset Password**

*In the Email, click on –*  
**Reset Password**

*Type in your Password and Confirm Password, then click on –*  
**Reset Password**

This is the home screen you will see once you have signed in (screen for the Minnesota In-Facility will look the same):




TMU MINNESOTA


Tests Trainings Downloads Profile

Sample

✓ Logged in as Student Sample Candidate

**Welcome, Sample!**

  
**Testing**

  
**Your Profile**

Your Certifications

No certifications on record.

## Minnesota Nurse Aide Candidate Handbook

### SCHEDULE/RESCHEDULE INTO A TEST EVENT

TMU MINNESOTA

Tests Trainings Downloads Profile

Logged in as Student Sample Candidate

Welcome, Sample!

Testing

Your Profile

Your Certifications

No certifications on record.

Click on –  
Testing

-or-  
Click on the Tests  
tab at the top of  
the page

TMU MINNESOTA

Tests Trainings Downloads Profile

Home > Tests

Your Tests

Scheduling

EXAM	REASON
Certified Nurse Aide Knowledge Eligible	
Certified Nurse Aide Skill Eligible	

Testing History

No test history on record.

All eligible test  
events will appear in  
this format.

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

To select a test site  
and test date,  
click on –  
**Schedule**

TMU MINNESOTA

Tests Trainings Downloads Profile

Home > Tests

Your Tests

TEST DATE	TEST SITE	SCHEDULING FOR
07/15/2021 12:00 PM CDT	Practice Test Site (TS) St. Paul, MN	K Certified Nurse Aide S Certified Nurse Aide
07/15/2021 12:00 PM CDT	Practice Test Site (TS) St. Paul, MN	K Certified Nurse Aide S Certified Nurse Aide

## Minnesota Nurse Aide Candidate Handbook

mn.tmutest.com says

Schedule into this Event on 07/15/2021 for Certified Nurse Aide Knowledge, Certified Nurse Aide Skill. Are you sure?

*To confirm this is the site and date you want to schedule into,*

*click on –*

**OK**

TMU MINNESOTA

Tests Trainings Downloads Profile

Home > Tests

Your Tests

✓ Student CANDIDATE, SAMPLE scheduled into Skill for Certified Nurse Aide.

Student CANDIDATE, SAMPLE scheduled into Knowledge for Certified Nurse Aide.

Scheduling

EXAM	REASON
Certified Nurse Aide Knowledge <span>Not Eligible</span>	Already Scheduled
Certified Nurse Aide Skill <span>Not Eligible</span>	Already Scheduled

Testing History

TEST DATE	EXAM	TEST SITE	STATUS	
07/15/2021 12:00 PM CDT	Certified Nurse Aide Knowledge	Practice Test Site (TS) St. Paul, MN	Scheduled	<input type="button" value="Test Confirmation Page"/> <input type="button" value="Get Map"/>
07/15/2021 12:00 PM CDT	Certified Nurse Aide Skill	Practice Test Site (TS) St. Paul, MN	Scheduled	<input type="button" value="Test Confirmation Page"/> <input type="button" value="Get Map"/>

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

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

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

### TEST CONFIRMATION LETTER


Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time and address). It can be accessed at any time after you have been scheduled.

The body of the test confirmation letter will refer you to review the Minnesota candidate handbook that will give you instructions on what time to arrive by, ID requirements, dress code, etc.


**Note:** Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

## Minnesota Nurse Aide Candidate Handbook

***It is important you read this letter!***

  
 TMU  
MINNESOTA

[Tests](#)
[Trainings](#)
[Downloads](#)
[Profile](#)

  
 Sample

**Test Confirmation Letter**

Sample for a candidate scheduled in  
a Virtual Knowledge Exam

Scheduled Test Confirmation - Minnesota Certified Nurse Aide

[Get Map](#)
[Print Page](#)

**Test Date:** 09/06/2022

**Test Time:** 9:00 AM CDT

**Test Exam:** Knowledge - Certified Nurse Aide

**Test Site:** SOUTH CENTRAL TECHNICAL COLLEGE - MANKATO (24043) (VTS)  
 NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE  
 VIRTUAL, MN 00000

**SAMPLE CANDIDATE**  
 123 Sunflower Lane  
 St. Paul, MN 11111

- **TESTING BEGINS AT 9:00 AM CDT ARRIVE 20 MINUTES EARLY TO CHECK-IN**
- If you are unable to access your account, go to <https://mn.tmtest.com>, click Forgot Password and enter your Email. If you need further assistance, please call D&SDT-Headmaster at 888-401-0462.

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

[Click to open the Candidate Handbook](#)

**Driving Directions**

- You have signed up for a VIRTUAL knowledge test. You will take this test from your home or the location you choose using your own personal computer or laptop with internet access and Google Chrome browser. You will also need a cell phone or mobile device with the Zoom app downloaded on it in order to video conference with the test proctor. It is highly recommended that you have both devices plugged in during the duration of the knowledge test. YOU WILL RECEIVE A ZOOM LINK FROM YOUR TEST PROCTOR ABOUT 24 HOURS BEFORE THE TEST TIME.
- IF YOU NEED TO CANCEL OR RESCHEDULE YOUR TEST DATE, YOU MUST RESCHEDULE AT LEAST 5 BUSINESS DAYS PRIOR TO YOUR TEST DATE, by emailing or calling the Customized Workforce Education office at [cwe@southcentral.edu](mailto:cwe@southcentral.edu) or 507-389-7203. If you are new to Zoom and would like to test your video, audio, and microphone, you can do a test session here: <https://zoom.us/test>

**Here's a TIP to ensure you have a successful Virtual Testing Experience:**

Make sure you download the Zoom App on your Smartphone and test it prior to your testing day.

If you need our help, give Headmaster a call at 1-888-401-0462. It would be helpful if you take some screenshots of your technical difficulties so that we can assist you prior to your testing day.

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

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

Test sites are posted on the Minnesota NA webpage site:

<https://www.health.state.mn.us/facilities/regulation/directory/natrainingsites.html>

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, Monday through Friday 7:00AM to 7:00PM Central Standard time.

**For MN State- Candidates will receive their test confirmation at the time they are scheduled by a Test Site.**

**For In-Facility- Candidates will receive their test confirmation when they schedule themselves.**

## Minnesota Nurse Aide Candidate Handbook

### Time Frame for Testing from Training Program Completion

You must schedule a test date **within 24 months of your date of training program completion**. After 24 months, you must complete another MDH approved training program in order to be eligible to schedule testing or choose to schedule as a test-out or challenge candidate.

### Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (*For example: if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:30 to 7:40AM.*) If you arrive late, you will not be allowed to test.

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under ‘**Virtual Knowledge Exam Option**’ in the Knowledge/Audio Exam section.

### Testing Attire

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs – shirt/pants or long skirt).
  - *Scrubs and shoes can be any color/design.*
- No opened toed shoes are allowed.
- Long hair must be pulled back.

**Note:** You will not be admitted for testing if you are not wearing scrubs attire and appropriate shoes. This is considered a NO SHOW and you typically will have to pay for another test and date.

### Identification

You must bring a **UNITED STATES (US) GOVERNMENT ISSUED, SIGNED, UNEXPIRED, PHOTO BEARING ID**. (*\*See exception below.*) Only original IDs are accepted. No photocopies, faxes or images are allowed. Examples of the forms of US government issued, photo ID’s that are acceptable are:

- State or other United States Government Issued Driver’s License
- State Identification Card (*that meets all identification criteria*)
- US Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A Foreign Passport that contains a US VISA is acceptable*
- Alien Registration Card (*that meets all identification criteria; may contain a fingerprint in place of signature*)
- Tribal Identification Card (*that meets all identification criteria*)
- Work Authorization Card (*that meets all identification criteria*)
- Military Identification (*that meets all identification criteria*)
- **Identification Criteria** = US Government issued, signed (or fingerprint – Alien Registration Card), unexpired, photo bearing form of identification

**\*EXCEPTION TO ID REQUIREMENT:** If you do not have a current, official US government issued identification form, then **you must bring two (2) forms of CURRENT (not expired), OFFICIAL, SIGNATURE BEARING identification with matching names on both IDs**. One of the two forms must be PHOTO-BEARING (photo copies will not be accepted). Examples of proper identification, with matching names, include CURRENT (non-expired):

- School ID Card with Photograph
- Signed Credit/Debit (Bank) Card
- Signed Voter Registration Card
- Signed Social Security Card



## Minnesota Nurse Aide Candidate Handbook

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the Minnesota Nurse Aide TMU© database by your training program. If using two forms of ID, both forms of ID must have matching names. You may call D&SDT-Headmaster at (800)393-8664 to confirm that your name of record matches your non-foreign government issued ID, or log in at <https://mn.tmutest.com>, using your Email or Username and Password to check on or change your demographic information.

### NAME CHANGE:

If you have had a name change through marriage, divorce or other legal name change and need your name updated in TMU©, you need to email a copy of your official name change documentation (marriage certification, divorce decree, or other legal State document that shows the change in name) *along with* your ID or driver's license with your updated name on it to [minnesota@hdmaster.com](mailto:minnesota@hdmaster.com).

### Please note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
  - Be sure your identification is not expired.
  - Check to be positive that both your FIRST and LAST printed names on your identification card match your current name of record in TMU©.
- 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.
- In the cases where names do not match or your ID(s) are not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.

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

## Instructions for the Knowledge and Skill Tests

Test instructions for the knowledge and skill tests are available in written format and are available online at [www.hdmaster.com](http://www.hdmaster.com) and are provided in the waiting area when you sign-in for your test. The PDF versions are available anytime from your smart phone via the knowledge test and skill test instruction links on the D&SDT-Headmaster [Minnesota NA webpage](#) under the 'Candidate' column.

These instructions detail the process and what you can expect during your exams. Please read through the instructions (or listen to them on your smart phone) **before** entering the knowledge test room or skill demonstration lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask you a couple of simple questions about the instructions you read when you enter the knowledge test room and/or skill test lab.

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under '**Virtual Knowledge Exam Option**' in the Knowledge/Audio Exam section for information and where the Virtual Knowledge Test Instructions can be found on the Minnesota CNA webpage at [www.hdmaster.com](http://www.hdmaster.com), click on Minnesota CNA.

## Minnesota Nurse Aide Candidate Handbook

### Testing Policies

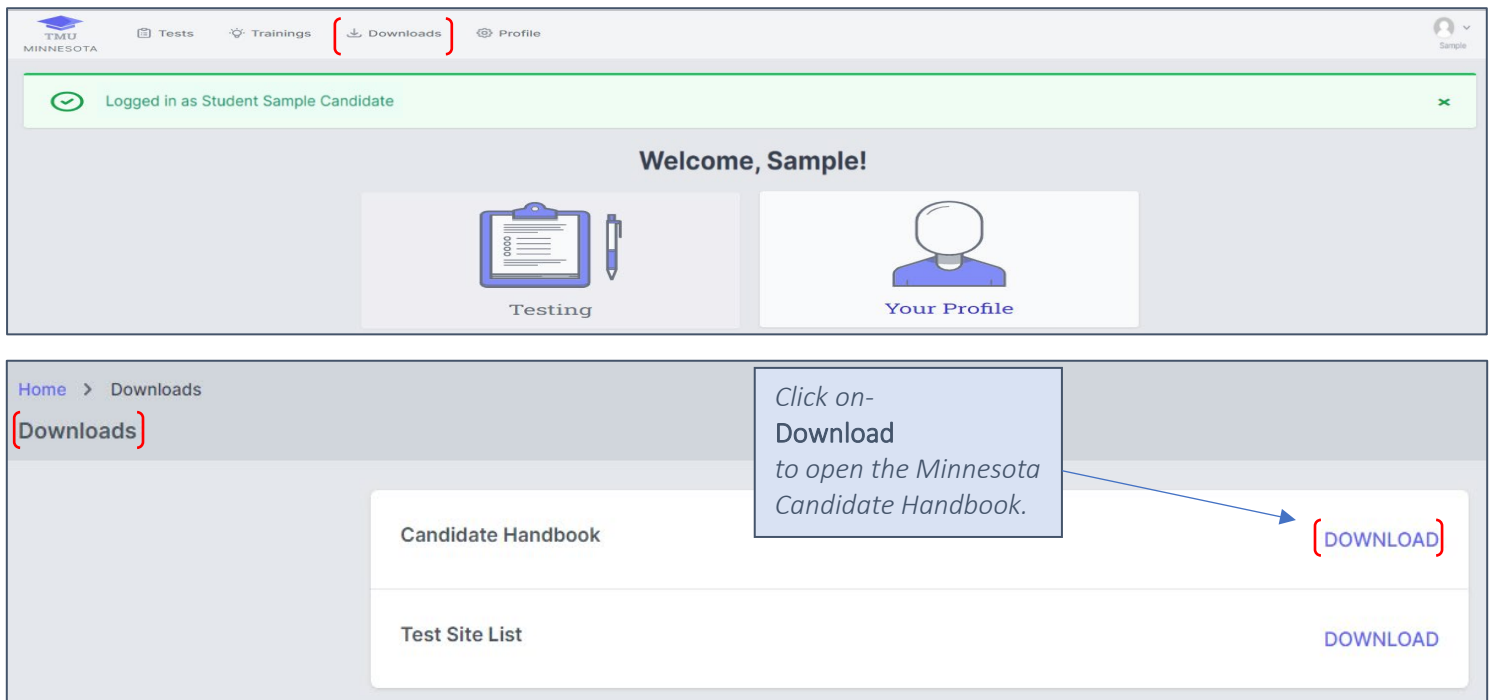
The following policies are observed at each test site:

- Make sure you have signed in to your TMU© record at , (for MN State- <https://mn.tmutest.com>, for In-Facility- <https://mr.tmutest.com>) well before your test date to update your password and complete/review your demographic information. Refer to the **‘Complete Your Initial Login’** section of this handbook for instructions and information.
  - If you have not signed in and completed/updated your TMU© record when you arrive for your test, you may not be admitted to the exam.
- Plan to be at the test site up to five (5) hours, in the worst-case scenario.
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20 to 30 minutes before your scheduled start time – if your test start time is 8:00AM, you need to be at the test site by 7:40AM at the latest), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under **‘Virtual Knowledge Exam Option’** in the Knowledge/Audio Exam section.
- If you do not bring valid and appropriate US government issued, non-expired, signed photo ID (a school ID is not an acceptable form of ID) you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- The **FIRST** and **LAST** names listed on your ID(s) presented to the RN Test Observer during sign-in at your test event **DOES NOT MATCH** the FIRST and LAST names that were entered in the Minnesota Nurse Aide TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not wear full clinical attire and appropriate shoes with long hair pulled back, and conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You typically will have to re-pay your testing fees.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).
  - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under **‘Virtual Knowledge Exam Option’** in the Knowledge/Audio Exam section.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), have their test scored as a failure, forfeit all testing fees paid and will be reported to their training program and the Minnesota Department of Health. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Foreign language translation dictionaries are not permitted to be used during testing.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room or skills lab) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.

## Minnesota Nurse Aide Candidate Handbook

- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failure and you will be reported to your training program and the Minnesota Department of Health.
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed. Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a CNA (examples: cast, arm/leg braces, crutches, etc.) or if you have a contagious illness. Call the test site immediately if you are on doctor's orders to arrange a different test date.
- ***Please review this Minnesota Nurse Aide Candidate Handbook before your test day for any updates to testing and/or policies.***

The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab:



The screenshot shows the TMU Minnesota portal interface. At the top, there is a navigation bar with links for Tests, Trainings, Downloads (highlighted with a red bracket), and Profile. A green banner indicates the user is logged in as 'Student Sample Candidate'. Below this, a 'Welcome, Sample!' message is displayed. Two main sections are visible: 'Testing' (represented by a clipboard icon) and 'Your Profile' (represented by a person icon). Below these, the 'Downloads' section is shown, containing a list of items: 'Candidate Handbook' and 'Test Site List'. A callout box with an arrow points to the 'Candidate Handbook' entry, stating: 'Click on-Download to open the Minnesota Candidate Handbook.' The 'Candidate Handbook' entry has a red 'DOWNLOAD' button next to it, while the 'Test Site List' entry has a blue 'DOWNLOAD' button.

### Inclement Weather and Unforeseen Circumstances Policy

If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-Headmaster staff (for MN State- and/or the test site) will make every effort to contact you using the contact information (email, text message, phone call) that is on file in your TMU© record to reschedule you, for no additional charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case you need to be contacted. See more information under 'No Show Exceptions'.

In the event of inclement weather, you will be expected to attend your schedule exam date unless:

- The county you reside in or the county of the testing site is placed on a weather emergency.
- The test site closes.

## Minnesota Nurse Aide Candidate Handbook

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- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site.

In which case:

- **For MN State** - Check with the test site where you were scheduled to take your test for particular inclement weather and unforeseen circumstances policies.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a No-Show status you will forfeit any testing fees paid and must repay the full testing fee to secure a test seat in a new test event.

### Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© record the day your test is officially scored after 7:00PM Central Standard time. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

### Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program and MDH. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and MDH and is subject to prosecution to the full extent of the law. Your test will be scored as a test failure and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You may need to obtain permission from MDH in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failure. You will forfeit any testing fees paid. You will be reported to your training program and MDH and you may need to obtain permission from MDH in order to be eligible to test again.

### Reschedules

#### MN STATE

All candidates must reschedule through their testing site and conform to test site policies for rescheduling. If you must reschedule your exam date, please do so as soon as possible. Contact the test site to conform to test site rescheduling policies.

***Please note: If a reschedule request is not received by your test site before one (1) full business day prior to your scheduled test date, it generally will not be granted.***

## Minnesota Nurse Aide Candidate Handbook

### IN-FACILITY

All candidates may reschedule to a new test date up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© record at <https://mr.tmutest.com>. (See instructions under 'Schedule/Reschedule into a Test Event'.)

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

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

**Note:** Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

### Refund of Testing Fees Paid

#### MN STATE

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Minnesota Nurse Aide Competency exam at all. Generally, test sites do not refund any testing fees paid.

### IN-FACILITY

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Minnesota Nurse Aide Competency exam at all.

### Scheduled in a Test Event

- 1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at [www.hdmaster.com](http://www.hdmaster.com) at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and holidays). No phone calls will be accepted.
  - **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at [www.hdmaster.com](http://www.hdmaster.com) by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 7:00PM Central time, Monday through Friday, excluding Saturdays, Sundays and holidays.

## Minnesota Nurse Aide Candidate Handbook

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- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.
- 3) Refund requests must be made within thirty (30) days of payment of original testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.

### **Not Scheduled in a Test Event**

- 1) Refund requests must be made within thirty (30) days of original payment of testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.
- 2) A refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at [www.hdmaster.com](http://www.hdmaster.com). No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

### **No Show Policy**

#### **MN STATE**

If you are scheduled for your exam and do not show up without notifying **your test site** before the one (1) full business day prior to your scheduled testing event, OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem that you are ineligible to test, you will be considered a **NO SHOW**. You will forfeit all test fees paid and must schedule into a new test event.

If a reschedule or refund request is not received **by your test site** before the one (1) full business day preceding a scheduled test event a NO SHOW status will exist and you will forfeit any testing fees paid and must repay the full testing fee to secure a test seat in a new test event.

#### **MN State No Show Exceptions**

Check with the test site where you were scheduled to take your test for particular No Show Exception policies.

#### **IN-FACILITY**

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sundays and holidays, OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW**. You will forfeit all fees paid and must sign into your TMU© record to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-Headmaster's costs incurred for services requested and resulting work that is performed. If a reschedule or refund request is not done or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays and holidays, a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.



## Minnesota Nurse Aide Candidate Handbook

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### *In Facility No Show Exceptions*

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

*These are examples and not an all-inclusive list. Please contact D&SDT-Headmaster if you have unique circumstances that are not addressed below.*

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
  - \* For an at home Covid test result, you will need to image (take a picture) the Covid positive test result with your photo ID together within the same image (picture) and email to [minnesota@hdmater.com](mailto:minnesota@hdmater.com).
- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a No Show. (Immediate family is parent, grand and great-grand parent, sibling, children, spouse or significant other.)
- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

After you have completed both the Knowledge Test and Skill Test components of the competency exam at the test site, your test results will be submitted to and officially scored and double checked by D&SDT-Headmaster scoring teams. Official test results will be available by signing in to your TMU© record after 7:00PM (CST) the business day after your test event. (See instructions and screen shots to access your **Test Results** below.)

*Sample of Failed Knowledge Test Results:*

*Sample of Passed Skill Test Results:*

TMJ  
MINNESOTA

Tests Trainings Downloads Profile

← Back

HEADMASTER, LLP  
P.O. BOX 6609, HELENA, MT 59604-6609  
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

MINNESOTA CERTIFIED NURSE AIDE EXAM RESULTS REPORT

**IMPORTANT TEST RESULTS**  
TEST DATE: Monday, August 1, 2022

Dear

You have **passed** the skill portion of the Certified Nurse Aide exam.

Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

**Foot Care One Foot**  
Immerses resident's bare foot into the w...

Feedback for the Skills Exam:

*Skill Exam Incomplete Steps*

*With task and list of step(s) missed or done incorrectly.*



## Minnesota Nurse Aide Candidate Handbook

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**NOTE:** Federal and State regulations allow health care facilities to employ students for up to 120 days from the day employment and training is offered in an approved facility-based nurse aide training and competency evaluation program. However, if you fail four (4) attempts on the knowledge portion or three (3) attempts on the skills portion of the state competency exam, the facility is no longer allowed to employ you to perform nurse aide duties.

Please refer to the MDH Nurse Aide Registry website for additional information at:

<https://www.health.state.mn.us/facilities/providers/nursingassistant/index.html>

### Test Attempts

**You have four (4) attempts to pass the knowledge portion and three (3) attempts to pass the skill test portion of the exam within 24 months from your date of nurse aide training program completion.** If you do not complete testing within 24 months from completion of training, you must complete a new Minnesota Department of Health approved training program in order to become eligible to further attempt Minnesota NA examinations.

### Retaking the Nurse Aide Exam

In the event that you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to repay for the portion that you failed before you can schedule a new exam date.

**For MN State** - Please contact the test site regarding testing fee payment.

### Test Review Requests

**PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-Headmaster at (800)393-8664 during regular business hours 7:00AM to 7:00PM CST Monday through Friday, excluding holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts.

If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request. If the outcome of the review is in your favor, the test review request deposit fee will be refunded to the remitter.

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

A qualification for certification as a nurse aide in Minnesota is demonstration by examination of minimum nurse aide knowledge and skills. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations and measurements recorded by the RN Test Observer at the time of your test. D&SDT-Headmaster will re-check

## Minnesota Nurse Aide Candidate Handbook

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the scoring of your test and be in touch with your test site who will contact the RN Test Observer, Actor or Knowledge test proctor for any additional recollection of your test(s).

Once a candidate reaches the age of 18, D&SDT-Headmaster will not discuss testing outcomes or reviews with family members or anyone else on behalf of the candidate (D&SDT-Headmaster will only discuss test results or test reviews with the candidate). D&SDT-Headmaster will not review test results or reviews with instructors/training programs regardless of candidate's age.

D&SDT-Headmaster will complete your review request within 10 business days of the receipt of your request and will email the results of the investigation to your email address and to the Minnesota Department of Health.

### The Knowledge/Audio Exam

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

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of **two (2) hours** to complete the **70 question** Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") The Knowledge Test Proctor will have scratch paper and a basic calculator available for use during your knowledge exam.

**You must have a score of 76% or better to pass the knowledge portion of the exam.**

Electronic TMU© testing using Internet connected computers is utilized at all test sites in Minnesota. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers.

**Note:** *You will need to know your Email or Username and Password to take the electronic TMU© Knowledge test.*

An audio (oral) version of the knowledge test is available. However, **you must request an Audio test by enabling audio testing in your TMU© record before you schedule your test** (see '**Selecting an Audio Version of the Knowledge Exam**' below). The questions are read to you, in a neutral manner and can be heard through headphones/earbuds plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen enabling you to play, rewind or pause questions as needed.

**NOTE:** *Foreign language translation dictionaries are not be permitted to be used during testing.*

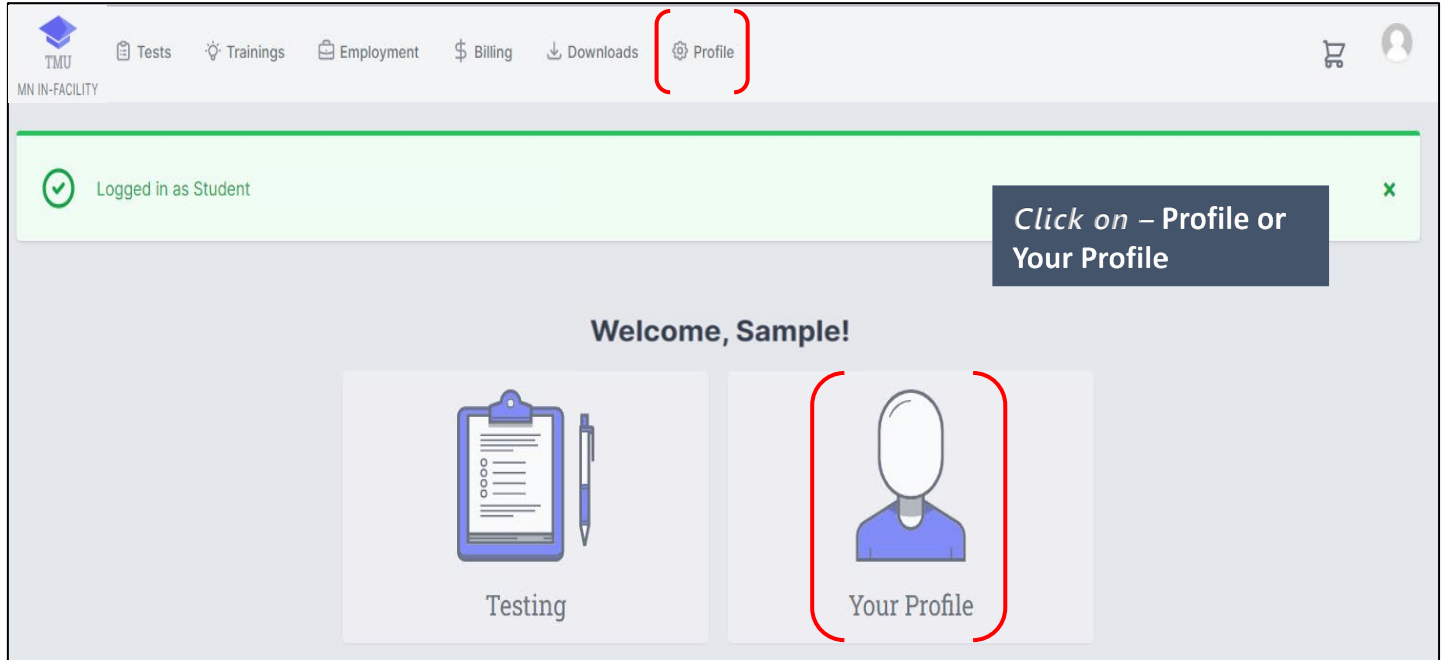
All test materials, including scratch paper and calculator, must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to their training program and the Minnesota Department of Health.

### Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge test, follow the instructions with screen shots that follow on the next page.

## Minnesota Nurse Aide Candidate Handbook

Checking the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:



TMU MN IN-FACILITY

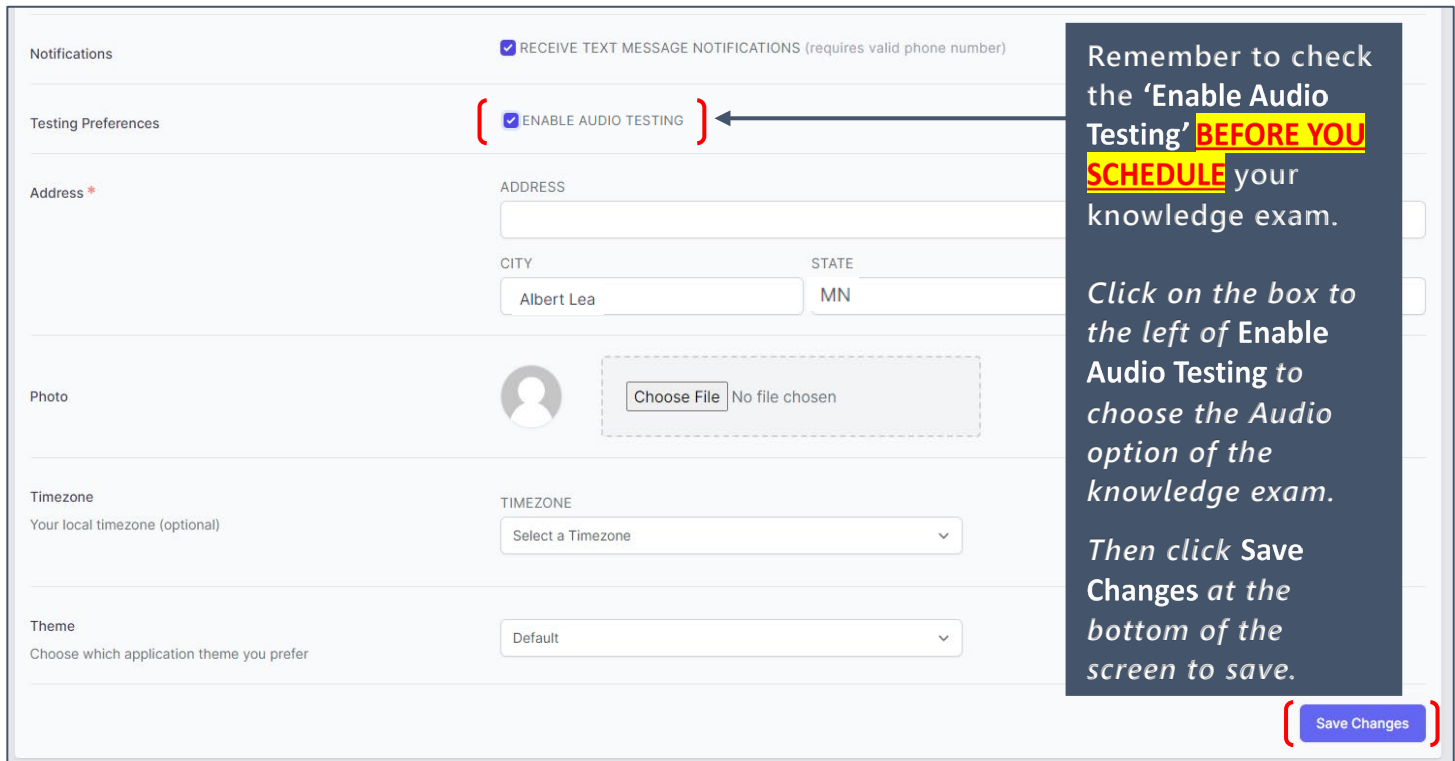
Tests Trainings Employment Billing Downloads Profile

Logged in as Student

Click on – Profile or Your Profile

Welcome, Sample!

Testing Your Profile



Notifications ☒ RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)

Testing Preferences

☒ ENABLE AUDIO TESTING

Address \* ADDRESS

CITY STATE

Albert Lea MN

Photo

Choose File No file chosen

Timezone

Your local timezone (optional)

TIMEZONE

Select a Timezone

Theme

Choose which application theme you prefer

Default

Save Changes

Remember to check the 'Enable Audio Testing' **BEFORE YOU SCHEDULE** your knowledge exam.

Click on the box to the left of Enable Audio Testing to choose the Audio option of the knowledge exam.

Then click Save Changes at the bottom of the screen to save.

## Virtual Knowledge Exam Option

### VIRTUAL KNOWLEDGE TEST CANDIDATE REQUIREMENTS

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU@.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU@ to access the knowledge test.
- **Your Email or Username and Password to take the virtual TMU@ Knowledge test.**
- A smartphone to access the ‘video conferencing app’ (example; Zoom, etc.) that you will need to have downloaded.
  - D&SDT-Headmaster will provide you information of the ‘video conferencing app’ (example; Zoom, etc.) you will need before test day.
  - The night before your scheduled virtual knowledge exam, D&SDT-Headmaster will email and text (if you listed a text capable phone number in your TMU@ record) you a reminder with the password protected link to join the test event. **MAKE SURE YOU ARE CHECKING YOUR EMAILS AND TEXT MESSAGES!**
- A distraction and interruption free area of your home, etc., where you will be testing.

### VIRTUAL KNOWLEDGE EXAM SCHEDULING

Once you have been scheduled into a virtual knowledge exam in the D&SDT-Headmaster TestMaster Universe@ (TMU@) software by a test site, you will receive an email notification (and text if you listed a text capable phone number in your TMU@ record) confirming your exam date and time. You can always see your test date and time online at the Minnesota TMU@ webpage, for MN State- <https://mn.tmutest.com> / for In-Facility- <https://mr.tmutest.com> using your Email or Username and Password.

Please make sure you have met the ‘Virtual Knowledge Test Candidate Requirements’ listed above before being scheduled in a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be “Virtual Knowledge Test Site”.
- Once scheduled, a test confirmation will be sent via email and/or text message (see the ‘Schedule/Reschedule into a Test Event’ and the ‘Test Confirmation Letter’ section for information to access your test confirmation.)
- Instructions and the link to download the ‘video conferencing app’ (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.

### VIRTUAL KNOWLEDGE EXAM SIGN-IN

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior** to the start time listed on your test confirmation. If you are not signed into your virtual exam prior to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory form of identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the ‘Identification’ section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.

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### VIRTUAL KNOWLEDGE EXAM POLICIES

All **‘Testing Policies’** and **‘Security’** measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The ‘video conferencing app’ (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the ‘video conferencing app’ (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to voided test results.
- If you have issues, please refer to the **‘No Show Exceptions’** section of this handbook.

### Knowledge Exam Content

The Knowledge Test consists of 70 multiple-choice questions. Questions are selected from subject areas based on the MDH approved Minnesota test plan and include questions from all the required categories as defined in the federal regulations.

### SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	4	Infection Control	8
Basic Nursing Skills	15	Mental Health	3
Care Impaired	6	Personal Care	4
Communication	4	Resident Rights	5
Data Collection	4	Role and Responsibility	5
Disease Process	4	Safety	8

### Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the oral/audio option for the knowledge exam.

#### PASSAGE 1

Paul and Ben are twins. They are identical in features, but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly. Ben likes to attend football games with friends.

1. Paul can be classified as an
  - a. omnivert
  - b. extrovert
  - c. introvert
  - d. ambivert

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2. Ben can be classified as an
  - a. omnivert
  - b. extrovert
  - c. introvert
  - d. ambivert
3. Paul and Ben have identical
  - a. noses
  - b. shoes
  - c. earrings
  - d. tattoos

### PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
  - a. Wisconsin
  - b. Montana
  - c. Oregon
  - d. Wyoming
5. Amy resides in a(n)
  - a. house
  - b. farm
  - c. condo
  - d. apartment
6. Amy lives in
  - a. Canada
  - b. America
  - c. Mexico
  - d. Peru
7. Amy lives with her
  - a. aunt
  - b. grandmother
  - c. father
  - d. sister

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8. Amy's brother's name is
- Nick
  - Loren
  - Chad
  - Jared
9. Tomorrow she is going to
- Montana
  - Canada
  - Wisconsin
  - Oregon
10. The type of book that is yellow is a(n)
- dictionary
  - animal interest
  - tourist
  - guidebook
11. Amy believes the book that is the most important is the color
- red
  - black
  - yellow
  - blue

### **PASSAGE 3**

Katherine did not like being called by her full name. Katherine preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman that overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
- last name
  - middle name
  - legal name
  - nick name
13. The purpose of Katherine's mother sharing the story with Katherine is to
- entertain
  - persuade
  - inform
  - describe

**Answers:** 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

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### Knowledge Practice Test

D&SDT-Headmaster offers a free knowledge test question of the day and a ten question on-line static practice test available on our web site at [www.hdmaster.com](http://www.hdmaster.com). Candidates may also purchase complete practice tests that are randomly generated, based on the state test plan. A mastery learning method is used and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they may move onto the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

**NOTE:** Make sure you choose MINNESOTA in the drop-down.

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

1. Clean linens that touch the floor should be:
    - (A) Picked up quickly and placed back on the clean linen cart
    - (B) Used immediately on the next resident bed
    - (C) Considered dirty and placed in the soiled linen hamper
    - (D) Used only in the room with the floor the linen fell on
  2. When you are communicating with residents, you need to remember to:
    - (A) Face the resident and make eye contact
    - (B) Speak rapidly and loudly
    - (C) Look away when they make direct eye contact
    - (D) Finish all their sentences for them
  3. A resident's psychological needs:
    - (A) Should be given minor consideration
    - (B) Make the resident withdrawn and secretive
    - (C) Are nurtured by doing everything for the resident
    - (D) Are nurtured when residents are treated like individuals
- ANSWERS: 1-C | 2-A | 3-D

### The Manual Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating MDH approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to re-present your ID that you showed the RN Test Observer at sign-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **thirty (30) minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted that 15 minutes remain.



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- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **key** steps (in bold font) and 80% of all non-key steps on each task assigned in order to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly in order to receive credit for the correction.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent, unless the words BEFORE or AFTER are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

### Skill Test Recording Form

The RN test observer will provide a recording form similar to the one displayed below if your skill test includes a skill task which requires recording a count or measurement.

RECORDING FORM →

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

### Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assisting Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Donning PPE (Gown and Gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and Remove PPE with Hand Washing
- Perineal Care for a Female with Hand Washing [DEMONSTRATED ON A MANIKIN]

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

### Skill Tasks Listing

Every step must actually be performed and demonstrated during your skill test demonstration in order to receive credit.

The steps that are listed for each task are the steps required for a nurse aide candidate to successfully demonstrate minimum proficiency of the skill task for the RN Test Observer. ***The steps will be performed on a live resident actor for all of the tasks with the exception of the catheter care for a female and the perineal care for a female, which will be demonstrated on a manikin.***

You will be scored only on the steps listed. **You must have a score of 80% on each task without missing any key steps (the Bolded steps) to pass the skill component of your competency evaluation.** If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be one of the first mandatory tasks to start each Skill Test. The other tasks included on your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-Headmaster scoring teams will officially score and double-check your test.

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

### APPLYING AN ANTI-EMBOLIC STOCKING TO ONE LEG

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Raise bed height.
4. Provide for privacy.
5. Provide for resident's privacy by only exposing one leg.
6. Roll, gather or turn stocking down inside out to at least the heel.
7. Place foot of stocking over the resident's toes, foot, and heel.
8. Roll OR pull top of stocking over resident's foot, heel and up the leg.
9. Move resident's foot and leg gently and naturally avoiding force and over-extension of limb and joints.
10. Check toes for possible pressure from stocking.
11. Adjust stocking as needed.
- 12. Leave resident with stocking that is smooth/wrinkle free.**
13. Lower bed.

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14. Place call light or signal calling device within easy reach of the resident.
15. Maintain respectful, courteous interpersonal interactions at all times.
16. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### ASSIST RESIDENT TO AMBULATE USING A GAIT BELT

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Provide for privacy.
3. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
4. Obtain a gait belt for the resident.
5. **Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed BEFORE assisting to stand.**
6. **Assist resident to put on non-skid shoes/footwear BEFORE assisting to standing**
7. **Lock bed brakes to ensure resident's safety BEFORE assisting to stand.**
8. **Lock wheelchair brakes to ensure resident's safety.**
9. Bring resident to a sitting position.
10. Place gait belt around resident's waist to stabilize trunk.
11. Tighten gait belt.
12. Check gait belt for tightness by slipping fingers between gait belt and resident.
13. Ensure resident's safety by standing and positioning yourself facing the resident.
14. Grasp gait belt on both sides with an upward grasp.
15. Bring resident to standing position.
16. Grasp gait belt with one hand and stabilize resident.
17. Safely ambulate resident at least 10 steps to the wheelchair.
18. Assist resident to pivot/turn and sit resident in the wheelchair in a controlled manner that ensures safety.
19. Use proper body mechanics at all times.
20. Remove gait belt.
21. Place call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

NEW STEP ORDER DENOTED

## ASSISTING RESIDENT WITH THE USE OF A BEDPAN, MEASURE AND RECORD URINE OUTPUT WITH HAND WASHING

*(One of the possible first mandatory tasks.)*

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Put on gloves.
5. Position resident on bedpan/fracture pan safely and correctly. (Pan not upside down, is centered, etc.)
6. Remove gloves turning inside out as they are removed and dispose.
7. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
8. AFTER positioning resident on bedpan/fracture pan and removing gloves, raise head of bed to comfortable level.
9. Leave tissue within reach of resident.
10. Leave call light or signaling device within reach of resident.
11. Step behind privacy curtain to provide privacy for resident.
12. When the RN Test Observer indicates, candidate returns.
13. Put on gloves. (NOTE: 2<sup>nd</sup> glove change required.)
14. Lower the head of the bed BEFORE gently removing bedpan.
15. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into bedpan.
16. Place graduate on a level flat surface.
17. Pour bedpan contents into graduate without spilling or splashing urine outside of the graduate.
18. With graduate at eye level, measure output.
19. Empty equipment used into designated toilet/commode.
20. Rinse equipment used and empty rinse water into designated toilet/commode.
21. Return equipment to storage.
22. Remove gloves turning inside out as they are removed and dispose.
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
24. Wash/assist resident to wash and dry hands with soap and water.
25. Place soiled linen in designated laundry hamper.
26. Perform hand hygiene BEFORE recording output.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
27. Record output in ml's on the previously signed recording form.
28. Candidate's recorded measurement is within 25mls of RN Test Observer's reading.
29. Place call light or signaling device within easy reach of the resident.
30. Maintain respectful, courteous interpersonal interactions at all times.
31. Turn on the ~~water~~ faucet.

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32. Wet hands and wrists thoroughly.
33. Apply soap to hands.
34. Rub hands together using friction with soap.
- 35. Scrub/wash hands together for at least twenty (20) seconds with soap.**
36. Scrub/wash with interlaced fingers pointing downward with soap.
37. Wash all surfaces of hands with soap.
38. Wash wrists with soap.
39. Clean fingernails by rubbing fingertips against palm of the opposite hand.
40. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
41. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
42. Discard paper towels to trash container as used.
43. Turn off the faucet with a clean, dry paper towel and discard paper towel to trash container as used, or uses knee/foot control to turn off the faucet.
- 44. Do not re-contaminate hands at any time during the hand washing procedure.**

### CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING

*(One of the possible first mandatory tasks.)* [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident/manikin. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Fill basin with comfortably warm water.
5. Put on gloves.
6. Expose area surrounding catheter, only exposing resident between hip and knee.
- 7. ~~Hold catheter at the meatus.~~ REMOVE THIS STEP HERE AND REWORDED IT TO STEP 9**
8. Use water and soapy washcloth.
- 9. Hold catheter at the meatus and does not allow to be pulled or tugged at any time. KEY STEP**
- 10. ~~While holding catheter at the meatus,~~ Wash at least 4 inches away from the meatus down the catheter (wash with strokes only away from the meatus). **NO LONGER A KEY STEP****
- 11. ~~Use a clean portion of the washcloth for each stroke.~~ REMOVE THIS STEP HERE AND REWORDED IT TO STEP 13**
- 12. ~~While holding catheter at the meatus,~~ Rinse at least 4 inches away from the meatus down the catheter (rinse with strokes only away from the meatus). **NO LONGER A KEY STEP****
- 13. Rinse using a clean portion of the washcloth for each stroke. Reworded to: —→ While washing and rinsing, use a clean portion of the washcloth for each stroke.**
14. While holding the catheter at the meatus, dry at least 4 inches away from meatus using a dry towel/washcloth.
- 15. ~~Do not allow the tube to be tugged/pulled at any time during the procedure.~~ REMOVED STEP, COMBINED ABOVE WITH STEP 9**
16. Replace top cover over resident.
17. Place soiled linen in designated laundry hamper.
18. Empty equipment.
19. Rinse equipment.

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20. Dry equipment.
21. Return equipment to storage.
22. Remove gloves turning them inside out as they are removed and dispose.
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
24. Place call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
- 26. Turn on the water faucet.**
27. Wet hands and wrists thoroughly.
28. Apply soap to hands.
29. Rub hands together using friction with soap.
- 30. Scrub/wash hands together for at least twenty (20) seconds with soap.**
31. Scrub/wash with interlaced fingers pointing downward with soap.
32. Wash all surfaces of hands with soap.
33. Wash wrists with soap.
34. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
35. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
36. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
37. Discard paper towels to trash container as used.
38. Turn off the faucet with a clean, dry paper towel and discard paper towel to trash container as used, or use knee/foot control to turn off the faucet.
- 39. Do not re-contaminate hands at any time during the hand washing procedure.**

### DENTURE CARE – CLEANING UPPER OR LOWER DENTURE

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Place a protective lining/basin in the sink.
4. Put on gloves BEFORE handling denture.
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove denture from cup.
7. Handle denture carefully to avoid damage.
8. Rinse denture under tepid running water BEFORE brushing.
9. Thoroughly brush denture inner surfaces of upper or lower denture.
10. Thoroughly brush denture outer surfaces of upper or lower denture.
11. Thoroughly brush denture chewing surfaces of upper or lower denture.
12. Rinse all surfaces of denture under tepid running water.
13. Rinse denture cup and lid.
14. Place denture in rinsed cup.
15. Add tepid clean water to denture cup and replace lid on denture cup.
16. Rinse equipment (denture brush or toothbrush and basin, if used).
17. Return equipment to storage.

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18. Discard sink protective lining in an appropriate container, if used.
19. Remove gloves turning inside out as they are removed and dispose.
20. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
21. Place call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

### **DONNING PPE (GOWN AND GLOVES), EMPTYING A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT AND REMOVE PPE WITH HAND WASHING**

*(One of the possible first mandatory tasks.)*

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure gown at the waist, making sure that the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Cuffs of gloves overlap cuffs of gown.
9. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
10. Provide for privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying drainage bag.
17. Place graduate on a level flat surface.
18. With graduate at eye level, measures output.
19. Empty graduate into designated toilet/commode.
20. Rinse equipment emptying into designated toilet/commode.
21. Return equipment to storage.
22. Record the output in ml's on previously signed recording form.
- 23. Candidate's recorded measurement is within 25mls of the RN Test Observer's measurement.**
24. Place call light or signaling device within easy reach of resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
- 26. Remove gloves BEFORE removing gown with one gloved hand grasping the other glove at the palm to remove.**
- 27. Slip fingers from ungloved hand underneath cuff of remaining glove at the wrist and remove glove turning inside out as it is removed.**
28. Dispose of gloves in trash can without contaminating self.



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29. Unfasten the gown at the waist AFTER gloves are removed.
30. Unfasten the gown at the neck AFTER gloves are removed.
31. Remove the gown without touching the outside of the gown AFTER the gloves are removed.
32. While removing the gown, hold the gown away from the body without touching the floor.
33. While removing the gown, turn the gown inward and keep it inside out.
34. Dispose of the gown in the designated container without contaminating yourself.
35. Turn on the ~~water~~ faucet.
36. Wet hands and wrists thoroughly.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
39. **Scrub/wash hands together for at least twenty (20) seconds with soap.**
40. Scrub/wash with interlaced fingers pointing downward with soap.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
44. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
45. Starting at the fingertips, dry fingers, hands, and wrists with clean paper towel(s).
46. Discard paper towels to trash container as used.
47. Turn off the faucet with a clean, dry paper towel and discard paper towel to trash container as used, or use knee/foot control to turn off the faucet.
48. **Do not re-contaminate hands at any time during the hand washing procedure.**

### DRESSING A RESIDENT WITH AN AFFECTED (WEAK) SIDE

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Raise bed height.
5. Keep resident covered while removing gown.
6. Remove gown from unaffected side first.
7. Place soiled gown in designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert hand through the sleeve of the shirt and grasp the hand of the resident.
9. **When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise her/his buttocks or turn the resident from side-to-side and draw the pants over the buttocks and up to the resident's waist.
11. **When dressing the resident in pants, always dress the affected (weak) side leg first. NO LONGER A KEY STEP**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed.
14. Lower bed.



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15. Place call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### FEEDING A DEPENDENT RESIDENT

**[THIS TASK WILL BE INCLUDED IN TESTING WITH A LIVE ACTOR.]**

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Ask resident to state name and verify name matches the name on the diet card.
4. **Position the resident in an upright, sitting position BEFORE feeding. At least 75-90 degrees.**
5. Offer napkin, clothing protector, or towel to protect clothing from soiling.
6. Provide hand hygiene for the resident BEFORE feeding. *(Candidate may use a disposable wipe and dispose of in trash can –or– wash resident's hands with soap and a wet washcloth –or– they may rub hand sanitizer over all surfaces of the resident's hands until dry.)*
7. Ensure resident's hands are dry BEFORE feeding. *(If a wet washcloth with soap was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, must make sure hands are dry.)*
8. Place soiled linen in designated laundry hamper, or dispose in appropriate container, if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluids being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe resident's hands and mouth AFTER the feeding demonstration.
15. Remove clothing protector or napkin and place in appropriate container, if used.
16. Leave resident sitting upright in bed with the head of the bed set up to at least 75-90 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
18. **Candidate's calculation must be within 25 percentage points of the RN Test Observer's.**
19. Record estimated intake as the sum total fluid consumed in ml's on the previously signed recording form.
20. **Candidate's calculation must be within 30mls of the RN Test Observer's.**
21. Place call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

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### FOOT CARE ONE FOOT

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Fill basin with comfortably warm water.
5. Place basin on a protective barrier and in a comfortable position for resident.
6. Put on gloves BEFORE washing foot.
7. Immerse resident's bare foot into the water.
8. Use water and a soapy washcloth.
9. Wash entire foot.
10. Wash between toes.
11. Rinse entire foot.
12. Rinse between toes.
13. Dry foot thoroughly.
14. Dry thoroughly between toes.
15. Apply lotion to top and bottom of foot.
16. Avoid getting lotion between toes.
17. If any excess lotion on foot, wipe with a towel/washcloth.
18. Support foot and ankle during procedure.
19. Empty equipment.
20. Rinse equipment.
21. Dry equipment.
22. Return equipment to storage.
23. Place soiled linens in designated laundry hamper.
24. Remove gloves turning inside out as they are removed and dispose.
25. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
26. Place call light or signaling device within easy reach of resident.
27. Maintain respectful, courteous interpersonal interactions at all times.

### MODIFIED BED BATH- FACE AND ONE ARM, HAND AND UNDERARM

**[THIS TASK WILL BE DEMONSTRATED WITH A LIVE ACTOR, NO LONGER USING A MANIKIN.]**

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident/manikin. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Raise bed height.
5. Cover resident/manikin with a bath blanket.

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6. Remove remaining top covers to bottom of bed or place aside.
7. Remove resident/manikin's gown without exposing resident/manikin and place soiled gown in designated laundry hamper.
8. Fill basin with comfortably warm water.
9. Put on gloves BEFORE washing resident.
10. **Beginning with eyes, wash eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing inner aspect to outer aspect.**
11. Wash face WITHOUT SOAP.
12. Pats dry face.
13. Place towel under arm, exposing one arm.
14. Wash arm with soap.
15. Wash hand with soap.
16. Wash underarm with soap.
17. Rinse arm.
18. Rinse hand.
19. Rinse underarm.
20. Dry arm.
21. Dry hand.
22. Dry underarm.
23. Assist resident/manikin to put on a clean gown.
24. Empty equipment.
25. Rinse equipment.
26. Dry equipment.
27. Return equipment to storage.
28. Place soiled linen in designated laundry hamper.
29. ~~Lower bed.~~
30. Remove gloves turning inside out as they are removed and dispose.
31. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
32. ~~Lower bed. MOVED STEP 29 HERE~~
33. Place call light or signaling device within easy reach of the resident.
34. Maintain respectful, courteous interpersonal interactions at all times.

## MOUTH CARE—BRUSHING RESIDENT'S TEETH

**[THIS TASK WILL BE INCLUDED IN TESTING WITH A LIVE ACTOR.]**

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Drape resident's chest with a towel to prevent soiling.
5. Put on gloves BEFORE cleaning resident's mouth.
6. Wet toothbrush and apply a small amount of toothpaste.

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7. Gently brush the inner surfaces of resident's upper and lower teeth.
8. Gently brush the outer surfaces of resident's upper and lower teeth.
9. Gently brush the chewing surfaces of resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing mouth.
12. Wipe resident's mouth.
13. Remove soiled linen.
14. Place soiled linen in the designated laundry hamper.
15. Empty container. (*Container may be an emesis basin or a disposable cup.*)
16. Rinse emesis basin, if used, or discards disposable items in trash can.
17. Dry emesis basin, if used.
18. Rinse toothbrush.
19. Return equipment to storage.
20. Remove gloves turning inside out as they are removed and dispose.
21. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
22. Place call light or signaling device within easy reach of resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

### PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(*One of the possible first mandatory tasks.*) [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident/manikin. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Fill basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves BEFORE washing.
7. Place pad/linen protector under the perineal area, including the buttocks, BEFORE washing.
8. Expose perineal area only. (Only expose between hips and knees.)
9. Use water and soapy washcloth (no peri-wash or no rinse soap allowed).
- 10. Wash genital area from front to back.**
- 11. Use a clean portion of the washcloth for each stroke.**
- 12. Using a clean washcloth, rinse soap from genital area from front to back. NO LONGER A KEY STEP**
- 13. Use a clean portion of the washcloth for each stroke.**
14. Pats dry genital area from front to back with a dry washcloth/towel.
15. Assist resident (manikin) to turn onto side away from the candidate toward the center of the bed.
  - a. *RN Test Observer may help hold the manikin on her side ONLY after the candidate has turned the manikin.*
16. Using a clean washcloth with water and soap (no peri-wash or no rinse soap allowed).
- 17. Wash rectal area from front to back using a clean portion of a washcloth with each stroke.**
18. Using a clean washcloth, rinse soap from rectal area from front to back.

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19. Use a clean portion of the washcloth with for each stroke.
20. Pats dry rectal area from front to back with a dry washcloth/towel.
21. Safely remove pad/liner from under resident, if used.
22. Position manikin on her back.
23. Place soiled linen in designated laundry hamper.
24. Empty equipment.
25. Rinse equipment.
26. Dry equipment.
27. Return equipment to storage.
28. Remove gloves turning inside out as they are removed and dispose.
29. Lower bed.
30. Place call light or signaling device within easy reach of resident.
31. Maintain respectful, courteous interpersonal interactions at all times.
32. Turn on the ~~water~~ faucet.
33. Wet hands and wrists thoroughly.
34. Apply soap to hands.
35. Rub hands together using friction with soap.
36. **Scrub/wash hands together for at least twenty (20) seconds with soap.**
37. Scrub/wash with interlaced fingers pointing downward with soap.
38. Wash all surfaces of hands with soap.
39. Wash wrists with soap.
40. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
41. Rinse fingers, hands and wrists thoroughly under running water with fingers pointed downward.
42. Starting at the fingertips, dry fingers, hands and wrists with clean paper towel(s).
43. Discard paper towels to trash container as used.
44. Turn off the faucet with a clean, dry paper towel and discard paper towel to trash container as used, or use knee/foot control to turn off the faucet.
45. **Do not re-contaminate hands at any time during the hand washing procedure.**

### POSITION RESIDENT IN BED ON SIDE

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Position bed flat.
5. Raise bed height.
6. Directs RN Test Observer to stand on side of the bed opposite working side of the bed to provide safety.
7. From the working side of bed – gently move resident's upper body toward self.
8. From the working side of the bed – gently move resident's hips toward self.
9. From the working side of the bed – gently move resident's legs toward self.
10. Gently assist/turn resident to slowly roll onto correct side that the RN Test Observer stated in the scenario that was read to the candidate at the start of the task.
11. Place or adjust pillow under resident's head for support.

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12. Reposition resident's arm and shoulder so that the resident is not lying on arm.
13. Place support device under the resident's upside arm.
14. Place support device behind resident's back.
15. Place support device between resident's legs.
16. Lower bed.
17. Place call light or signaling device within easy reach of resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### RANGE OF MOTION FOR ONE KNEE AND ONE ANKLE

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Raise bed height.
5. Position resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently bend the resident's knee.
  - a. *Flexion*
8. Gently return (straighten) resident's leg to normal position.
  - a. *Extension*
9. Gently, slowly and smoothly complete flexion and extension of the knee at least three times.
10. Correctly support joints at all times by placing one hand under the resident's foot and the other hand under the resident's ankle close to the bed.
11. Gently push/pull the resident's foot toward head.
12. Gently push/pull the resident's foot down with toes pointing down.
13. Gently, slowly and smoothly complete dorsiflexion and plantar flexion of the ankle at least three times.
- 14. Candidate must ask at least once during the ROM exercise if there is/was any discomfort/pain.**
15. Lower bed.
16. Place call light or signaling device within easy reach of resident.
17. Maintain respectful, courteous interpersonal interactions at all times.
18. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

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### RANGE OF MOTION FOR SHOULDER

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Provide for privacy.
4. Raise bed height.
5. Position resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
  - a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
  - a. *Extension*
9. Gently, slowly and smoothly complete flexion and extension of the shoulder at least three times.
10. Continue same support for shoulder joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
  - a. *Abduction*
12. Gently return resident's arm to the side of the resident's body.
  - a. *Adduction*
13. Gently, slowly and smoothly complete abduction and adduction of the shoulder at least three times.
- 14. Candidate must ask at least once during the ROM exercise if there is/was any discomfort/pain.**
15. Lower bed.
16. Place call light or signaling device within easy reach of resident.
17. Maintain respectful, courteous interpersonal interactions at all times.
18. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### TRANSFER RESIDENT FROM BED TO WHEELCHAIR USING A GAIT BELT

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Provide for privacy.
3. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
4. Obtain a gait belt for the resident.
5. **Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed BEFORE assisting to stand.**
6. **Assist resident to put on non-skid shoes/footwear BEFORE assisting to standing.**
7. **Lock bed brakes to ensure resident's safety BEFORE assisting to stand.**
8. **Lock wheelchair brakes to ensure resident's safety BEFORE assisting to stand.**

NEW STEP ORDER DENOTED



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9. Bring resident to a sitting position.
10. Place gait belt around resident's waist to stabilize trunk.
11. Tighten gait belt.
12. Check gait belt for tightness by slipping fingers between gait belt and resident.
13. Ensure resident's safety by standing and positioning yourself facing the resident.
14. Grasp gait belt on both sides with an upward grasp.
15. Bring resident to standing position.
16. Assist resident to pivot/turn to stand in front of the wheelchair with back of resident's legs against the wheelchair in a controlled manner that ensures safety.
17. Lower resident into the wheelchair in a controlled manner that ensures safety.
18. Position/adjust resident with resident's hips touching the back of the wheelchair seat.
19. Remove gait belt.
20. Place call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

### VITAL SIGNS – COUNT AND RECORD RESIDENT'S RADIAL PULSE AND RESPIRATIONS

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.
2. Explain the procedure to the resident. (Speak clearly, and directly, maintaining face-to-face contact whenever possible.)
3. Locate the resident's radial pulse by placing fingertips on the thumb side of the resident's wrist.
4. Count resident's radial pulse for one full minute, **or thirty (30) seconds and then double your recording.**
  - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
5. Record your radial pulse rate reading on the previously signed recording form.
6. **Candidate's recorded radial pulse rate is within 4 beats of RN Test Observer's recorded rate.**
7. Count resident's respirations for one full minute, **or thirty (30) seconds and then double your recording.**
  - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
8. Record your respiration reading on the previously signed recording form.
9. **Candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**
10. Place the call light or signaling device within easy reach of the resident.
11. Maintain respectful, courteous interpersonal interactions at all times.
12. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub hands together until hands are completely dry.

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### Knowledge Test Vocabulary List

abandonment	biohazard	competency evaluation
abdominal thrust	bladder training	conduct
abductor wedge	bleeding	confidentiality
abnormal vital signs	blindness	conflict resolution
abuse	blood pressure	confused resident
accidents	blood supply	congestive heart failure
activities	body alignment	constipation
acute	body language	contracture
adaptive	body mechanics	converting measures
adaptive devices	body temperature	COPD
ADL	bone loss	CPR
admitting resident	bowel program	cultural
advance directives	break time	CVA
affected side	breathing	de-escalation
aging process	brittle bones	death and dying
agitation	call light	defense mechanism
AIDS	cancer	dehydration
Alzheimer's	cardiopulmonary resuscitation	delegation
ambulation	care impaired	demanding resident
angina	care plan	dementia
anti-embolitic stocking	cast	denture care
antibiotics	cataract	dentures
aphasia	catheter	dependability
apnea	cc's in an ounce	depression
appropriate response	central nervous system	dermatitis
arthritis	charge nurse	developmental disability
aspiration	chemical restraint	diabetes
assistive device	chemotherapy	dialysis
attitudes	chest pain	diet
authorized duty	choking	digestion
axillary temperature	chronic	dirty linen
bacteria	circulation	disease process
basic needs	cleaning	disinfection
bathing	clear liquid diet	disoriented
bed bath	clergy	disposing of contaminated materials
bed cradle	cognitively impaired	disrespect
bed height	colostomy care	dizziness
bedrails	coma	DNR
behavior	combative resident	documentation
behavioral care plan	communicable	draw/lift
beliefs	communication	

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dressing	hearing impaired	mobility
dry skin	heart	mouth care
dying	helping residents	moving
dysphagia	hemiplegia	musculoskeletal
dyspnea	HIPAA	nail care
dysuria	HIV	neglect
edema	hospice	non-contagious disease
elastic stockings	hyperglycemia	NPO
elderly	hypertension	nutrition
electrical equipment	I&O	objective data
elimination	immobility	OBRA
emesis	impaired	obsessive compulsive
emotional abuse	in-service programs	occupied bed
emotional needs	incontinence	ombudsman
empathy	indwelling catheter	oral care
equipment	infection	oral temperature
essential behaviors	insomnia	orientation
ethics	insulin	osteoporosis
facility policy	intake and output	overbed table
falls	integumentary system	oxygen
fasting	interpersonal skills	palliative care
faulty equipment	isolation	paralysis
fecal impaction	IV care	Parkinson's
feces	job description	perineal care
feeding	lift/draw sheet	peristalsis
fingernail care	linen	personal care
fire	living will	personal hygiene
flatus	log roll	personal items
foot care	loose teeth	personal protective equipment
foot drop	male perineal care	pet therapy
fracture pan	Maslow	phantom pain
gait belt	masturbation	phone etiquette
gastric feedings	measuring height	physical needs
gastrostomy tube	measuring temperature	physical therapist
gerontology	mechanical lift	positioning
gestures	medical asepsis	PPE
gifts	medical record	precautions
gloves	medications	pressure injury
grief	memory loss	preventing falls
group settings	mental health	privacy
hand care	microorganism	progressive
hand washing	military time	prostate gland
hearing aid	mistakes	psychological needs

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PTSD
pulse
quality of life
radial
range of motion
reality orientation
rectal temperature
refusal
regulation
rehabilitation
rejection
reminiscence therapy
reminiscing
renewal
reporting
reposition
resident behavior
resident independence
resident pain
resident pictures
resident treatment
resident's chart
resident's families
residents
respiration
respiratory symptoms
responsibility
restorative care
restraint
rights
risk factor
role
ROM
safety

safety data sheets
sanitizer
scale
seclusion
seizure
self-esteem
semi-Fowlers
sensory system
sexual abuse
sexual harassment
sexual needs
sharing information
sharps container
shaving
shearing
shock
side rails
skilled care facility
skin
smoking
social needs
soiled linen
spills
spiritual needs
standard precautions
state survey
state tested
stereotypes
stethoscope
stress
stroke
subjective data
sundowning
supplemental feedings

suprapubic
survey
swelling
TED hose
temperature
terminal illness
thickened liquids
threatening resident
tips
transfers
transporting
tub bath
tubing
twice daily
tympanic
unconscious
uniform
unsteady
urinary
UTI
validation
vision change
vital signs
vocabulary
vomitus
Vulnerable Adult Act
wandering resident
water faucets
weakness
weight
well-being
wheelchair safety
withdrawn resident

[illegible]