Florida Certified Nurse Aide Competency Assessment Program

Stakeholder Meeting
July 17, 2018

Agenda

+ Overview of FL Certified Nurse Aide Program
+ Becoming a CNA in FL
    + Eligibility Routes and Requirements
    + Application Process and Timeline
        • Submitting an application
        • Candidate eligibility
        • Background screening
        • Registration and Scheduling
    + Test Administration
        • How the exam is administered
        • Regional and IFT sites
    + The Exams and Results
        • Info about the exam
        • Testing procedures
        • Nurse aide evaluators
+ First-time Combined Passers Report
+ Contact Information

FLORIDA NURSE AIDE PROGRAM

Florida Nurse Aide Team - Prometric

Global Account Management

+ Brigid McDonnell, Account Manager and primary POC for FLDOH/BON
+ Stacy Lawson, Director and escalation POC
+ Holly Dance, Vice President of Global Account Management

Customer Service

+ Gloria Deamer, Senior Manager of Candidate Services
+ 30+ customer service representatives dedicated to support of nurse aide testing and Registry programs

Operations **Region 1** Support Team

+ Naomi Hooks, Operations Service Manager for FL testing support team
+ Nancy Patterson, Director of Operations Services and escalation POC

Nurse Aide Evaluators

+ Senior NAEs, in-state leaders for team of evaluators
+ Team of on-staff RNs, 95 total NAE staff members

Test Hours Management

+ Arjun Chandrasekaran, Manager Test Hours Management

Florida Nurse Aide Team – FLDOH/BON

+ Tamara Garland, Operational Support Services Manager

+ Kathy Herron, Regulatory Supervisor

+ Melissa Greenfield, Program Ops Administrator

+ Sherri Sutton-Johnson, MSN, RN, Director of Nursing Education

+ Joe Baker, Jr., Board Executive Director

Prometric Global Operations Transformation

+ In October 2017, Prometric re-organized our Global Operations Department, the teams responsible for managing the delivery of exams, in order to provide better technical and operational support during testing hours

+ Intended outcomes:
    + Provide empowered resources closer to the test taker
    + Increase the speed of service by leveraging a defined set of rules for each activity based on global best practices
    + Enhance Issue Resolution by providing additional central support
    + Increased shifts to expand our Operations Team's traditional work schedule

What's on the Prometric FL Nurse Aide Web Page?

+ www.prometric.com/nurseaide/fl
+ Important messages from Prometric
+ Candidate Information Bulletin – most important resource
+ Livescan Background Screening
+ Skills checkpoints and other information about the clinical skills exam
+ Online National Interactive Practice Exam
+ Up-to-Date Forms
    + Applications
    + In-Facility Testing Applications and Event Requests

FLCNA Prometric Website

Florida Nurse Aide Exam

The FL Department of Health/Board of Nursing and Prometric collaborate to ensure potential CNAs are able to test as quickly as possible. There are several steps that must be completed by the CNA candidates, training programs, Prometric staff, and DOH/Board staff before a candidate can be deemed eligible and scheduled to test, and we need to allow time for all of these steps to be completed in order to avoid potential issues with testing events.

1. Candidates/Training Programs: Submit complete testing application with testing fees to be received by Prometric at least 50 days before the requested test date.
2. Prometric: Process applications within 3 business days and forward information to the DOH/Board.
3. Candidates: Complete a Level II background screening with image capture.
4. Training Program: Complete the online IFT request form (located under Training Programs and Test Centers) and submit to Prometric to request a test date that is at least 45 days out in the future.
5. State-approved Training Programs: Send a school list to the Board office identifying all students who have successfully completed training.
6. Board Staff: Review all submitted materials to determine candidate eligibility to test and notify Prometric of approval. (This step can take up to 30 days.)
7. Prometric: Schedule candidates into requested test date upon receipt of eligibility from the Board. (Eligibility approval must be received from the Board at least 5 business days prior to the event or a change in test date may be required.)

Thank you in advance for your adherence to the process and associated timelines detailed above.

Important Changes

- As of May 20, 2018, both the online and paper applications for the FLCNA exam have been updated. Any outdated applications received will be marked as incomplete until the new application is submitted. Remember to always check the website for up-to-date versions of all documentation.

General Information Documents

- Candidate Information Bulletin Effective July 1 2016
- Online Application
- Printable Application Effective July 1 2016
- Track Status of My Application
- FBI Privacy Statement
- FDLE Privacy Statement
- Candidate Survey
- Change Request Form

- FLDOH Fingerprint Vendor List
- FLDOH Fingerprinting Form
- Test Center List
- Clinical Skills Checklist
- Clinical Skills Instructions
- Indirect Care Behaviors
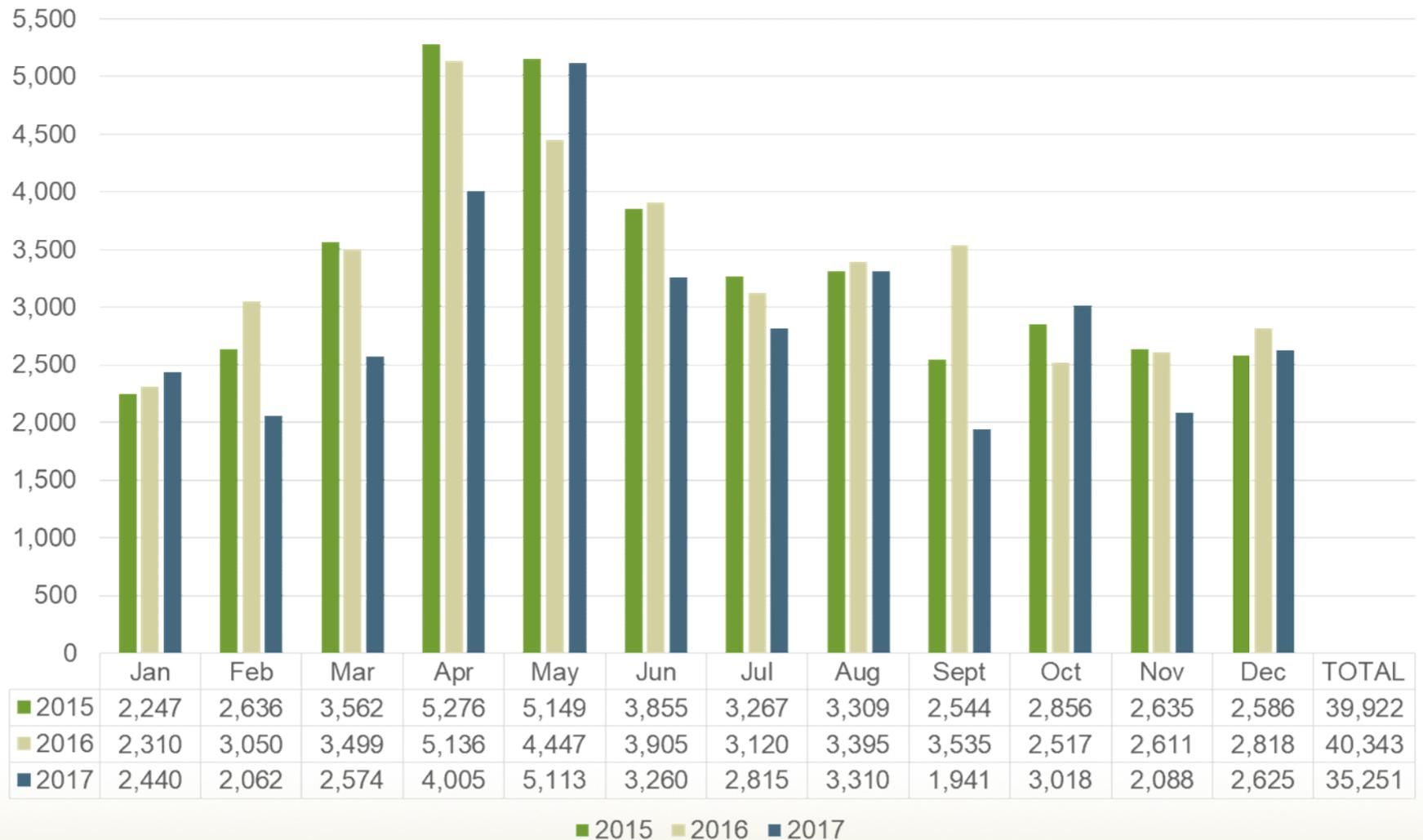- Measurement Forms
- ADA Request Packet

Registry Services

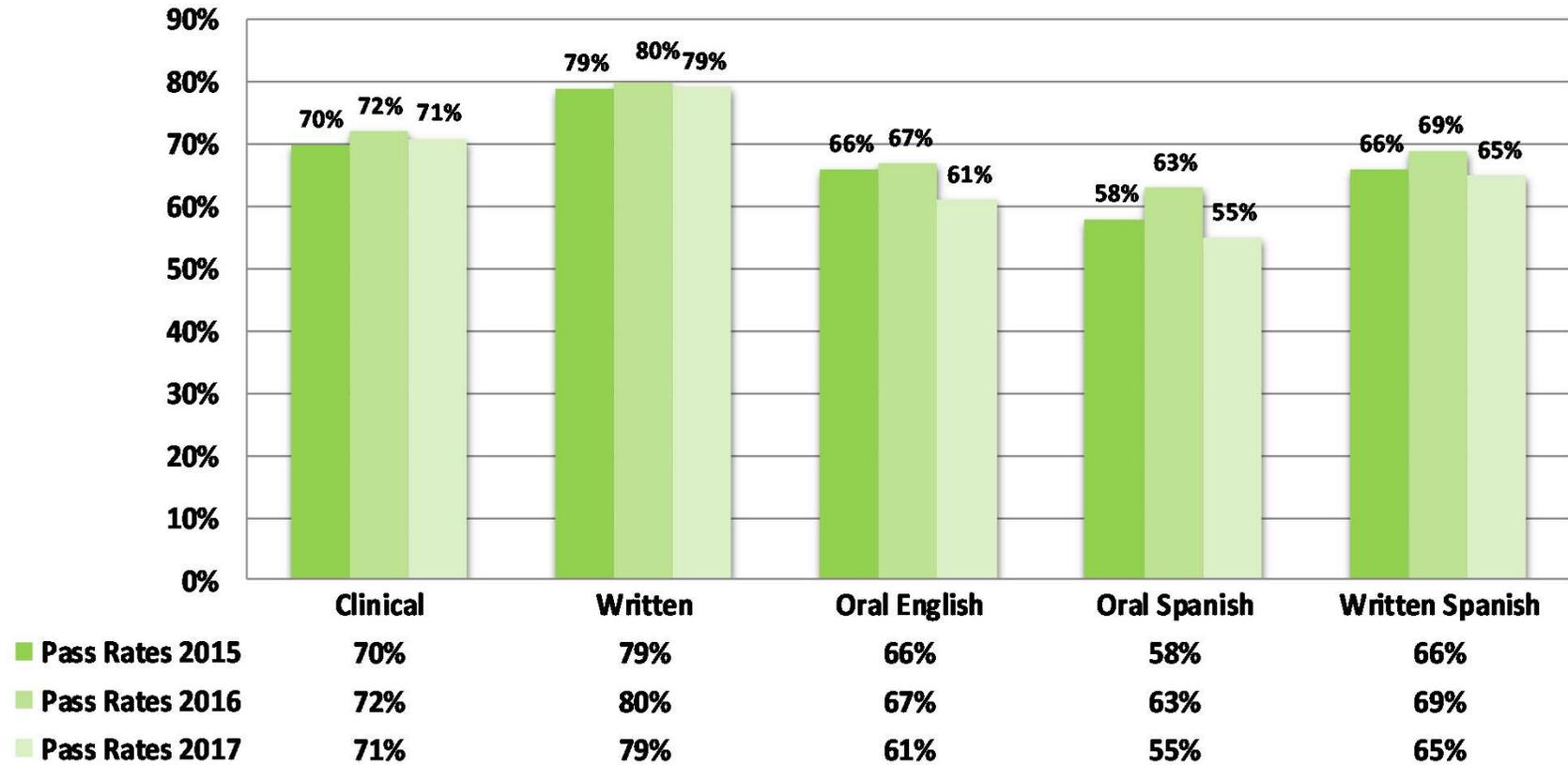- Florida Nurse Aide Registry

Contact

Questions that were not answered in the documents and information above can be emailed to FLCNA@prometric.com. In order for your question to be answered in an accurate and timely manner, your email should include your name, address, date of birth and Prometric ID (if known).

Prometric
FL Nurse Aide
7941 Corporate Dr.
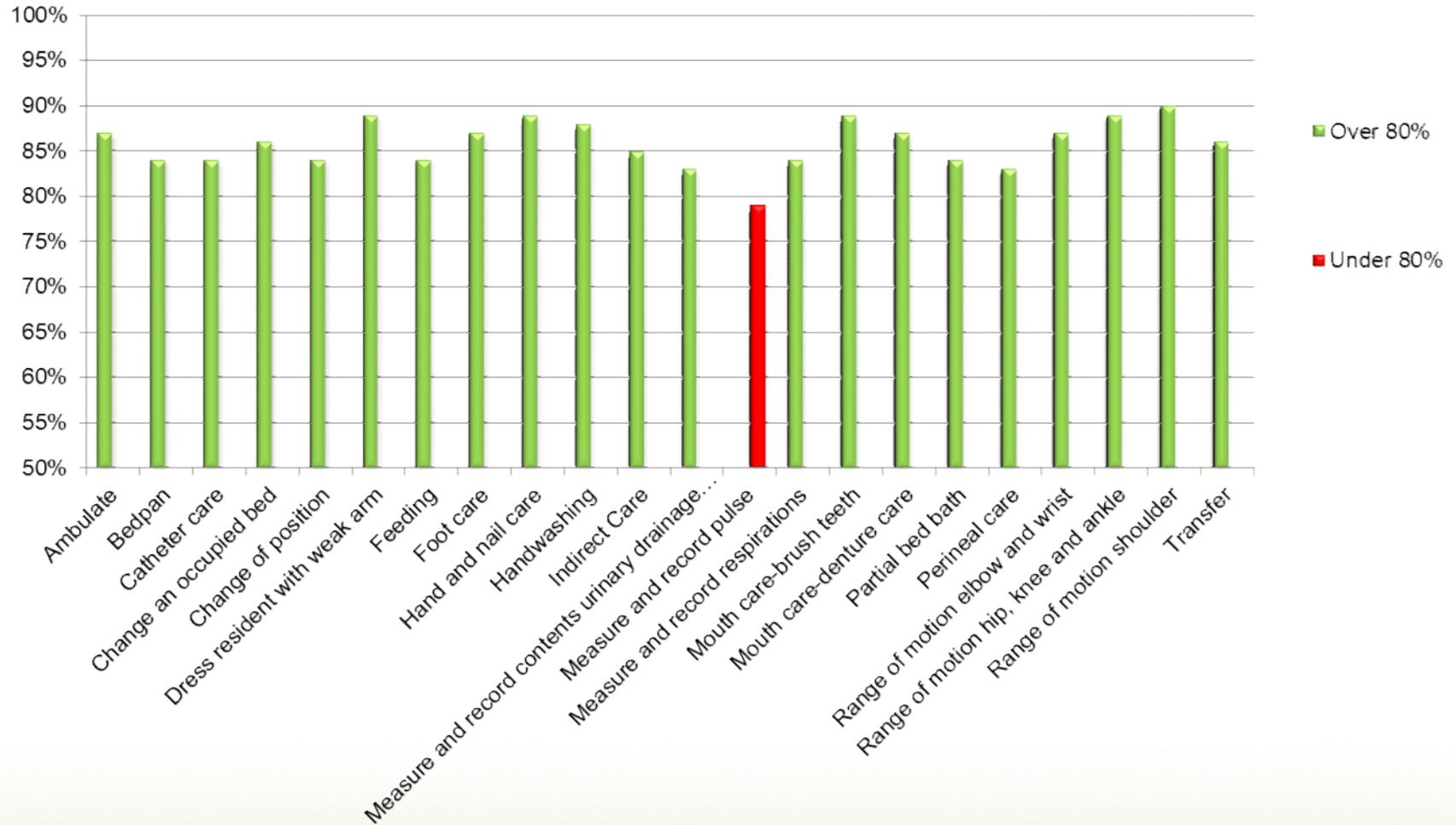Nottingham MD 21236
Phone: 888.277.3500

FL Testing Volume YOY Comparison

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
2015	2,247	2,636	3,562	5,276	5,149	3,855	3,267	3,309	2,544	2,856	2,635	2,586	39,922
2016	2,310	3,050	3,499	5,136	4,447	3,905	3,120	3,395	3,535	2,517	2,611	2,818	40,343
2017	2,440	2,062	2,574	4,005	5,113	3,260	2,815	3,310	1,941	3,018	2,088	2,625	35,251

■2015 ■2016 ■2017

FL State Overall Test Pass Rates YOY Comparison

	Clinical	Written	Oral English	Oral Spanish	Written Spanish
■ Pass Rates 2015	70%	79%	66%	58%	66%
■ Pass Rates 2016	72%	80%	67%	63%	69%
■ Pass Rates 2017	71%	79%	61%	55%	65%

Skill Pass Rate 2017

BECOMING A NURSE AIDE IN FLORIDA

FL Application – Eligibility Routes

Certification Option/Eligibility*

Please check a certification route.

✓	Certification Training Route
	E1 - Completed a State-approved Nursing Assistant Training Program. (Complete Training Info section below).
	E2 - Enrolled in a State-approved Nursing Assistant Training Program. (Complete Training Info section below).
	E3 - Challenger. You have never trained as a nursing assistant and have no nursing assistant experience.
	E4 - Other Nursing Training.
	E5 - Lapsed Nursing Assistant.

Application Overview (as of May 2018)

+ Online or paper (www.prometric.com/nurseaide/fl)
+ Candidate information
    + Demographics
    + Contact information (valid email address is mandatory)
    + Social Security Number
+ *Initial Licensure, Criminal, Disciplinary, and Health History Questions*
+ Training information
+ Testing information – selection of testing site
+ Exam selection and associated fees
+ Affidavit and signature
+ Payment information

Testing Accommodations

+ Testing accommodations must be requested in advance and can take up to 30 days (after deemed eligible) to secure.

+ Testing accommodations will not be approved on the day of testing by the NAE.

+ If a candidate cannot test on the test date due to needing an unrequested accommodation, candidate will be considered a no show.

Application – Testing Fees

Exam Selection and Processing/Exam Fees

- **Acceptable Forms of Fee(s) Payment:** certified check, money order, MasterCard, Visa or American Express. Make certified checks payable to Prometric. **Personal checks** and **cash** are **not** accepted. Fees are **non-refundable and non-transferrable.**
- The **Payment Form** (last page) **must** be submitted with this application **regardless of payment type.**

✓	Exam (Check all that apply)	Fee	Total
	Clinical Skills and Written (both in English)	$155	$
	Clinical Skills and Written Oral(both in English)	$155	$
	Written (English)	$35	$
	Written Oral (English)	$35	$
	Clinical Skills (English)	$120	$
	Clinical Skills (English) and Written (Spanish)	$155	$
	Clinical Skills (English) and Written Oral (Spanish)	$155	$
	Written (Spanish)	$35	$
	Written Oral(Spanish)	$35	$
		Total Fee	$

An additional rescheduling/no show fee of $25 is required to reschedule an exam appointment with less than five business days notice, no-shows, late arrivals, or not allowed to test. Reschedule fees may apply to roster changes made by IFT testing locations.

Application Process Flow
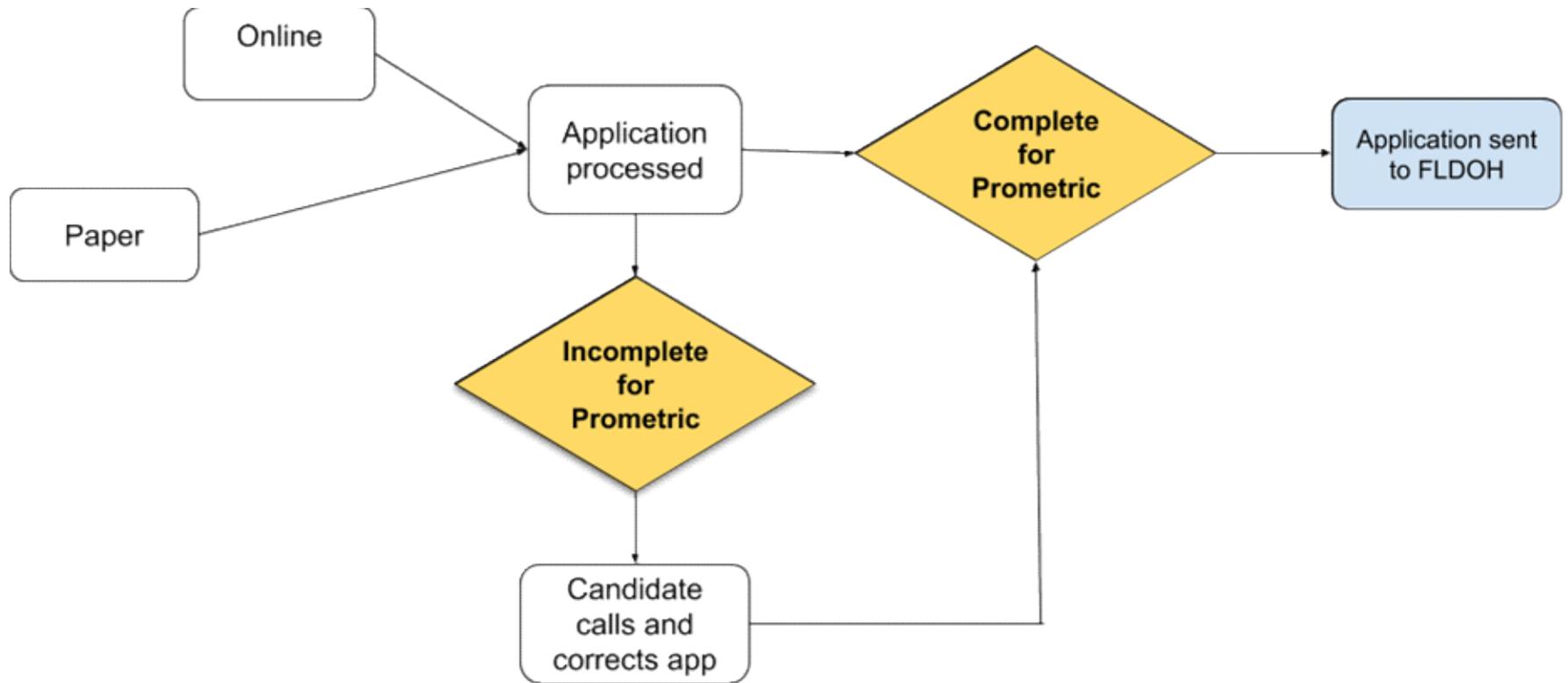
+ *The yellow diamond indicates an e-mail notification is sent.*

Eligibility Process Flow

+ Application is received from Prometric electronically

+ Exam and Re-Exam applications are processed within 30 days, applicant is advised of any deficiencies

+ If there is criminal history, documentation is reviewed by Background Screening Unit, sent to Board of Nursing for a decision if needed

+ If there is disciplinary or health history, documentation is reviewed by CNA Registry staff, sent to Board of Nursing for a decision if needed

+ Decision to approve or deny is made within 90 days of a file being deemed complete (within 9 days on average for FY17-18)

+ Eligibility transmitted to Prometric electronically

Scheduling Process Flow
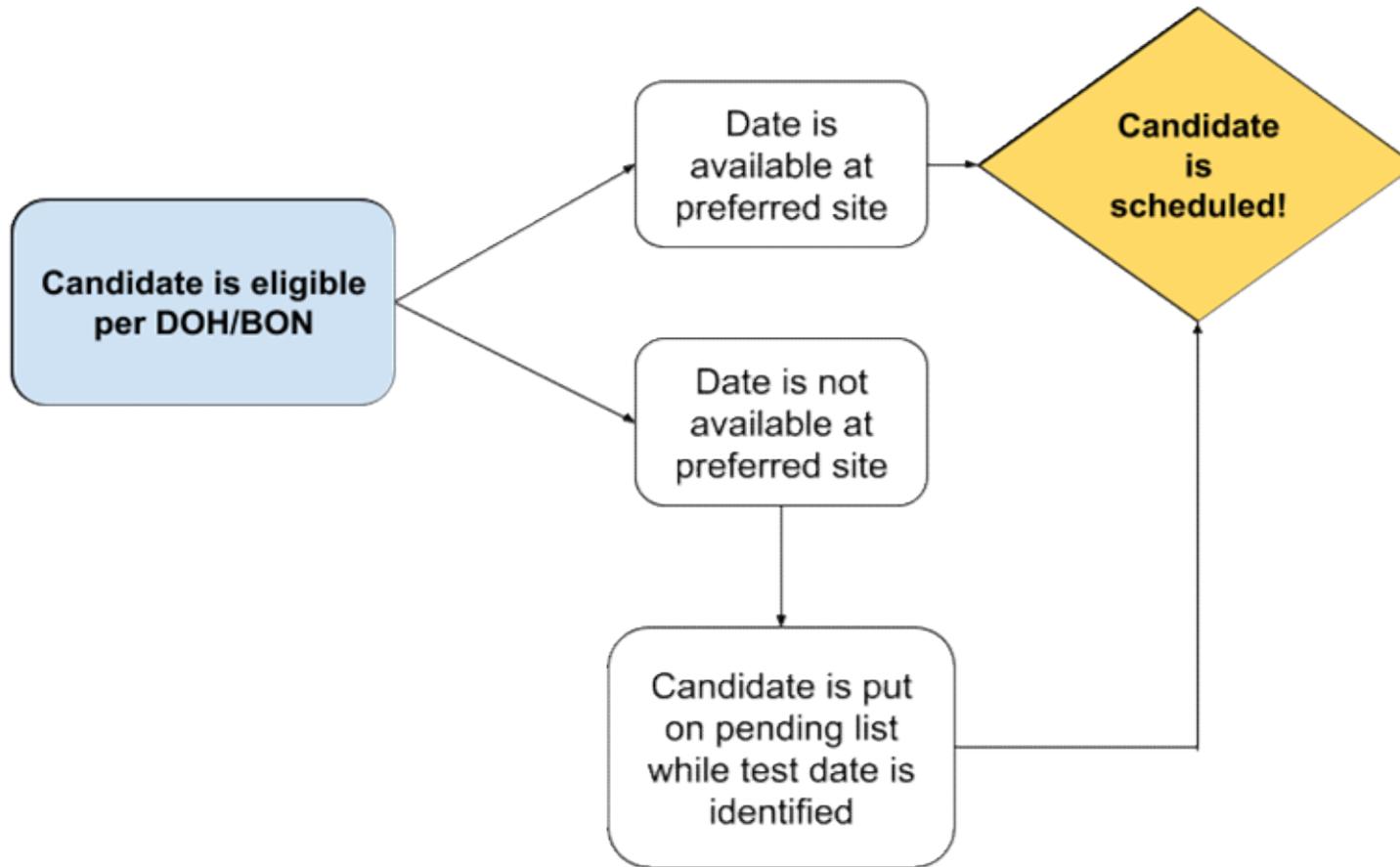
+ *The yellow diamond indicates an e-mail notification is sent.*

Test Administration

+ Internet-based testing provides for same day results
    + Written and Oral Test (English and Spanish) administered on computer
    + Clinical Skills exam results entered into computer immediately following exam
    + Candidate is issued score reports at test site

+ Standardized administration by trained Nurse Aide Evaluators and proctors

+ Exams administered at Regional and In-Facility testing events

Regional Testing

+ Locations are available throughout the state

+ Students testing at Regional Test Centers:

    + Submit application and move through eligibility process

    + Candidates are scheduled on the first available date at their preferred location

    + Candidates from the same training program are not scheduled in groups, they are scheduled individually

+Interested Regional Test Centers:

    + Regional Test Centers get compensated for providing the supplies already needed for IFT testing

    + Contact Prometric at pro-globalrecruiting@prometric.com for more information about becoming a Regional Test Center

Regional Testing Sites
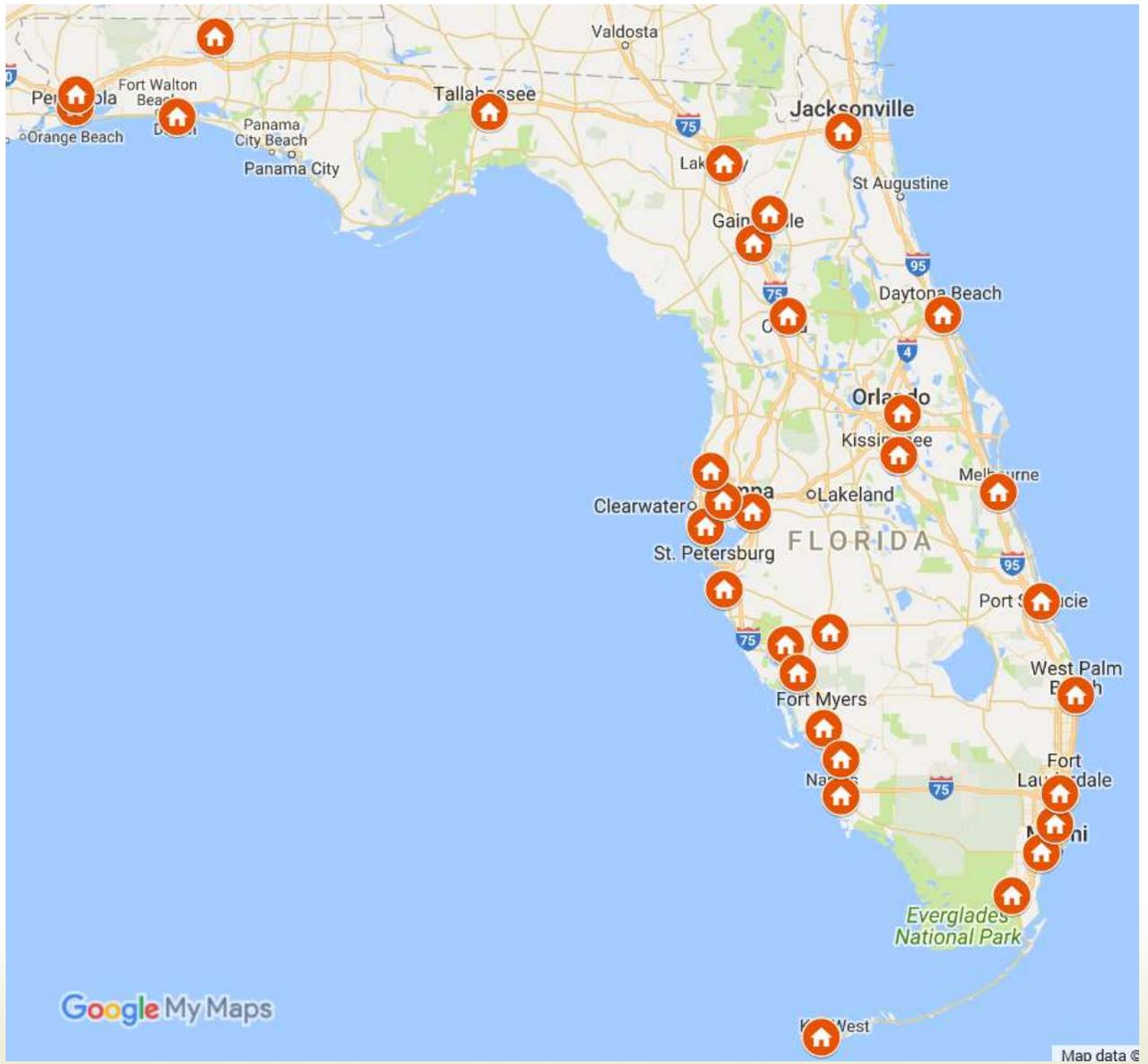
In-Facility Testing (IFT)

+ Students get to test in the same environment in which they trained
  + Familiarity with the location of the facility
  + Experienced with the computer used for Knowledge Test
  + Familiarity with the lay-out of the skills environment

+ Scheduled on a date requested by the Training Program if possible based on eligibility determination

+ Can test 4 to 16 candidates per event
  + Depends on number of computers available for the written exam
  + Depends on number of clinical labs/beds

+ Contact pro-globalrecruiting@prometric.com for additional information about becoming an IFT site

Event and Staffing Flow - IFT
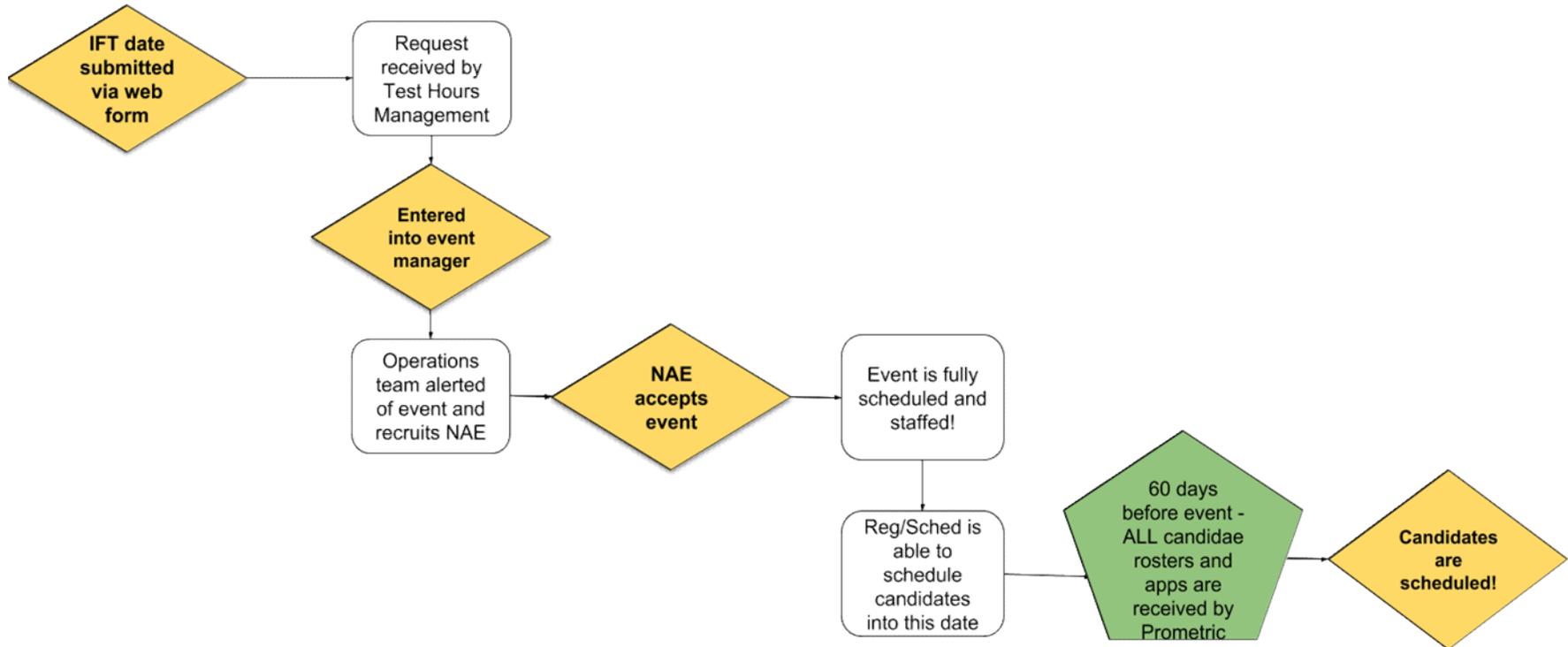
+ *The yellow diamond indicates an e-mail notification is sent.*

IFT Testing Sites
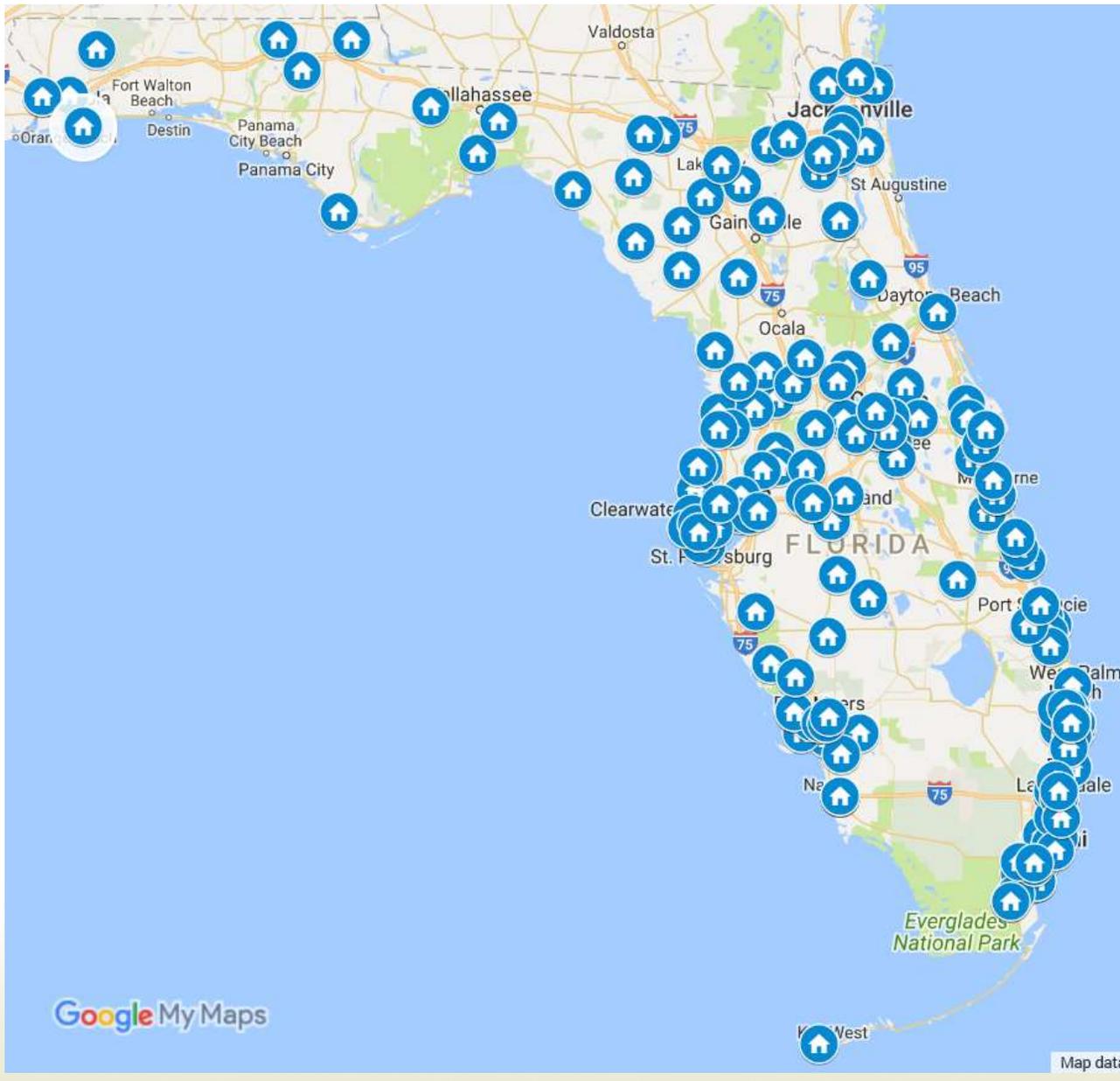
Nurse Aide Competency Assessment

**Purpose of the examination is public protection
to ensure that individuals added to Florida Nurse Aide Registry,
who will provide care to nursing home residents,
have met standards of minimal competency.**

About the Test:

+ Psychometricians and RNs on staff ensure that the exams are valid, reliable, and defensible

+ Current exams are based on our 2016 Job Analysis
  * Based on a national survey of CNAs and RNs/LPNs who supervise CNAs
  * Focused on the role of the minimally competent CNA in long-term care settings
  * Reviewed by a national panel of experts who analyze survey findings, make content recommendations for written exam and conduct a criticality review of all clinical skills

+ Periodic National Exam Council (NEC) meetings ensure that the exam remains up-to-date

Written/Oral Knowledge Exams

+ Meet Federal Standards for NATCEP
+ Nationally relevant exam administered in 13 states
+ Available in English and Spanish in Florida
+ Oral version available using professionally recorded audio to accompany text on the screen
+ Updated periodically; new items pre-tested on an ongoing basis
+ Eligible candidates have three opportunities to pass before they are locked out from retesting until state requirements are completed
+ Candidates only have three attempts to pass their exam until they have to complete 120 hours of training in a state-approved training program
+ Internet-based delivery of exams, with same day official results

Nurse Aide Competency Exam: Written or Oral Knowledge Test

+ Questions: 50 operational and 10 pretest

+ Time: 1½ hour time allowance

+ Language: English and Spanish

+ Questions written at a 4th to 6th grade reading level

+ Detailed Content Outline in Candidate Information Bulletin, including practice questions

  + Role of the Nurse Aide – 20%

  + Promotion of Safety – 22%

  + Promotion of Function and Health of Residents – 20%

  + Basic Nursing Care Provided by the Nurse Aide – 24%

  + Providing Specialized Care for Residents with Changes in Health – 14%

+ Online National Interactive Practice Exam link on website

Nurse Aide Competency Exam: Clinical Skills Test

★ Clinical Skills Test consists of five skills:

- Three skills are prompted

- Two skills unprompted (Handwashing and Indirect Care)

★ Skills are comprised of evaluation criteria (checkpoints) which are published for candidates

★ Checkpoints are weighted (secure information)

★ Candidate must pass all five skills to pass the exam

★ Standard setting used to determine minimal competency and the points required to pass each skill

Clinical Skills Matrix

| Level of Difficulty	Personal Care	Promotion of Health and Function	Measure and Record Skills
Most	Perineal Care Catheter Care Dressing Change Occupied Bed	Positioning Transfer	Pulse
Moderate	Mouth Care–Denture Mouth Care – Brushing Teeth Bedpan Partial Bed Bath	Ambulate ROM – hip, knee, and ankle	Contents of Urinary Drainage Bag Feeding
Least	Foot Care Hand and Nail Care	ROM – shoulder ROM – elbow and wrist	Respirations

NAE Requirements

Nurse Aide Evaluator (NAE)

+ Licensed as RN in Florida (or a multi-state RN) <u>and</u> license in good standing

+ At least two years of experience as an RN, with at least one year of experience caring for the chronically ill of any age

+ **Objective** observer of clinical skills demonstration; computer determines pass/fail

+ Avoid testing candidates when conflict of interest exists

+ NAE pass/fail statistics are monitored to ensure fair administration to all candidates

FLCNA NAE Coverage Map
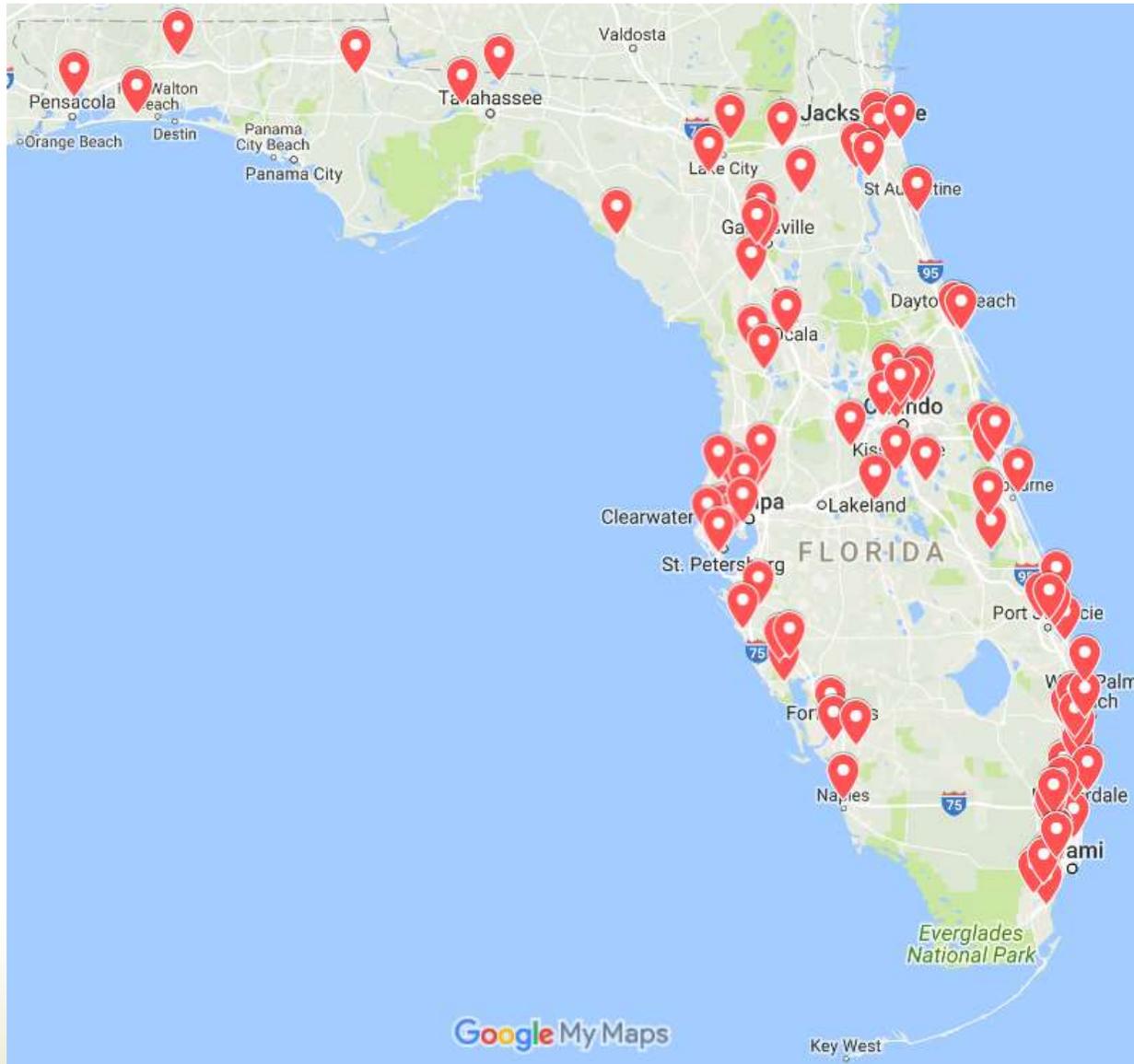
Review of Testing Procedures

Steps	Candidate:
1	Given General Instructions to read while waiting to take the Clinical Skills Test
2	Paired with another candidate for testing to serve as "actor" for each other
3	Provided an orientation to the testing room
4	Candidate testing first is given card with instructions for three skills
5	Is read all three skills instructions at one time by NAE
6	Reviews instructions while NAE sets up for skill, including actor instruction
7	Begins test and NAE begins observing and recording performance (rating)
8	Allowed to make corrections while performing a skill
9	Switches to actor role, and paired candidate given instructions for his/her test

Forms and Feedback

➤ Test forms for both the written/oral and the clinical skills exams are randomly assigned by computer at the time of registration. NAE does not have the ability to assign a form or give a different form than assigned.

➤ Feedback sheet in the clinical skills score report is not written up by NAE. It is computer generated based on the checkpoint(s) the candidate did not complete correctly.

➤ Per Prometric policy, NAE/Proctor is not allowed to discuss test results with candidates.

➤ Prometric can not give score reports or feedback to schools or instructors. We only share results with the candidates.

REMINDER

- Instructors should follow state curriculum requirements, regardless of skills included in the test
- Skills should be taught in consideration of the different ways care is provided to residents, not based solely on the scenario used in testing the skill
- Skills taught should not be limited to the skills included in the Clinical Skills Test

Top 10 List for applicants:

1. Applications are processed within 30 days of receipt and in order of date received, regardless of any prescheduled test dates.

2. All applicants are required to have a Livescan screening completed. A list of approved providers can be found at http://www.flhealthsource.gov/bgs-providers; the Originating Agency Identification (ORI) # is EDOH0380Z.

3. Be sure you have used a current version of the application, answered all questions, signed and dated your application and that your handwriting is legible to avoid any delays for receipt or approval of your application.

4. It is very important that you have the correct Social Security Number (SSN), name and Date of Birth listed on both your application and Livescan screening. Any discrepancies will prevent your results from being received and require a copy of your Social Security Card and Driver's License to correct.

5. If your name does not match exactly as it appears on your identification it will result in not being allowed to take the exam at your scheduled time and require you repay your testing fee to Prometric.

6. If you are aware of a Criminal, Discipline or Health history that may come up during the review process of your application, please submit the information required in the application instructions as soon as possible.

7. Any applicant who fails the exam after three attempts will not be eligible for reexamination again until they have completed an approved training program (120 hrs).

8. Be sure you have your current email address on file - this is where you will receive your test date and all communications from Prometric.

9. If you have not received any e-mail from Prometric within 48 hours of submitting your online application or within 10 business days of submitting your paper application, please call into our customer service line. Every application should get an automated e-mail with the application status.

10. Please verify the spelling of your name and address when you receive your initial status letter communication. If there are any errors, please call in and correct the issue to avoid any problems on test day.

FIRST TIME COMBINED PASSERS REPORT

First Time Combined Passers Report

+ Reporting Improvements:
    + The FLDOH/BON and Prometric worked together to implement a technology solution for some of the errors in the annual report
    + FLDOH/BON and Prometric work together closely after the quarter closes to ensure that we have caught any errors between our systems

+ Report can be found on the FL Board of Nursing website at http://floridasnursing.gov/education-and-training-programs/
    + First Quarter 2018

First Time Combined Passers Report (cont.)
Candidate Detail Data Request

+ Candidate details for your training program:
    + Training programs may submit a written request (including the specific quarter and year of data requested for a list of testers that are reported out on the quarterly and annual report
    + Reporting data will <u>only be released to the program coordinator on record</u> for the training program
    + The year and quarter should be part of the request
    + Request should be submitted to Sherri Sutton-Johnson (<u>Sherri.Sutton-Johnson@flheatlh.gov</u>)at the BON

OPERATIONS & CUSTOMER SERVICE

Key Customer Service Contact Information

+ Mailing Address:

    ATTN: FL Nurse Aide

    Prometric

    7941 Corporate Drive

    Nottingham, MD 21236

+ Webpage: www.prometric.com/nurseaide/fl

+ For information on specific candidate applications, please contact our customer service line:
    + Email: FLCNA@prometric.com
    + Phone: 888.277.3500
    + Hours of operation: 8:00AM to 6:00PM Eastern, M-F

Other points of contact…

+ If you are an IFT (In-Facility Test Site), please reach out to Operations Services Team 1 for queries regarding your test event or rosters:
    + OpsServiceTeam1@prometric.com
    + 1-866-794-3497, Option 2, Option 1

+ If you are a Regional Site, please reach out to our Test Hours Management Team at pmd-TestHourMgmt@prometric.com.

FLDOH/BON points of contact…

+ www.FloridasNursing.gov – Board of Nursing website

+ MQA.CNA@FlHealth.gov – e-mail address for CNA Registry inquiries

+ Tamara Garland, Operational Support Services Manager

+ Kathy Herron, Regulatory Supervisor

+ Melissa Greenfield, Program Ops Administrator

+ Sherri Sutton-Johnson, MSN, RN, Director of Nursing Education

+ Joe Baker, Jr., Board Executive Director

+ 850.245.4125 – Call Center

+ 850.617.6460 – Fax Number