

Nurse Aide Training Program and Test Site Informational Call

Nurse Aide Registry March 11, 2024

PROTECTING, MAINTAINING AND IMPROVING THE HEALTH OF ALL MINNESOTANS

- The Minnesota Department of Health is hosting this informational call to inform nurse aide training programs and testing sites of processes and updates.
- Your comments, questions and image, which may be private data, may be visible during this event. You are not required to provide this data, and there are no consequences for declining to do so.
- The informational call may be accessible to anyone who has a business or legal right to access it. By participating, you are authorizing the data collected during this presentation to be maintained by MDH. MDH will be posting this on YouTube with a nonpublic link. The posting will be available for 90 days.
- To opt out of the presentation, please exit now.



Housekeeping



- Attendees are muted. During the Q&A portion, please raise your hand and we will unmute you.
- You can also submit comments or questions in the chat feature.
- As a reminder, please keep your cameras off to ensure adequate bandwidth.



Agenda

- NAR modernization review
- Knowledge exam
 - Time frame
- Skills update
 - Modified bed bath-face and one arm, hand and underarm
- TMU
 - RN instructor requirements
 - Duplicate accounts

- Running reports if candidates testing in both servers
- Questions from February call
- Test site map
- Quarterly testing data (skills and knowledge)
- In-facility sites
 - Testing options
- Resources



NAR Modernization Overview





DEPARTMENT OF HEALTH

New and Improved Nurse Aide Registry

NAR Credentialing Team

Nurse Aide Registry – what does this mean?

MINNESOTA NURSE AIDE REGISTRY

Sign in to your account

Email			
Password			
			Forgot Password?
	Sign	In	
	New user?	Register	

- Active/inactive/newly tested nurse aides must register to create an account to access their information and perform tasks (e.g., submitting renewals, printing certificates).
- Nurse aides endorsing from another state must create an account, upload supporting documents and submit their application online.
- Nursing Home and Certified Boarding Care Home facilities must register an account to update staff reports real-time.
- To begin, select "Register" at the bottom of the login screen.

Select the Type of Registration

DEPARTMEN OF HEALTH		rch Certificate Frequently Asked Ques	tions Correct Name, SSN, or DOB Log out
Register			
I am seeking to register as a(n) :	Certified Nurse Aide	Interstate Endorsement Candidate	Provider
supporting documentation to corre	ect these before register	-	you cannot register, you will need to submit ou last certified, you may instead register using odate the name associated with your

- Select the appropriate category to access the registry
 - Certified Nurse Aide: active, inactive and newly tested individuals
 - Interstate Endorsement Candidate: new CNAs endorsing from another state
 - Provider: Nursing Homes and Certified Boarding Care Homes

Registration of Provider Account

Register Provider Account

This page is for registering provider administrator accounts, limit 1 per facility. To register a provider user account (e.g. for HR staff to do Semi-Annuals), please contact your facility administrator.

Please enter the following information.

Information

HFID REQUIRED Search



- Enter and search for your facility's Health Facility Identification (HFID) number
- Select "Yes" to confirm the facility

Entering Registration Key



Resend verification code?

Click confirm to resend the registration code for CENTER to the email on file, or click cancel to go back.

If you have questions please contact support at health.fpcnar@state.mn.us.

Confirm Cancel

- Enter Registration Key into the space provided.
- To retrieve the key again, click on "Resend registration key".

- Select "Confirm".
- A message will state "Registration email resent to facility's account on file".

Facility's Dashboard

Provider User's Dashboard Currently verified and employed CNAs Active on registry: Last Name First Name SSN Status Last Worked Date Actions No CNAs listed. Inactive on registry: Nurse Aides with an inactive registry status cannot be employed as nurse aides until their status is updated to active. Please communicate directly with the nurse aide to resolve their status. Instructions can be found at Nursing Aide Resources. Last Name Actions First Name SSN Status Last Worked Date No CNAs listed. Add CNA View previously employed CNAs Submit Facility Nursing Aide Staff Report View Facility Nursing Aide Staff Reports **Self-reported CNAs** These are the CNAs that self-reported having worked at your facility which you haven't verified yet. Last Name First Name SSN Status Last Worked Date Actions No CNAs listed. View rejected CNAs

The facility' dashboard is divided into three sections:

- Active on registry nurse aides who were previously reported by your facility
- Inactive on registry nurse aides with expired certificates previously reported by your facility
- Self-reported CNAs nurse aides who have identified and self-reported themselves as currently working at your facility
- Facilities can add new CNAs by clicking "Add CNA"
- Once all staff report is updated, select "Submit Facility Nursing Aide Staff Report".

Newly Tested Nurse Aides



- Headmaster automatically imports data into the NAR system
- Once MDH receives the data, turnaround time is 7 to 10 business days
- Nurse Aide will receive an email from MDH to register and print certificate

Searching the Registry

DEPARTMENT OF HEALTH Search	Certificate Log in		
Minnesota Nurse Aide Re	gistry Search		
Search Minnesota Nurse Aide	Registry:		
Registry may be searched by either the combi Number".	ination of first and last name, or	by certificate number.	For more accurate result, search by "Certificate
Last Name REQUIRED	First Name REQUIRED		
Social Security Number	Date of Birth		
	mm/dd/yyyy		
Social Security Number – Last 4 (xxxx)	Format: MM/DD/YYYY		
Certificate Number REQUIRED			
Profession		Certificate Type	
Please select an option	\$	Please select an o	option – 🗢
Search Clear			

- Select Search Certificate
- Enter the nurse aide's first name and last name, <u>or</u>
- Search by Certificate
 Number
- Select Search

Next Steps

Facilities can update nurse aides' statuses real-time and are encouraged to do so on a regular basis (e.g., weekly, monthly, quarterly).

If a nurse aide needs a correction to a name change/social security number/DOB, please instruct nurse aides to log in to the registry to submit a change request accompany by supporting legal documents. The request will be reviewed by MDH Staff for approval and communicated back to the nurse aide. If there are additional documents needed, MDH Staff will communicate to the nurse aide.

Registration Key is sent to the email address MDH have on file for the facility. Staff cannot change email to another staff's email to receive the key as this affects the facility (e.g., all notices from licensing/certification, survey, background study, etc. goes to the Administrator/Authorized Agent's)

Next Steps (cont.)

Only the Administrator/Authorized Agent for the facility can make the initial registration with the Registration key. The Administrator/Authorized Agent can add up to three (3) additional users thereafter to manage staff reporting.

If there is a change in Administrator/Authorized Agent, contact the NAR Team to complete and submit the **Change of Administrator** form.

Facilities can extend the expiration date of a nurse aide's certificate based on Last Worked Date. Please note that nurse aides who meet the requirement under <u>42 CFR</u> <u>483.156(c)</u> and <u>42 CFR 483.35 (d)</u> can only renew their certificate. Non-relating nursing services does not meet the requirement to renew.

If you need help identifying the HFID, contact MDH or use MDH <u>Health Care Provider</u> <u>Directory</u> to search.



Thank You!

Nurse Aide Registry Credentialing Team

Health.FPC-NAR@state.mn.us

651-201-4200, Monday to Friday: 8 AM to 4 PM

Knowledge Exam





GovDelivery Sent



Two-hour completion time continues for nurse aide candidates to complete Knowledge Test

Nurse Aide Knowledge Test remains at two hours

MDH is committed to maintaining a high standard for nurse aide training and competency, while also ensuring that candidates with diverse backgrounds and learning styles are supported as they work towards becoming certified nurse aides.



Knowledge Exam to Remain Two Hours

- October 2022, MDH increased time allowed to complete the Nurse Aide Knowledge Test to two hours
- October 2023, MDH reviewed the data/conversations with partners and MDH leadership
- Plan to continue with the **two-hour timeframe** to ensure all candidates can be successful
- Training programs or test sites:
 - Ensure reference materials used by candidates or proctors reflect the two-hour completion time
 - If accommodation for a disability or limitation is needed, please refer to <u>MN Nursing</u> <u>Assistant Candidate Handbook.</u>



Skills Update





Modified Bed Bath Skill- Previously

MODIFIED BED BATH – FACE AND ONE ARM, HAND AND UNDERARM

Perform hand hygiene.	
a. Cover all surfaces of hands with hand sanitizer.	
b. Rub hands together until hands are completely dry.	
Explain the procedure to the resident. (Speak clearly and directly,	
maintaining face-to-face contact whenever possible.)	
Provide for privacy.	
Raise bed height.	
Cover the resident with a bath blanket.	
Remove the remaining top covers to the bottom of the bed or place	
them aside.	
Remove the resident's gown without exposing the resident and place	
the soiled gown in a designated laundry hamper.	
Fill a basin with comfortably warm water.	
Put on gloves BEFORE washing the resident.	
Beginning with eyes, wash the resident's eyes WITHOUT SOAP using	
a clean portion of the washcloth for each stroke, washing the inner	
aspect to the outer aspect.	
Wash face WITHOUT SOAP.	
Pats dry face.	
Place a towel under the resident's arm, exposing one arm.	
Wash the resident's arm with soap.	



Modified Bed Bath Skill-Revised

Updated in MN Candidate Handbook, Version 6, effective 12/11/23

- 8. Fill basin with comfortably warm water.
- 9. Put on gloves BEFORE washing resident.

10. Beginning with the eyes, wash resident's eyes WITHOUT SOAP.

- a. Wash from inner aspect to outer aspect of each eye.
- b. Use a clean portion of the washcloth for each stroke.
- 11. Wash face WITHOUT SOAP.
- 12. Pats dry face.
- 13. Place towel under arm, exposing one arm.
- 14. Wash arm with soap.



Mock Skills

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

Perform hand hygiene.	
a. Cover all surfaces of hands with hand sanitizer.	
 Rub hands together until hands are completely dry. 	
Explain the procedure to the resident. (Speak clearly and directly,	
maintaining face-to-face contact whenever possible.)	
Provide for privacy.	
Raise bed height.	
Cover the resident with a bath blanket.	
Remove the remaining top covers to the bottom of the bed or place	
them aside.	
Remove the resident's gown without exposing the resident and place	
the soiled gown in a designated laundry hamper.	
Fill a basin with comfortably warm water.	
Put on gloves BEFORE washing the resident.	
Beginning with the eyes, wash the resident's eyes WITHOUT SOAP.	
a. Wash from inner aspect to outer aspect of each eye.	
b. Use a clean portion of the washcloth for each stroke.	
Wash face WITHOUT SOAP.	









RN Instructor Requirements

- If nursing license not updated in TMU, instructor will be archived
- Reminder to instructors to send their renewed license to HM to avoid this





- If instructor enters candidate information and TMU identifies a duplicate account, they can merge the two accounts if matching demographics
- If instructor receives error that the email is in use, must reach out to HM
- Candidate may come across social security number in use, must reach out to HM to resolve
- Encourage candidates to sign into their TMU accounts timely to ensure accurate information



Duplicate Candidate Accounts

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 account has been created, sign in to your account, update your password and complete/review your demographic information.
- If you attempt to try to complete your TMU© account and you get an error message, you will need to send an
 encrypted email to <u>minnesota@hdmaster.com</u>, or fax (406)442-3357, a copy of your social security card and a US
 issued form of identification or driver's license.
 - <u>REMINDER</u>: If sending personal information via email, please make sure the email is encrypted prior to sending.



TMU Reports

- Training programs may have candidates in either MN State or In-Facility server
- Training program to run reports under both servers for information, two servers unable to collate information.





Questions from February Call





Questions from February Call

Q: Would a one step TB test be sufficient or do they need a two step one for Supervised Practical Training (SPT)?

A: Yes, one step is acceptable due to turn around time and scheduling of the SPT hours. The second step done on employment.

Q: Who completes the TB assessment? The instructor or the healthcare provider?

A: This can be completed by either entity but must be available in the student record.



Locating Test Sites in Minnesota





Test Site Map on website

MN Nurse Aide Registry Website

 Nurse Aide Registry -MN Dept. of Health (state.mn.us)

SPOTLIGHT

Nursing Assistant Training and Testing Sites

Minnesota Nurse Aide Testing: D&S Headmaster

<u>COVID Response: Temporary</u> <u>Health Care Workers Needed</u>

Test Site Locations

NURSE AIDE REGISTRY

Find Training and Testing Sites

This map indicates all physical Nurse Aid (NA) testing centers across the state. This map does not include training sites.

Nursing Aide Test Centers Location





Students please contact your training program before scheduling a test.

Find Testing Sites

NURSE AIDE REGISTRY

Find Training and Testing Sites

This map indicates all physical Nurse Aid (NA) testing centers across the state. This map does not include training sites.



Test Site Map

The map provides the location of Nurse Aide (NA) test centers across the state. Only physical testing centers are mapped. There are two types of facilities within the testing center:

1. **MN State** (Circle): Test Sites operated by MN State Colleges and Universities

2. In Facility (Triangle): Test Site located in a Nursing Home (NH), Assisted Living or NH Corporation that provides testing for Federal Certified Nursing Homes.

The data has been obtained from the MDH database and is updated on an monthly basis (second week). For any further information regarding NA testing please visit <u>Nurse Aide Registry Testing Information</u> <u>Displayed Map data can be downloaded as</u> an spreadsheet.



Test Site Map

MN NAR Website

- MN State and In Facility Test Sites
 - Blue-circle: MN State
 - Red- Triangle: In Facility sites
- Include Satellite locations
- Find location feature
- Contact information- Test Site
 - Email address- Phone number


Test Site Map Find Feature





Feedback Update

Feedback

Adding a message-

NA to check with training program BEFORE scheduling a test

• Unable add currently:

- Website links
- Type of testing offered:
 - Virtual knowledge
 - In person knowledge
 - Skills

Fourth Quarter and Year End 2023 Test Data





Training Program Test Data



- Fourth quarter and 2023 year end test data available
- Training Program Test
 Data MN Dept. of
 Health (state.mn.us)



In-Facility Test Sites





Locating In-Facility Resources

NURSING ASSISTANT REGISTRY NAR Home In-Facility Testing Minnesota Nurse Aide Registry Nurse Aide Resources Nurse Aide Testing Training Program and Test Site <u>Calls</u> Training Program Test Data Contact Us **RELATED SITES** Health Care Facilities, Providers and Insurance

Health Regulation Division

EPARTMENT

Nurse Aide Registry

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. The registry also has information about nurse aides who have substantiated findings of abuse, neglect, and theft.

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.

Announcements



STAY CONNECTED

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In-Facility Testing Page

Nurse Aide Registry: In-Facility Testing - MN Dept. of Health (state.mn.us)

NURSING ASSISTANT

REGISTRY

NAR Home

In-Facility Testing

Minnesota Nurse Aide Registry

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RELATED SITES

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SPOTLIGHT

Nursing Assistant Training and Testing Sites

NURSE AIDE REGISTRY

In-Facility Testing

In-facility testing can be a convenient option for both nurse aide candidates and nursing home employers. By testing nurse aide candidates within the facility where t training occurs, candidates may experience:

- a reduction in the distance to travel to an off-site test center
- an increased comfort level of testing at a familiar location.
- being able to secure a testing seat more quickly
- reduced wait time to test after completing a training program.
- being placed on the registry and entering the workforce more quickly and effectively

This may also assist the site in recruiting nurse aides to work at their facility.

Test sites are expected to test their own nurse aide candidates **as well as candidates trained at other NATCEPs.**

Resources for training programs providing in-facility testing can be found on the <u>In-</u> <u>Facility Testing Resources page</u>.



In-Facility Testing Resources

Nurse Aide Registry In-Facility Testing Resources - MN Dept. of Health (state.mn.us)

NURSING ASSISTANT

- REGISTRY
- NAR Home
- In-Facility Testing
- Minnesota Nurse Aide Registry
- Nurse Aide Resources
- Nurse Aide Testing
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- Contact Us

RELATED SITES

<u>Health Care Facilities, Providers</u> and Insurance

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NURSE AIDE REGISTRY

In-Facility Testing Resources

This page contains answers to frequently-asked questions and resources for sites that are implementing in-facility testing of the Nurse Aide Knowledge and Skills Tests. For more information about becoming an in-facility test site, visit the <u>Nurse Aide Registry</u> <u>In-Facility Testing page</u>.

Resources

The following resources outline policies and procedures for test sites who are doing infacility testing.

- In-Facility Testing Two-Server System: Enrolling Students (PDF)
- In-Facility Testing Two-Server System: Payment (PDF)
- In-Facility Testing Two-Server System: Purchase Orders (PDF)
- In-Facility Testing Two-Server System: Sponsorship (PDF)



Frequently Asked Questions

<u>Nursing Assistant Training and</u> <u>Testing Sites</u>

<u>Minnesota Nurse Aide Testing:</u> <u>D&S Headmaster</u>

COVID Response: Temporary Health Care Workers Needed

CONTACT INFO

Nursing Assistant Registry 651-215-8705 800-397-6124 (toll-free) <u>health.fpc-nar@state.mn.us</u> Frequently-Asked Questions about In-Facility Testing Two-Server System in Headmaster TMU

What are the benefits of the two-server system?

What is the difference between using an RN Test Observer from Headmaster, and using our own RN Test Observer?

Who enrolls students in the two-server system?

Who enrolls a challenge candidate in the two-server system?

Does a training program instructor have access to both servers? How does a training program instructor know which server to enroll a student in?

Who schedules a student's nurse aide test in TMU?



Students

Training instructors to send request to Headmaster via email to become active in both servers

Does a training program instructor have access to both servers? How does a training program instructor know which server to enroll a student in?

Yes, training program instructors may enroll students in both MN State and In-Facility servers.

Students should be enrolled in the server that is preferred by their employer or sponsor facility. If a student does not have an employer or sponsor, they should be enrolled in the server that best fits their preference for access to test sites and availability of testing.



Testing Available

- Bigfork Valley Senior Services, Bigfork
- Chosen Valley Assisted Living, Chatfield
- Pelican Valley Health Center, Pelican Rapids
- Glencoe Regional Health, Glencoe
- Field Crest Care Center, Hayfield



Testing Available

- Monarch Healthcare Management, Mankato
- Good Samaritan Society Ambassador, New Hope
- Good Samaritan Society, Maplewood
- Lakewood Health System Care Center, Staples



Resources Available





NAR Home Page Revision

Nursing Assistant Registry - MN Dept. of Health (state.mn.us)

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Nurse Aide Registry

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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.

Announcements





Locate NATCEP Resource

For Nurse Aides

Training and Testing

How to Get on the Nurse Aide Registry

How to Stay on the Nurse Aide Registry

How to change information on the registry

Forms

For Employers

Who can work as a nurse aide?

Searching the Registry

Semi-Annual Updates for Nursing & Boarding Care Homes

For Training and Testing Programs

Training Program & Test Site Calls

Testing Information

How to start a Nurse Aide Training Competency Evaluation Program (NATCEP)

Minnesota-Approved Training Curricula

Training Program Testing Data

NATCEP Survey Worksheet (PDF)

Nurse Aide Competency Test Site Survey Form (PDF)

General Information

Filing a complaint

Contact Information



NATCEP Resource

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RELATED SITES

Health Care Facilities, Providers and Insurance

Health Regulation Division

SPOTLIGHT

<u>Nursing Assistant Training and</u> <u>Testing Sites</u>

Minnesota Nurse Aide Testing:

How to Start a Nurse Aide Training Competency Evaluation Program (NATCEP)

- 1. Application packet for approval of a nurse aide training program is a fillable form and available online: <u>Nurse Aide Training and Competency Evaluation Program</u> (<u>NATCEP</u>) <u>Provisional Application Form (PDF</u>).
- 2. An approved nurse aide training and competency evaluation program must be at least 75 clock hours in length. Training includes 16 hours of supervised practical training with a live person in a laboratory or other setting and curriculum instruction/skills totaling 75 hours. Location of or method of curriculum instruction and supervised practical training identified in application packet. A list of suggested equipment is available here: <u>Nurse Aide Training Equipment (PDF)</u>
- 3. Select a curriculum from our list of approved Minnesota nurse aide training curriculums. See <u>Minnesota-Approved Nurse Aide and Training Curriculum</u>.
- 4. Federal and state regulations and program requirements included in the Federal NATCEP Resource. Nurse aide training program applicants declare in initial application to read and implement Federal of NATCEP Resource requirements.
 Federal Nurse Aide Training and Competency Evaluation Program Resource (PDF)
- 5. See <u>Frequently Asked Questions about Nurse Aide Training and Competency</u> <u>Evaluation Program (PDF)</u>.

6. Qualifications for staff submitted with application for approval.



Resource Links

NATCEP Survey Worksheet (state.mn.us)

Nurse Aide Competency Test Site Survey Form (state.mn.us)



Summary

- ✓ NAR Modernization
- ✓ Knowledge test time frame
- ✓ Skills update

- ✓ Quarterly testing data
- ✓ In-facility sites
- ✓ Resources

- ✓ TMU
- ✓ Questions from February call
- ✓ Test site map



Future Calls



Next call will be April 8th

Check the <u>NAR Calls</u> website for call details and

GovDelivery



Questions?





Program Contact Information

Training Program Questions: <u>Health.NAR.coord@state.mn.us</u>

Nursing Assistant Registry Questions: <u>Health.FPC-NAR@state.mn.us</u>

NAR Home Page:

https://www.health.state.mn.us/nar



Contact Information

Liz Silkey, Regional Operations Supervisor, <u>elizabeth.silkey@state.mn.us</u>

Brenda Fischer, Regional Operations Manager, brenda.fischer@state.mn.us

