

How many testing sites do you have in Massachusetts today? Do you have a list of those sites?

The test sites are always changing, we do not provide a list of the sites but if you are looking for testing for yourself or a group of students, please email [massachusetts@hdmaster.com](mailto:massachusetts@hdmaster.com). We will need to know how many students, when they complete training and the area you would like to stay within. Please let us know in the email that you are looking to test at a different site. We will reach out to all approved test sites in the area you requested to see if any site is available to hold testing for your students.

We have upper and lower rails on our beds, can we only use the top rails when the bed is elevated? Yes, the students can use just the top rail.

When you state "provide privacy" is this using the screen or is it physically covering the patient?

This would be using the privacy curtain.

Are there enough testers for the state of Massachusetts? We have a great group of test observers and we are able to accommodate lots of testing but we are looking to add to our team to provide more availability to test sites.

If all steps in TMU© procedure must be demonstrated, why are some steps bolded? Students 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 skills test. Bolded steps are automatic failures if a student does not correctly demonstrate.

Has the 30 minute limit been a problem for passing the skills test? We are nervous about the students being able to complete 3 to 4 skills in 30 minutes? Most students finish in 17-22 minutes, I would say that the majority of students I test finish with 8 -12 minutes remaining.

What is the average pass rate in Massachusetts for the skills demonstration exam and knowledge exam? D&SDT is not able to provide the pass rates but you can reach out to DPH ([nars@mass.gov](mailto:nars@mass.gov) or 617-753-8144) to see if they can provide that information to you.

Do you want candidates to state what they're doing as they are doing it, or just perform the skill, or both? Whatever they feel comfortable doing, they won't get credit unless they do it.

On positioning the patient, our students use side rails, do they need to call the RN observer to stand by the bed or can we use the top rails/bottom rails? As long as the side rail on the opposite side of the bed from where the candidate is working is raised, they will get credit.

So if they forget a step they can go back and do it and get credit? Yes, they can make corrections to any task step as long as they really demonstrate it and it is within their 30 minutes.

Does the student bring their own "actor" to their test? Any restrictions on those actors (like the Red cross had)? No they are not allowed to bring their own actor. The RN Test Observer brings their own actor for testing. We may have a situation where the Test Observer will ask for someone (usually if they are traveling) to act as the actor. This person can not assist with the CNA Training and the person will need to do a quick training session and fill out a few forms with/for the Test Observer.

Modified bed bath is on a manikin or actor? All skills are performed on a live actor except for Perineal Care and Catheter Care.

In the past with the Red Cross, they brought a toothbrush for their actor so the actor knew it was a new clean brush. Do you do this the same? Typically yes, but if your facility has new prepackaged toothbrushes available they will sometimes use them.

Do we need to set up a mannequin with a catheter for the test observer? No, but the catheter does need to be available for the Test Observer.

To be a RN observer is there a minimum or maximum number of testing you have to do? Three test events a year is what we prefer as a minimum.

Do you send out a message when there is an update to the handbook? We will post the updated handbook online at [www.hdmaster.com](http://www.hdmaster.com), under the Massachusetts CNA area. We will also note the update in the banner at the top of that page, and the candidate handbook in each student's TMU© account will have the most updated handbook attached (found under their 'downloads' tab).

Since I & O and handwashing is embedded in bedpan, is that one single skill or is that all three? All tasks with hand washing embedded into it even if there is a measurement are considered 1 task . All students will receive 1 of the 4 tasks that have hand washing embedded along with 2 or 3 randomly selected other tasks to create each personalized and unique skill test. All Skill tests are comparable in overall level of difficulty.

Can students document with their gloves on? Yes, we do not penalize students if they touch items or record with their gloves on. Unless a specific step states “Removes Gloves BEFORE” or “Removes Gloves AFTER”, we do not penalize them.

The fee to be a closed testing site, is that a one time fee or is it paid yearly? This fee is paid prior to the first test event being added to the calendar for students to schedule into. As long as 6 students are scheduled, the \$750 deposit will be credited back to the facility. This fee can be refunded to the facility or it can be used for future testing dates. If the facility has less than 6 students scheduled, we will refund \$125 per student that is scheduled and the remaining fees would be forfeited. Example: 4 students are scheduled, the facility would receive a credit of \$500 ( $\$125 \times 4 = \$500$ ) and forfeit \$250 ( $\$125 \times 2 = \$250$ ). Before another test could be requested, the facility would need to pay \$250 to get the credit back to \$750.

Are the rules/requirements for the virtual exam available in writing somewhere? Yes, you can find them in the candidate handbook. You can also view the Virtual Knowledge Instructions: <https://hdmaster.com/testing/cnatesting/Massachusetts/forms/VIRTUAL%20KnowledgeTest%20Instructions.pdf>

During bedpan, where is an acceptable place to put the graduate to pour the urine in since we don't have a real toilet? I currently have them put an overbed table behind the commode and pretend it's the back of the toilet. Any flat surface is okay..

Do they need a barrier under the graduated cylinder when they measure it? If it does not state to place a barrier in the candidate handbook or mock skills, then it is not required. We do not deduct for not placing a barrier if not stated as a step for the task. If a candidate does place a barrier, that is fine as well and we do not deduct for extra steps being performed.

Are there multiple versions of the test? Yes, we have multiple knowledge exams as well as skills exams. These exams will change periodically as well. We also have multiple different practice knowledge tests. So if you purchase multiple practice tests, they may have some questions the same on the test but they will not get the same test form if purchasing in a group.

And everything just gets returned back to the table, correct? All equipment should be returned to the area where the student found it.

In regards to 4 mandatory skills, it says in the candidate guide to perform actual hand washing before and after. In the mock skills guide, it says to perform hand hygiene before. Could you please clarify? They perform hand hygiene using hand sanitizer at the beginning of the first task, and then they must really wash their hands with soap and water at the end of the first task.

Once my students complete the class, I have to send a request to have them put on my sponsorship account. Is there a way they can be added automatically? When the trainer first creates the student's TMU© account, the trainer will need to select the sponsoring facility from the sponsor dropdown.

Do you share the step-by-step checklist that the observer uses? Not currently, but it is almost exactly the same as the Skills Instructions:

<https://hdmaster.com/testing/cnatesting/Massachusetts/forms/Skill%20Instructions.pdf>

Will the bedrails be down for the PROM skill to be able to perform abduction and adduction of the shoulder, or will the students lower them? The side rails are not typically up but if they are the student will be able to lower it.

Does the curtain need to be closed when getting the patient OOB and ambulating to the wheelchair? If it does not say provide privacy, no, if it says they do, then yes.

For the wheelchair transfer, do we have the student unlock the wheelchair after? I usually just have the student ask the pt "can you unlock your chair?", but wondering if we leave it locked or unlocked? There is not a step that states you HAVE to unlock the, or that they cannot leave it locked after demonstrating the task.

Diet card, do you provide that? This is provided by the RN Test Observer. It says what is on the tray (for example: water, juice, applesauce) and has the actor's name on it.

We need to wash the resident's hands before and after feeding, even though we did all the feeding for them and they didn't use their hands? Yes, since that is how it is listed in the handbook and on the mock skills.

Can we use wipes for washing the hands? If the candidate handbook states 'or wipes', then they can use wipes for hand hygiene for the resident in the feeding task.

Our gowns are plastic and are over the head, no ties at neck . Do we need other gowns? No, over the head gowns are acceptable for testing.