

# Clinical Skills Observer Manual



- 7C Long Term Care Nurse Aide (8607)**
- 5A Home Health Care Aide (8605)**
- 2A Developmentally Disabled Direct Care Aide (8602)**
- 3A Adult Day Care Aide (8603)**
- 4A Residential Care Aide (8604)**



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# Health Certification Project CSO MANUAL

## INTRODUCTION

Each Health Certification Project (HCP) test site has a coordinator. The test site coordinator supervises all testing personnel and monitors all testing activities to ensure that HCP policies and procedures are followed. Clinical skills observers administer clinical skills examinations to candidates under the purview and supervision of the test site coordinator and are responsible for evaluating all candidates in a fair and objective manner.

The role of the clinical skills observer (CSO) is to simply observe whether or not the candidate demonstrates the tested skills correctly. It is **not** to determine if candidates know what to do in various situations (i.e. How would you do that differently if the resident has had a hip replacement?) or teach candidates how to perform a skill using an alternative technique or a “better way”.

## CSO QUALIFICATIONS & REQUIREMENTS

The Health Certification Project recommends that training program directors and instructors not serve as CSOs. **Instructors cannot administer clinical skills examinations to their own students.**

CSOs must meet qualifications established by the Oklahoma Nurse Aide and Nontechnical Worker Registry and shown in Table I.

**Table I CSO Qualifications**

Certification Test	Minimum Qualifications
Home Health Care, Long Term Care	<ul style="list-style-type: none"><li>Registered Nurse with an unrestricted license</li><li>One year experience</li></ul>
Developmentally Disabled Direct Care	<ul style="list-style-type: none"><li>Licensed or Registered Nurse with an unrestricted license OR Qualified Mental Retardation Professional (QMRP)</li><li>One Year experience</li></ul>
Adult Day Care, Residential Care	<ul style="list-style-type: none"><li>Licensed or Registered Nurse with an unrestricted license</li><li>One year experience</li></ul>

Test site coordinators are responsible for training CSOs and other testing personnel at their site. CSOs must also complete an orientation on administering clinical skills examinations that includes a shadowing experience with an approved CSO. For newly trained CSOs, a CSO Request and supporting documentation must also be submitted to the state HCP office for approval prior to administering clinical skills examinations. This training is mandatory — training from other entities **does not** qualify an individual to be a CSO for the Health Certification Project.

CSO certificates are valid for one year from the date of training. In order to ensure current testing materials and procedures are being used, CSOs must maintain an “approved” status by administering at least two clinical skills examinations per fiscal year. CSOs may be removed from the “approved” list by the supervising test site coordinator or the state HCP office. Reasons for removal include:

- Change of employment
- Inactivity
- Lack of affiliation with an approved program

- Expiration/loss of nursing license
- Violation of the confidentiality and/or training agreement

CSOs who have been removed from the “approved” list must be retrained and issued a new certificate before administering clinical skills examinations. CSOs who jeopardize test security or engage in misconduct will be permanently removed from the “approved” list.

## SECURITY OF TESTING MATERIALS

All CSOs must be properly trained on HCP processes and procedures and have completed and signed HCP Clinical Skills Observer Request on file with the State HCP office **before** handling testing materials or administering clinical skills examinations. CSOs **do not** need to complete the Confidentiality/Non-Disclosure Agreement required of testing personnel who administer the written certification exam — this information is included at the bottom of the CSO Request.

Test security is maintained by protecting all testing materials from loss, unauthorized access, and reproduction. CSOs **may not:**

- Photocopy or reproduce test materials for any reason, or
- Sell or disclose the content of tests to any person or organization (public or private), or
- Teach students using testing materials as “practice materials” or exposing students to test content.

The test site coordinator provides testing materials to the CSO on an “as-needed” basis. While in the CSO’s possession, all testing materials must be handled in a secure manner that has been approved by the test site coordinator. Testing materials must be distributed and returned using procedures that prevent exposure of test content, candidate personal information, and/or candidate results.

A test site coordinator must have open access to all testing functions performed in facilities affiliated with his/her test site in order to verify that HCP tests are being administered to/by qualified individuals and in accordance with state and local HCP testing policies. The test site coordinator reserves the right to discontinue the testing relationship if such access is denied and/or if test security has been compromised.

## CLINICAL SKILLS EXAM OVERVIEW

The clinical skills examination consists of several skills incorporated into a scenario that is designed to replicate what nurse aides typically encounter on the job. The examination includes critical and non-critical tasks. Critical tasks evaluated by the CSO are general in nature and verify the candidate performed all skills and correctly demonstrated safety and infection control practices throughout the exam. Examples of items considered when evaluating these critical tasks include, but are not limited to:

- Proper technique and timing of hand washing (or verbalization)
- Proper technique and timing for donning and removing gloves and other PPE
- Proper technique for handling soiled linens and biohazardous materials
- Proper technique for cleaning equipment
- Proper use of thermometer sheaths and other barriers
- Verifying the resident's identity
- Raising and lower the resident's bed at appropriate times
- Applying and using a transfer belt correctly and at appropriate times
- Placing call light appropriately
- Verifying appropriate water temperature
- Positioning wheelchair correctly and using wheel locks and footrests appropriately

In addition to the critical tasks evaluated by the CSO, the Test Site Coordinator determines if the candidate accurately measured and recorded vital signs by comparing the candidate's measurements to those recorded by the CSO. Candidates must measure vital signs within the acceptable margins of error in order to pass this critical task. The acceptable margins of error or vital signs are:

- Temperature            must match the CSO's measurement
- Pulse                    within four beats of the CSO's measurement
- Respiration            within two breaths of the CSO's measurement
- Blood pressure        both within 4 mmHg of the CSO's measurement

Non-critical tasks are associated with performing the skills in the scenario. Candidates must perform all critical tasks correctly and perform non-critical tasks with 80% accuracy in order to pass the clinical skills exam and be eligible to take the written examination.

## **EXAM REGISTRATION & SCHEDULING**

All certification testing is scheduled with and/or coordinated through a HCP test site. Before a clinical skills examination is administered to a candidate, the candidate must register with the test site coordinator, who reviews the required documentation and verifies the candidate is eligible to take the examination.

To ensure candidates are allowed enough time to complete the examination, clinical skills examinations should be scheduled at least 75 minutes apart for Home Health Care Aides or Long Term Care Nurse Aide candidates and at least one hour apart for Developmentally Disabled Direct Care, Residential Care or Adult Day Care candidates. This allows the CSO 15 minutes to prepare the volunteer/resident, provide instructions to the candidate, and answer the candidate's questions.

On a testing day, CSOs cannot evaluate more than seven (7) Home Health Care or Long Term Care Nurse Aide candidates or ten (10) Developmentally Disabled Care, Residential Care or Adult Day Care candidates.

## CLINICAL SKILLS EXAMINATION MATERIALS

The clinical skills exam packet contains the following pages:

**Cover Sheet** — Candidate information to be completed by the test site coordinator prior to the exam.

**Candidate Information**

Scenario & Candidate Instructions  
Documentation Sheet

**Volunteer/Resident Information** — Includes instructions and volunteer/resident consent form

**Clinical Skills Observer Information**

Equipment List and CSO Instructions  
Scenario & Candidate Instructions  
Documentation Sheet

**Clinical Skills Examination Evaluation Grid** — Marked by the CSO as the candidate performs tasks

**Clinical Skills Score Tabulation Sheet** — Completed by the test site coordinator (or designate)

## CLINICAL SKILLS EXAM PROCEDURES

**Volunteers/Residents** — Many skills on the clinical skills examination can be demonstrated on a manikin. However, some HCP test sites may require candidates to bring a volunteer/resident. Volunteer/residents must sign the HCP Volunteer Consent Form in the clinical skills exam packet. Certified Nurse Aides and students in nurse aide training programs **cannot** be volunteers/residents. In order to avoid providing cues to candidates during the examination, the HCP recommends that volunteers/residents **NOT** be healthcare practitioners or students in other healthcare training programs.

**Preparing the examination area** — The clinical skills examination must be administered in an actual care-giving situation or in a laboratory setting that has access to running water and closely resembles the environment in which nurse aides function. Unless specified otherwise, all equipment and supplies needed during the clinical skills examination will be provided by the test site.

The CSO does not gather the supplies and equipment for the exam. However, the CSO must ensure that everything is accessible to the candidate and that the candidate knows where to retrieve the items listed in the CSO Information on page 5 of the exam packet (Appendix A). In addition, the CSO must verify that all equipment is accessible and working properly.

**Preparing the candidate and volunteer/resident** — In a staging area removed from the testing area, the CSO will remind the candidate and the volunteer/resident that cell phones and other electronic devices are not permitted in the exam area. The CSO will confirm the candidate's identity with the information provided by the test site coordinator on the exam packet's cover page. Once the candidate information has been verified, the CSO will provide the candidate with the pages in the clinical skills packet marked "CANDIDATE INFORMATION" and ask the candidate to review these while the CSO prepares the volunteer/resident.

While the candidate reviews the information in the staging area, the CSO will take the volunteer/resident into the testing area. The CSO will ask the volunteer/resident to remove his/her shoes, put on a hospital gown over his/her clothes, and sit in the hospital bed. The CSO will review the Volunteer/Resident Information with the volunteer/resident, answer the volunteer/resident's questions, and have him/her sign the volunteer/resident information sheet.

Once the volunteer/resident is ready, the CSO will bring the candidate into the testing area and review with the candidate the scenario, exam time limit, and candidate instructions. While the CSO reads the information to the candidate, the candidate should follow along on his/her copy. If desired, the candidate may take notes on the information sheet and can refer to the information sheet and his/her notes during the examination.

After briefing the candidate, the CSO will demonstrate the use of the resident's bed, wheelchair, and other equipment, if needed. Following the scenario briefing and equipment demonstration, the CSO will answer any questions the candidate has. When the candidate is ready to begin the exam, the CSO will have the candidate sign and date the candidate's copy of the instructions. Finally, the CSO will sign the CSO's copy of the instructions.

**Administering the exam** — All clinical skills examinations must be administered and answered in English — no translation is permitted. In addition, candidates are not allowed to use any materials or references (i.e. dictionaries, textbooks, etc.) at any time during the testing process.

A candidate must be administered the clinical skills examination in one uninterrupted testing session. One CSO will administer the entire clinical skills examination to a candidate. The CSO must mark every task on the evaluation grid.

A CSO must evaluate all skills to be demonstrated by one candidate before evaluating another candidate. Candidates may not be rotated among several observers or rotated as a group from one skill to another. CSOs must mark the evaluation grid as the candidate performs each task.

Candidates must demonstrate all skills within the allotted time. Home health care aide and long term care nurse aide candidates are required to perform seven skills within 60 minutes. All scenarios include ambulation with a transfer belt, transferring from bed to wheelchair (or wheelchair to bed), performing range of motion, and measuring vital signs, including blood pressure. The remaining three skills are taken from the Nurse Aide Skills List in Appendix B in this manual.

Candidates seeking certification in developmentally disabled care, residential care, or adult day care are required to perform four skills within 45 minutes. All candidates must demonstrate taking/recording temperature/pulse/respirations; the remaining three skills are taken from the skills listed on Nurse Aide Skills List in Appendix B in this manual.

The time limits above apply **only** to the time allowed for performing the skills in each scenario — it does not include time taken for preparing the resident/volunteer, reviewing the scenario, demonstrating use of equipment, or answering the candidate's questions. The CSO will mark the start and end time of the exam on the evaluation grid in the exam packet (pages 8-9 of the exam packet in Appendix A).

Although the scenario and evaluation grid list the skills and tasks in a logical order, the sequence in which the candidate performs the skills or the tasks within a skill is not important as long as the candidate observes standard precautions and does not endanger the safety or well-being of the volunteer/resident, the CSO, or the candidate. If the candidate makes a mistake or forgets a step, the candidate may correct and re-demonstrate the skill as long as the candidate notes the error or omission before the exam is finished and the allotted time for the exam is not exceeded.

Candidates are required to demonstrate hand washing the first time it is needed in the examination; in all other instances that require hand hygiene, the candidate need only verbalize that he/she would wash hands or use hand sanitizer.

When performing skills requiring documentation (i.e. measuring vital signs, intake and output), the candidate documents his/her findings on the documentation sheet provided for the candidate (page 3 of the exam packet in Appendix A). The CSO also documents his/her findings on the documentation sheet provided for the CSO (page 7 of the exam packet in Appendix A).

The CSO may give the candidate up to three attempts to obtain correct measurements of vital signs or allow the candidate to come back to vital signs later in the exam. This is the **only** instance where the CSO may provide feedback to the candidate. If multiple attempts are required when measuring blood pressure, the candidate must observe or verbalize the correct waiting time between attempts. Each attempt must be documented by the CSO and the candidate on their respective forms.

During the examination, the CSO **may not** prompt the candidate, answer questions from the candidate about how to perform a skill, or indicate whether or not an action or skill was performed correctly. If necessary, the CSO **may** periodically remind the candidate that the resident/volunteer in the scenario is wearing a hospital gown.

**Finishing the examination** — When the exam is finished, the candidate returns all pages of the clinical skills packet to the CSO and is provided information on how results will be communicated to him/her.

**All pages of the clinical skills examination packet must be collected by the CSO and returned to the test site coordinator. All clinical skills examination packets (used or unused) must be returned to the test site coordinator immediately after the scheduled test date. CSO's may not retain a copy of a candidate's clinical skills examination packet. CSO's may not keep unused packets for use at a later time.**

The test site coordinator verifies that the clinical skills examination packet is complete, all tasks have been marked, and an explanation provided for any task or skill demonstrated incorrectly. **The test site coordinator, not the CSO, also determines whether or not the candidate measured vital signs within acceptable limits and calculate the candidate's score.**

**Distributing Clinical Skills Exam Results to Candidates** — The test site coordinator at the HCP test site coordinates candidate notification of clinical skills examination results. Candidates who successfully complete the clinical skills examination are eligible to take the written examination.

**Retaking Examinations** — Candidates who do not pass the clinical skills examination must wait at least three days before retesting. Candidates who retake the clinical skills examination must take the examination in its entirety – candidates are not allowed to only retest the tasks or skills that were not performed correctly in previous administrations.

Candidates who have completed an approved training program have three attempts to pass the clinical skills examination. Candidates who are unable to pass the clinical skills examination after three attempts must retrain in order to be eligible for additional testing.

Nurse aides who have let their certification expire and have a letter from OSDH authorizing them to retest have ONE attempt at the clinical skills examination and ONE attempt at the written examination. These individuals must retrain if they are unable to pass either the clinical skills examination or the written examination.



## TESTING POLICIES

**Handling of Examination Materials** — All examination materials are the copyrighted property of the Oklahoma Department of Career and Technology Education. Distribution of examination content or materials through any form of reproduction or through oral or written communication is strictly prohibited. Individuals/entities who compromise the security of testing materials will be held responsible for the expense of developing replacement materials.

**Security/Cheating** — If a candidate is caught cheating during any clinical skills examination or written examination, testing will stop immediately. The candidate will receive a failing result and the incident will be reported to the Oklahoma State Department of Health for review. Testing fees will not be refunded and the candidate will not be able to test approval from the OSDH. Each HCP test site reserves the right to monitor and record all testing using audio, visual, and electronic devices.

**Testing Accommodations** — Requests to accommodate special needs during testing (i.e. oral test administration, special seating arrangements) must be made at the time of registration by completing the Request for Testing Accommodations form.

**Cancellations/Tardiness** — Candidates who cancel a testing appointment at a HCP test site with at least 48 hours notice may receive a refund of testing fees. Candidates who arrive more than one hour late for an examination will **not** be permitted to test. Testing fees will not be refunded to candidates who are more than one hour late or fail to give the required notice for cancellation.

**Electronic Devices** — Cellular phones, beepers, or other electronic devices are not permitted and must be turned off during testing. Use of electronic devices during testing will be considered cheating and will be handled accordingly.

**Study Aides** — Personal belongings (i.e. briefcases, backpacks, books, etc.) are not allowed in the testing area. Personal belongings brought into the testing area will be collected by testing personnel and returned when the examination has been completed. The HCP test site is not responsible for lost or misplaced items.

**Calculators** — Calculators are not permitted in the testing room. If needed, the test site can provide scratch paper and a pencil; however, these items must be collected at the end of the test by the testing proctor.

**Translation** — All certification examinations are administered in English. Translators, translation devices, or translation dictionaries may not be used during the examination.

**Eating/Drinking/Smoking** — Candidates are not permitted to eat, drink, or smoke during the examination.

**Misconduct** — Candidates causing a disturbance of any kind or engaging in any kind of misconduct will be dismissed from the examination and reported to the Oklahoma State Department of Health for disciplinary measures.

**Guest/Visitors** — No guests, visitors, pets or children are allowed at the testing site.

**Use of Restrooms** — Candidates must obtain permission from the CSO or the written test proctor to use the restroom during testing. All testing materials will be collected from the candidate. No additional testing time will be granted.



## **APPENDIX A**

### **CLINICAL SKILLS EXAMINATION**

#### **SAMPLE SCENARIO**

**CLINICAL SKILLS EXAMINATION**

**LONG TERM CARE NURSE AIDE  
HOME HEALTH CARE AIDE**

**SAMPLE SCENARIO**

**Exam Date:** \_\_\_\_\_

**CANDIDATE INFORMATION**

**Candidate's Name:** \_\_\_\_\_

**Last 4 of SSN:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**CLINICAL SKILLS OBSERVER INFORMATION**

**CSO's Name:** \_\_\_\_\_

**CSO Number:** \_\_\_\_\_

**Note:** This page is to be completed by the test site coordinator prior to testing.

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

## CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO

Mrs. Fleming: Vital Signs, Range of Motion, Undressing/Dressing Assistance, Ambulation, Brush/Comb/Style Hair, Nail Care, Wheelchair to Bed Transfer

**The maximum time allotted for this exam is 1.0 hours. Time begins after the candidate has received instructions and verbalizes that he/she has no questions.**

### Candidate Instructions:

**NOTE: Candidate Instructions must be read with/to the Candidate. While reviewing the instructions, the Candidate may take notes on his/her copy of the Candidate Instructions and refer to the notes as needed during the examination. All exam materials must be returned to the clinical skills observer at the end of the exam**

Mrs. Fleming is a resident at Rolling Meadows Village who has left-sided weakness due to a stroke several years ago. When you enter the room, Mrs. Fleming is lying in bed wearing a gown and underwear. There is a privacy curtain around the resident's area.

You will need to take Mrs. Fleming's vital signs, perform range of motion on her right side, and assist her with undressing/dressing before using a transfer belt to ambulate her to a bedside chair. Once Mrs. Fleming is in the chair, you will brush/comb/style her hair and provide nail care. You will then assist Mrs. Fleming into a wheelchair and take her to the sun room. After a few minutes, Mrs. Fleming says she is not feeling well. After returning her to her room, you will transfer Mrs. Fleming from the wheelchair to the bed. You will leave the resident in a position of comfort and safety and document as needed while providing care.

**Cell phones and other electronic devices are not permitted in the exam area – this applies to evaluators, candidates, and volunteers.**

This examination is designed to be as realistic as possible. However, there may be instances when you need to verbalize your actions even if you cannot perform them.

You will demonstrate hand washing the first time it is needed in the examination; in all other instances that require hand hygiene, you need only verbalize that you would wash your hands or use hand sanitizer.

If you make a mistake, or realize later in the exam that you forgot to do something, notify the clinical skills observer of the error or omission. You will be allowed to demonstrate the corrected action as long as the exam time limit is not exceeded.

After reviewing the testing scenario, the clinical skills observer will demonstrate how to operate the resident's bed and wheelchair. Once the skills exam begins, the clinical skills observer cannot prompt, answer questions about how to perform a skill or provide feedback on whether or not an action is performed correctly. It is also inappropriate for a clinical skills observer to ask questions that do not directly pertain to the skill being observed or to offer instruction on how to perform a skill.

**I have received and read all candidate instructions.**

\_\_\_\_\_  
Candidate's Signature

\_\_\_\_\_  
Date of Signature

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

**CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO DOCUMENTATION —  
CANDIDATE**

**SCENARIO SKILLS:**

- Vital Signs
- Range of Motion
- Undressing/Dressing Assistance
- Ambulation with a Transfer Belt
- Brush/Comb/Style Hair
- Nail Care
- Wheelchair to Bed Transfer

VITAL SIGNS FLOW SHEET						
Resident Name: <b>S Fleming</b>					ID: <b>185412</b>	
Date/Time	Temp	Pulse	Resp	B/P	Comments	Signature/Title

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

## **CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO — VOLUNTEER/RESIDENT INFORMATION**

Mrs. Fleming: Vital Signs, Range of Motion, Undressing/Dressing Assistance, Ambulation, Brush/Comb/Style Hair, Nail Care, Wheelchair to Bed Transfer

### **Volunteer/resident Instructions:**

You are playing the role of Mrs. Fleming, a resident at Rolling Meadows Village who has right-sided weakness from a stroke several years ago. Before the candidate enters the room, you will remove your footwear, put a hospital gown over your clothes and lie on your back in the bed. If asked, you will identify yourself as Mrs. Fleming.

After measuring your vital signs and performing range of motion, the candidate will assist you with undressing/dressing and ambulate you to a bedside chair for hair and nail care.

After providing this care, the candidate will assist you to a wheelchair and take you to the sun room. Shortly after arriving in the sun room, you feel ill and request to be returned to your room. Once there, the candidate will transfer you from the wheelchair to the bed.

## **VOLUNTEER/RESIDENT CONSENT FORM**

I, \_\_\_\_\_, agree to participate as a volunteer/resident for this clinical skills examination. I understand that:  
Printed Name

- I cannot be a volunteer/resident if I am a certified nurse aide or a student in a nurse aide training program.
- I cannot provide clues to the candidate during the exam that may cue the candidate on what to do next. In addition, I cannot indicate verbally or otherwise whether or not the candidate is performing an action or skill correctly.
- All information regarding the clinical skills examination is confidential and not to be shared with anyone for any reason.
- My participation is voluntary and I can withdraw from the clinical skills examination at any time.
- The clinical skills observer will stop the examination immediately if my safety is jeopardized at any time during the examination.

I, \_\_\_\_\_, understand my role and responsibilities as a testing volunteer.  
Printed Name

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

## CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO — SCENARIO SETUP AND INSTRUCTIONS

Mrs. Fleming: Vital Signs, Undressing/Dressing Assistance, Ambulation, Brush/Comb/Style Hair, Nail Care, Wheelchair to Bed Transfer, Range of Motion

***The maximum time allotted for this exam is 1.0 hours. Time begins after the candidate has received instructions and verbalizes that he/she has no questions.***

### Equipment List:

Hospital bed with linens and call light	Transfer belt
Disposable gloves	Robe and slippers
Sink with running water	Bedside chair
Liquid soap	Comb/brush
Paper towels	Bath Basins
Watch with a second hand	Towels
Thermometer with disposable sheaths	Orange sticks
Sphygmomanometer	Emery board
Stethoscope	Clipboard and blue pen for candidate
Wheelchair with footrests	

### CSO Instructions:

Prior to beginning the examination, the observer must set the stage for the scenario. The volunteer should be prepared for the scenario and “set up” as realistically as possible (i.e. shoes removed).

The CSO does not gather needed supplies and equipment for the exam. However, the CSO must ensure that everything is accessible to the candidate and that all equipment works properly. The CSO must also verify that the resident's call light is visible and accessible to the candidate.

Before the exam begins, the Candidate Instructions must be read to/with the candidate. The candidate may take notes on his/her copy of the Candidate Instructions and refer to the notes/instructions as needed during the exam. The CSO will show the candidate where to retrieve needed supplies and demonstrate how to operate the equipment (wheelchair, bed, etc.).

The CSO may give the candidate up to three attempts to obtain correct measurements of vital signs or allow the candidate to come back to vital signs later in the exam. This is the **only** instance where the CSO may provide feedback to the candidate. If multiple attempts are required when measuring blood pressure, the candidate must observe or verbalize the correct waiting time between attempts.

During the examination, the CSO **may not** prompt the candidate, answer questions from the candidate about how to perform a skill, or indicate whether or not an action or skill was performed correctly.

The sequence in which the candidate performs steps within a skill is not important **as long as** the candidate observes standard precautions and does not endanger the resident's safety. If the candidate makes a mistake or forgets a step, the candidate may correct and re-demonstrate the skills as long as the candidate notes the error or omission before the exam is finished and the allotted time for the exam is not exceeded.

When the exam is finished, the Candidate Instructions and Documentation must be given to the CSO and returned to the test site coordinator.

It is important to remember that this is a testing moment, not a teaching one. The CSO **may not** ask questions that do not directly pertain to the skill being observed (i.e. “What would you do if...”) or to offer instruction on how to perform a skill.



Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

## CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO

Mrs. Fleming: Vital Signs, Range of Motion, Undressing/Dressing Assistance, Ambulation, Brush/Comb/Style Hair, Nail Care, Wheelchair to Bed Transfer

**The maximum time allotted for this exam is 1.0 hours. Time begins after the candidate has received instructions and verbalizes that he/she has no questions.**

### Candidate Instructions:

**NOTE: Candidate Instructions must be read with/to the Candidate. While reviewing the instructions, the Candidate may take notes on his/her copy of the Candidate Instructions and refer to the notes as needed during the examination. All exam materials must be returned to the clinical skills observer at the end of the exam**

Mrs. Fleming is a resident at Rolling Meadows Village who has right-sided weakness due to a stroke several years ago. When you enter the room, Mrs. Fleming is lying in bed wearing a gown and underwear. There is a privacy curtain around the resident's area.

You will need to take Mrs. Fleming's vital signs, perform range of motion on her left side, and assist her with undressing/dressing before using a transfer belt to ambulate her to a bedside chair. Once Mrs. Fleming is in the chair, you will brush/comb/style her hair and provide nail care. You will then assist Mrs. Fleming into a wheelchair and take her to the sun room. After a few minutes, Mrs. Fleming says she is not feeling well. After returning her to her room, you will transfer Mrs. Fleming from the wheelchair to the bed. You will leave the resident in a position of comfort and safety and document as needed while providing care.

**Cell phones and other electronic devices are not permitted in the exam area – this applies to evaluators, candidates, and volunteers.**

This examination is designed to be as realistic as possible. However, there may be instances when you need to verbalize your actions even if you cannot perform them.

You will demonstrate hand washing the first time it is needed in the examination; in all other instances that require hand hygiene, you need only verbalize that you would wash your hands or use hand sanitizer.

If you make a mistake, or realize later in the exam that you forgot to do something, notify the clinical skills observer of the error or omission. You will be allowed to demonstrate the corrected action as long as the exam time limit is not exceeded.

After reviewing the testing scenario, the clinical skills observer will demonstrate how to operate the resident's bed and wheelchair. Once the skills exam begins, the clinical skills observer cannot prompt, answer questions about how to perform a skill or provide feedback on whether or not an action is performed correctly. It is also inappropriate for a clinical skills observer to ask questions that do not directly pertain to the skill being observed or to offer instruction on how to perform a skill.

**I have received and read all candidate instructions.**

\_\_\_\_\_  
Candidate's Signature

\_\_\_\_\_  
Date of Signature

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

**CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO DOCUMENTATION —  
CLINICAL SKILLS OBSERVER**

**SCENARIO SKILLS:**

- Vital Signs
- Range of Motion
- Undressing/Dressing Assistance
- Ambulation with a Transfer Belt
- Brush/Comb/Style Hair
- Nail Care
- Wheelchair to Bed Transfer

<b>VITAL SIGNS FLOW SHEET</b>						
<b>Resident Name: S Fleming</b>					<b>ID: 185412</b>	
Date/Time	Temp	Pulse	Resp	B/P	Comments	Signature/Title

Candidate's Last Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

**CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO — EVALUATION GRID**

**Note: All action steps must be marked with an “X” in either the “Yes” or “No” column. Action steps marked “No” also require an explanation of the error(s) made in the “Notes” column.**

Action	Yes	No	Notes
Greet the resident appropriately and identify self			<b>Start Time:</b>
Provide explanations before and during care			
Assist the resident to semi-Fowler's position			
Insert the thermometer/probe into the resident's mouth			
Remove the thermometer/probe when indicated, read the display and record temperature			
Locate and count radial pulse for one minute; record pulse			
Count respirations for one minute; record respirations			
Position and inflate the blood pressure cuff properly			
Release air in the cuff, observe the manometer gauge and note when first and last sounds are heard			
Deflate and remove the cuff properly; record blood pressure			
Sign Vital Sign Flow Sheet			
Position the resident correctly for range of motion			
Cover the resident with top sheet, providing for privacy			
Perform range of motion on one side, supporting each joint appropriately			
Replace pillow and fanfold bed linens to the foot of the bed			
Position the resident correctly			
Assist the resident with undressing (unaffected side first)			
Assist the resident with dressing (affected side first), including slippers			
Assist the resident to stand			
Assist the resident with ambulation, providing proper support			
Seat the resident in bedside chair			
Place a bath mat/towel under the resident's feet and remove the resident's footwear			
Place the resident's feet and fingers in basins filled with comfortably warm water; verbalize the nails should soak for 15-20 minutes			
Dry the resident's hands and fingers thoroughly			
Clean under the resident's nails, then clip and shape correctly			
Wash the resident's feet and between the toes with soap and water, rinsing carefully between the toes			
Dry the feet and between the toes			

**CLINICAL SKILLS EXAMINATION SAMPLE SCENARIO — EVALUATION GRID (continued)**

Action	Yes	No	Notes
Warm lotion and apply only to the tops and soles of the resident's feet			
Brush the resident's hair and scalp gently, watching for flaking, sores, or other problems			
Comb hair and style according to the resident's wishes			
Make sure the area is clean and free of hair			
Seat the resident in the wheelchair and transport			
Stand facing the resident with feet blocking resident's feet, ensuring a non-slip stance			
Grasp the belt correctly and assist the resident to stand			
Instruct the resident to pivot so back is to the bed			
Instruct the resident to back up and feel the bed against the back of the legs			
Assist the resident into bed and to a position of comfort			
Did the candidate demonstrate all seven skills in the scenario?			
While providing care, did the candidate correctly demonstrate infection control practices, such as: <ul style="list-style-type: none"> <li>• Proper technique and timing of hand washing or verbalization of hand washing (candidate and resident)</li> <li>• Proper technique and timing for donning and removing gloves and other PPE (if needed)</li> <li>• Proper technique for handling soiled linens and biohazardous materials</li> <li>• Proper technique for cleaning equipment</li> <li>• Proper use of thermometer sheaths and other barriers when needed</li> </ul>			
While providing care, did the candidate correctly demonstrate safe practices, such as: <ul style="list-style-type: none"> <li>• Verifying the resident's identity</li> <li>• Raising and lowering the bed at appropriate times</li> <li>• Applying and using a transfer belt correctly and at appropriate times</li> <li>• Placing call light appropriately</li> <li>• Verifying appropriate water temperature (if needed)</li> <li>• Positioning wheelchair correctly and using wheel locks and foot rests appropriately</li> <li>• Preventing slips, trips, and falls (i.e. bed linens, footwear)</li> </ul>			<b>End Time:</b> _____

**I observed the candidate perform the skills in this scenario.**

Evaluator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SCORE SHEET — TEST SITE COORDINATOR**

Step	Points Possible	100				
<b>1</b>	Compare the candidate's and CSO's vital signs readings.					
	<b>Measurement</b>	<b>Candidate Reading</b>	<b>CSO Reading</b>	<b>Variation</b>	<b>Acceptable?</b>	
					<b>Yes</b>	<b>No</b>
	<b>Temperature</b> (must match)					
	<b>Pulse</b> (within 4 beats)					
	Respiration (within 2 breaths)					
	<b>Blood Pressure</b> (both within 4 mm/Hg)					
Did the candidate take and record vital signs accurately? <div style="display: flex; justify-content: space-around;"> <span><b>Yes</b></span> <span><b>No</b></span> </div> <ul style="list-style-type: none"> <li>• If <b>Yes</b>, proceed to Step 2.</li> <li>• <b>If No, enter a "0" for the candidate's score below.</b></li> </ul>						
<b>2</b>	Are the three critical (shaded) actions observed by the CSO marked "YES"? <div style="display: flex; justify-content: space-around;"> <span><b>Yes</b></span> <span><b>No</b></span> </div> <ul style="list-style-type: none"> <li>• If <b>Yes</b>, proceed to Step 3.</li> <li>• <b>If No, enter a "0" for the candidate's score below.</b></li> </ul>					
<b>3</b>	Enter the number of non-critical (unshaded) actions marked "NO" in the blank below, then multiply as indicated to determine points deducted. Enter the result in the right column.  _____ Tasks x <b>2.5</b> points/task = _____ →					
<b>SCORE (Subtract line 3 from 100 points possible)</b>						

- All tasks are marked "Yes" or "No"**
- An explanation is provided for all tasks marked "No"**

\_\_\_\_\_  
Signature of Test Site Coordinator or Designate

\_\_\_\_\_  
Date

**The candidate's clinical skills examination score must be recorded on the candidate's Training Verification Form.**

**A passing result is 80% or higher. All failed clinical skills examinations must be "logged" electronically. To do this, click on the link provided under Coordinator Resources at [www.okhcp.com](http://www.okhcp.com) and enter the required information.**

## **APPENDIX B**

### **NURSE AIDE CLINICAL SKILLS LIST**

## Nurse Aide Clinical Skills List

Perform hand washing/Use hand sanitizer  
Perform abdominal thrusts  
Care for resident having a seizure  
Care for resident who falls/faints  
Apply personal protective equipment  
Remove personal protective equipment  
Handle soiled linens  
Double-bag for isolation precautions  
Apply/Remove waist restraint/lap buddy  
Apply/Remove ankle/wrist restraint  
Apply/Remove vest restraint  
Assist resident with hand hygiene  
Use proper feeding techniques  
Provide partial feeding assistance  
Use positioning and adaptive feeding devices  
Measure/Record fluid intake  
Measure/Record solid intake  
Provide male perineal care  
Provide female perineal care  
Provide oral care  
Provide oral care for an unconscious resident  
Provide denture care  
Provide hair care  
Shave the resident  
Provide nail care to non-diabetics  
Provide foot care to non-diabetics  
Provide skin checks/heal and elbow protectors  
Provide dressing/undressing assistance  
Apply compression support stockings  
Make an unoccupied bed  
Make an occupied bed  
Provide tub, whirlpool, or shower assistance  
Provide a complete bed bath  
Provide a back rub  
Provide bedpan/fracture pan assistance  
Provide urinal assistance  
Provide bedside commode assistance  
Provide bathroom commode assistance  
Provide indwelling catheter care  
Measure/record fluid output  
Perform/record manual and digital blood pressure  
Measure/record manual and digital pulse  
Measure/record pain  
Measure/record respirations  
Measure/record temperature with glass and digital thermometer  
Measure/record height  
Measure/record weight  
Perform active range of motion exercises  
Perform passive range of motion exercises  
Position resident supine  
Position resident Fowler's  
Position resident lateral  
Position resident semi-supine  
Position/reposition resident in a chair  
Use prosthetic, orthotic, and assistive positioning devices  
Use a mechanical lift  
Use a gait/transfer belt  
Assist resident with walker/rolling walker  
Assist resident with walking  
Use a lift sheet  
Perform a slide board transfer  
Move resident up/down in bed  
Move resident side/side in bed  
Turn resident on side  
Logroll resident  
Perform standing pivot transfer  
Perform 2-person, head-to-foot lift  
Perform 2-person, side-to-side lift  
Assist resident to sit on the side of the bed  
Transfer resident to wheelchair/operate wheelchair  
Transfer resident to bedside commode  
Transfer resident to chair/geriatric recliner

