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### **NA TRAINING PROGRAMS SUGGESTIONS ON IMPROVING PASS RATES**

Annual First-Time Pass Rates for approved Nursing Assistant Training Programs are available on the Arizona State Board of Nursing website under Educational Resources. Annual first-time pass rates are a direct reflection of what a student has learned in a particular nursing assistant training program. The annual first-time pass rates document will assist nursing assistant training program coordinators and instructors to evaluate student progress as compared to other programs in Arizona, and along with individual program information, assess outcomes for the training program.

Detailed information regarding individual programs' testing results may be obtained on the D&S Diversified Technologies web site at [www.hdmaster.com](http://www.hdmaster.com). The Testing Details report evaluates the pass rate for questions in 12 different areas (e.g., disease process, basic nursing skills), and evaluates the probability of missing test items related to specific terms (e.g., abuse, dehydration). Program coordinators/instructors may obtain a Personal Identification Number (PIN) to access program results by calling D&S Diversified Technologies at 877-851-2355.

### **SUGGESTIONS**

Board staff would like to offer the following suggestions, which may or may not reflect rule requirements. Please see Article 8 for complete rules.

- I. Please consider the following when reviewing the annual first-time pass rates:
  - Comparison to other programs in the state; comparison to the same type of program (facility, school, independent);
  - What is the program doing right? What is the program doing wrong?
  - Review individual test results to determine which skills or which steps in the skills students pass or fail;
  - Look for patterns to determine strengths and weaknesses;
  - Check the number of students who complete the training program and take the test. If only a few students take the test, what are the factors involved?
    - ◊ Availability of a testing site and/or the testing date? Consider becoming a test site. Results show that students who test at their training site have a higher rate of success.
    - ◊ Cost of the test? Consider including the price of one attempt for the test in the course fee.

II. To increase graduates' success on the certification exam, the following is suggested:

### Manual Skills

- Institute individual instructor-observed testing of skills using the criteria in the Candidate Information Bulletin, available from D&S Diversified Technologies to guide the skill practice and determine pass/fail decisions. Be precise when you test the skills. The test observer will be.
- Remember that the testing steps are not necessarily all inclusive of all aspects of “best practice” and not meant to be all inclusive for any given skill. Each Skill test is designed to test specific aspects of basic NA skills. A student will not be counted wrong if they do more, but they will be counted wrong if they miss any step.
- Consider having the instructor take the test observer training to better understand the testing process.
- Provide for a meaningful long-term care clinical experience with a sufficient number of hours to gain confidence in all skills and care for a variety of residents;
- More clinical hours and larger blocks of time give a broader experience to students. Remember 40 hours of clinical is the MINIMUM.
- If you have large classroom groups, consider having laboratory assistants to assist in providing observation and coaching during laboratory skills training.
  - ◊ Note: R4-19-801.C.5.g–h. A program instructor shall: be present in the classroom during all instruction; and supervise health care professionals and clinical instructors who assist in providing program instruction.
  - ◊ Note: R4-19-801.C.6. A certified or licensed health care professional shall not assist the program instructor unless the health care professional has at least one year of experience in the field of licensure or certification and the learning activity is within the scope of practice of the licensee or certificate holder. A certified nursing assistant shall not provide classroom or clinical instruction in a nursing assistant training program.
- Provide one bed unit for each 3-5 students to ensure ample opportunity for practice of skills.
- Have students verbalize each step as they complete the skill. This ensures that the student gets credit for everything they are doing. Remember the student must actually do each step, not just state the step.
- Ensure that the course instructor closely supervises students and observes skills in all clinical settings; and
- Emphasize indirect care at every skill practice and clinical session. Indirect care includes comfort, safety, infection control, and resident rights.
- Review your curriculum, teaching methods, and time allotted in your program for teaching and practicing skills which have a lower pass rate

## Written Test

- Ensure that students who speak English as a second language have sufficient English language skills to pass the exam or take an alternative form of the exam as detailed below:
  - ◊ A Spanish written exam if the candidate is able to read written Spanish (Mexican/Sonoran dialect) well;
  - ◊ Request an oral English exam for students whose primary language is not English or Spanish or who do not read well
- Expose students to a large number of multiple choice-type questions within the program.
- Review your curriculum, teaching methods and amount of time allotted in your program for topics which have a lower pass rate

If the Board can be of further assistance to you in helping your students, please contact Pamela Randolph, RN, MS, Associate Director of Education & Evidence Based Regulation at 602-771-7803 or prandolph@azbn.gov, or Lila Van Cuyk RN, BSN, Education Consultant at 602-771-7857 or lvancuyk@azbn.gov. Please notify the Board if you find candidates included in your report that did not enroll or complete your program.