

CNA TESTING & RENEWAL PROCESS



2022 LONG-TERM CARE PROVIDER MEETING

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MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

OVERVIEW

Topics that will be discussed:

- New CNA Rule Implementation on 12/30/21
- Updates and information on the CNA Testing Process
- Statistics on the CNA Knowledge and Skills Testing
- Updates and information on the CNA Certification Renewal Process

IMPORTANT TERMS

- **HEU:** Health Education Unit with Department of Health & Senior Services, manages the registry
- **Headmaster D & S:** Third party test vendor
- **TMU:** Test Master Universe, the name of the software used by Headmaster to host our registry
- **RN Observer:** RN hired by Headmaster to observe the testing
 - The RN Observer, actor and proctor are used in the new testing model.

REGULATORY UPDATE

The Final Rules Implemented on December 30, 2021.

These changes include:

- CNA Curriculum
- CNA Reciprocity
- CNA Renewals
- Instructor 4 Hour Update Training
- CNA Testing

RECIPROCITY STATISTICS

Reciprocity

- Began with the implementation of the Emergency Rule on June 28, 2021

June 28, 2021 to December 31, 2021

- 3,168 processed

January 1, 2022 to July 31, 2022

- 6,800 requests and over 5,000 processed

PROFILES

A profile must be set up in order to enter data into TMU.

- Employer
- Instructor
- CNA

“How to Guides” are available on our website at: cnaregistry@dhss.mo.gov

TESTING

- **Closed vs. Regional:** Closed site means a facility has chosen to only test their own employees and a regional site means the facility will open it up to any student for testing.
- **Site Availability:** The calendar only shows test that are currently scheduled.
- **Timing:** 14 day notice should be given to allow time to schedule testing.

PREPARING FOR THE CNA TEST

- **Instructors**
 - Utilize the Headmaster D & S student handbook
 - Utilize the Headmaster D & S mock skills
 - DHSS Website
 - cnaregistry@dhss.mo.gov
 - Headmaster D & S Missouri Website
 - missouri@headmaster.com

REQUESTING A TEST

■ Instructors

- Ensure the student Classroom and On-the-Job Training form is complete and uploaded to the student's profile in TMU.
- Attest they have completed the course and met all requirements.
- Pay the CNA test fee - there are several different ways to pay.
- Fill out the Test Request Form and submit to Headmaster D & S **14 days before** requested test dates.
 - <https://www.hdmaster.com/testing/cnatesting/missouri/forms/TEST%20DATE%20REQUEST%20FORM%20FILLABLE.pdf>
- When calling Headmaster, ask to speak with the Missouri Team when scheduling a CNA test.
 - CNA students can also schedule their own test after the instructor enters all of the required data in TMU.

TEST REQUEST FORM

MISSOURI TRAINING PROGRAM/INSTRUCTOR INFORMATION FOR REQUESTING TEST DATE(S) FROM D&SDT-HEADMASTER AND TEST DATE REQUEST FORM

Following are the steps to follow when requesting a test date(s) from D&SDT-Headmaster for an upcoming graduating class:

For a candidate to be eligible to schedule into a test event, the following items need to be completed:

- Are all A/B forms attached to your student records in TMU?
- Are your student records completed in TMU?
- Are your students' testing fees paid?
- Do all of your students have their mandatory two forms of ID needed for testing? (Please see the [Missouri Candidate Handbook](#) for ID requirements.)

In order to allow D&SDT-Headmaster scheduling staff time to arrange a test date for your candidates, please fill out the [Test Date Request Form](#) on the next page and email to missouri@hdmaster.com.

That way D&SDT-Headmaster can start working on confirming a test date with an RN Test Observer so that a test event is on the calendar when your candidates graduate.

Once the test date, time, number of candidates testing and the RN Test Observer are all confirmed, D&SDT-Headmaster will put the test event on the calendar for your candidates to schedule into once they have completed training. A/B Forms are attached to their records and their fees have been paid.

If you have any questions or need assistance, please reach out to D&SDT-Headmaster at (888)401-0462 or via email at missouri@hdmaster.com.

We look forward to assisting you in arranging test events for your candidates!

Please fill out the [Test Date Request Form](#) on the next page and email it to missouri@hdmaster.com.

Missouri Training Program/Instructor TEST DATE REQUEST FORM

If you need assistance, please call D&SDT-HEADMASTER at (888)401-0462 or via email at missouri@hdmaster.com

Training Program Name: _____

Number of Candidates to Test: _____ Training Completion Date: _____

Requested Test Site: _____

Date(s) Requesting for Test Events: _____

Knowledge & Skills Exams: YES NO -or- Skills Only Exam: YES NO
(Please check YES or NO) (Please check YES or NO)

RN Test Observer Name: _____

(If you do not have a preferred test observer, D&SDT-HEADMASTER Missouri scheduling staff will reach out to observers in your area for their availability. In some cases, RN Test Observers may offer alternate dates that s[he] is available to test, and then we would be in touch with you to confirm if one of the alternate dates would work for your facility.)

Email this completed form to missouri@hdmaster.com when you have a class starting training so that the test event is confirmed and on the calendar for your candidates to schedule into when they are completed.

Make sure you check the items that need to be completed in order for your candidates to be eligible to schedule into the test event on the instructions on the first page.

Person Completing this form: _____

Email: _____

Phone #: _____ Date: _____

GET READY, GET SET, TEST!

- Before a student can test, they must sign into TMU using their secure email or username, password, and complete their demographic information.
- An RN Observer will be scheduled by Headmaster D & S to arrive at the test site.
- Your student will need to arrive at the site with two forms of ID.
- The knowledge or skills test will be initiated.
- Knowledge test is 75 questions with a 60 minute time limit.
- Skills test is a combination of skills in three scenarios with a 30 minute time limit.
- Results are calculated within 48 hrs. and the student is placed on the registry if they successfully complete CNA exam.

KNOWLEDGE TEST

- **Categories**
 - Aging Process and Restorative Care - 5
 - Basic Nursing Skills - 8
 - Care Impaired - 5
 - Communication - 6
 - Data Collection - 4
 - Disease Process - 6
 - Infection Control - 8
 - Mental Health - 6
 - Personal Care - 8
 - Resident Rights - 5
 - Role and Responsibility - 5
 - Safety - 9

SKILLS TEST

- One of the following mandatory tasks will be given first:
 - Catheter Care for a Female with Hand Washing
 - Changing an Adult brief and Perineal Care for a Male with Hand Washing
 - Donning an Isolation Gown and Gloves then Emptying a Urinary Drainage Bag with Hand Washing
 - Perineal Care for a Female with Hand Washing

TEST STATISTICS

- **Testing from September 1, 2021 to December 29, 2021 (before implementation of the final rule)**
 - 494 Knowledge tests taken with a 74% passing rate
 - 445 Skills tests taken with a 76% passing rate
 - Overall passing rate is 69%
- **Testing from January 1, 2022 to August 1, 2022**
 - 3,081 Knowledge tests taken with a 75.3% passing rate
 - 2,654 Skills tests taken with 85% passing rate
 - Overall passing rate is 84%
- **Interesting Facts**
 - Most missed section of the knowledge test involves nursing skills and personal care.
 - Most missed skills task involves feeding a resident.

CNA RENEWALS

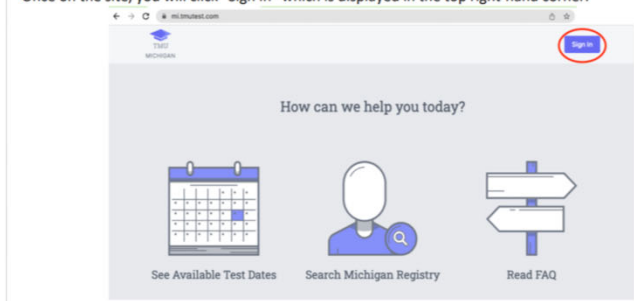
- Renewal of the CNA certificate is required every 24 months, this is **not** a new regulation.
- As of December 30, 2021, the new regulations require a different renewal process and a fee.

19 CSR 30-84.010(18) CNA Registry. (A) If the CNA passes the final examination, the individual's name shall be placed on the CNA active registry. (B) CNAs shall submit documentation (e.g., pay stubs, W-2, letter from employer, etc.) of work in nursing or nursing related services for at least one (1) day (e.g. eight (8) hours) within each twenty-four- (24-) consecutive month period to maintain active status.

CNA RENEWAL PROCESS IN TMU

HOW TO RENEW YOUR CNA CERTIFICATION ON TMU©

First you will need to sign into your account on our Missouri TMU© website: <https://mo.tmutest.com>
Once on the site, you will click "Sign In" which is displayed in the top right-hand corner.



Now you will click on the "Forgot Your Password" at the bottom.

CNA RENEWAL PROCESS IN TMU

This will allow you to send yourself a password reset link. After it sends you will be able to create a new password via your **Email** or **Other Information** (see below). Normally the title is "TMU Password Reset".

Once you get signed in, there should be a message stating "You have certifications that can be renewed". This will bring you to another page that says "Click here to see your eligible renewals" If this does not show, click the "employment" button at the top of the page, it will take you to the same page.

You have certifications that can be renewed.
Nurse Aide
 Click here to see your eligible renewals

CNA RENEWAL PROCESS IN TMU

This will bring you to the Renewal Letters page which informs you that your Nurse Aide Certification will expire on XX/XX/XXXX. Click on "Click here to submit Employment Renewal"

You will now search for your employer in a list, or type in the name into the text field and enter the required **start date, hours worked, upload documentation as proof of hours worked and credit card information** as seen below:

After you Click "Pay Now" your certification will be renewed. Let us know if there is anything else we can help you with. We can be reached Monday-Friday 8am-8pm EST at (888)401-0462.

INACTIVE CNA VS. EXPIRED CNA

- **Inactive** - less than five years and cannot provide any work experience, can challenge the exam
- **Expired** - more than five years and cannot provide work experience, will be required to take the entire basic course

19CSR-84.010(18)(C) A CNA who has been inactive on the registry for less than five (5) years and cannot provide documentation (e.g., pay stubs, W-2, letter from employer, etc.) of work in nursing or nursing related services for at least one (1) day (e.g. eight (8) hours) within each twenty-four- (24-) consecutive month period shall challenge the final examination in accordance with section (8) of this rule before the CNA is reinstated to the active registry. (D) A CNA who has been inactive on the registry for more than five (5) years and cannot provide documentation (e.g., pay stubs, W-2, letter from employer, etc.) of work in nursing or nursing related services for at least one (1) day (e.g. eight (8) hours) within each twenty-four- (24-) consecutive month period is not eligible to challenge the final examination and shall successfully complete the entire basic course before the CNA is reinstated to the active registry.


INACTIVE/EXPIRED SCENARIO

John Doe's CNA certificate went in INACTIVE status on 06/01/2022. John's options for renewing his CNA certification are as follows:

- John can provide proof of 8 hours of nursing services within the last 24 months.
- He would need 8 hours between 06/01/2020 to 06/01/2022.
- If John does not have 8 hours of nursing services, his other option is to challenge the CNA exam.

John Doe's CNA certificate went in EXPIRED status on 07/20/2018. John's options for renewing his CNA certification are as follows:

- John can provide proof of 8 hours of nursing services from 07/20/2016 (we go back two years from the expired date to include the inactive period).
- He would provide proof of 8 hours every 24 months from 07/20/2016- current.
- If John is not able to provide proof of nursing services, his other option is to retake the CNA course and take the exam.



QUESTIONS



THANK YOU

DEPARTMENT OF HEALTH & SENIOR SERVICES
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EMAIL: CNAREGISTRY@HEALTH.MO.GOV
WEBSITE: CNAREGISTRY.DHSS.MO.GOV

HEADMASTER D & S
PHONE #: 1-888-401-0465
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