



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

QUOTATION

to the
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305

for
The Department of Health and Human Resources
OHFLAC

PROJECT A:
Evaluation of Nurse Aide Candidates

PROJECT B:
Provide the Educate-the Educator Workshop

PROJECT C:
Examination for AMAP Candidates

PROJECT D:
Nursing Assistant Refresher Course

DECEMBER 22, 2011

PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC
P.O. Box 399
Ona, WV 25545
304-733-6145
www.profhd.com



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 FLC12078

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

*331103859 304-733-6145
 PROFESSIONAL HEALTHCARE DEVELO
 PO BOX 399
 ONA WV 25545

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BPH - OHFLAC
 408 LEON SULLIVAN WAY
 CHARLESTON, WV
 25301-1713 304-558-2026

DATE PRINTED 11/18/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: 12/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR	948-55	OPEN-END BLANKET CONTRACT		
CONTRACTOR TO PERFORM NURSES AIDE TRAINING THE OFFICE OF HEALTH FACILITY LICENSURE AND CERTIFICATION IS SEEKING A VENDOR TO PERFORM TESTING AND TRAINING SERVICES FOR (1) NURSING ASSISTANT TRAINING AND COMPETENCY EVALUATION PROGRAM (NATCEP), (2) EDUCATE-THE-EDUCATOR, (3) FOR APPROVED MEDICATION ADMINISTRATION PERSONNEL (AMAP) AND (4) NURSING ASSISTANT REFRESHER COURSE, PER THE ATTACHED SPECIFICATIONS. EXHIBIT 4 LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.						

REV. 3/88 SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Denise Cehy</i>	TELEPHONE 304 733-6145	DATE 12-20-11
TITLE member	FEIN 043653277	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.html and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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 25301-1713 304-558-2026

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BID OPENING DATE: 12/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Denise Cihy</i>	TELEPHONE 304 733-6145	DATE 12-20-11
TITLE Member	FEN 043653277	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>INQUIRIES WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF</p>						

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<p>BUSINESS ON 12/06/2011. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:</p> <p>ROBERTA WAGNER DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311</p> <p>FAX: 304-558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>REV 07/16/2007 VENDOR PREFERENCE CERTIFICATE</p> <p>THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE VERSION WHICH IS AVAILABLE HERE: HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Denise Cihy</i>	TELEPHONE 304 736-6145	DATE 12-20-11	
TITLE member	FEIN 043653277	ADDRESS CHANGES TO BE NOTED ABOVE	

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ FLC12078 ***** TOTAL:						

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RFQ No. FLC12078

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Professional Healthcare Development, LLC

Authorized Signature: Denese City Date: 12-20-11

State of West Virginia

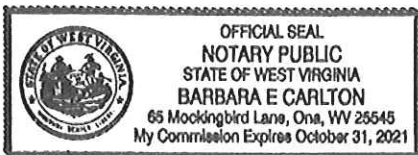
County of Cabell, to-wit:

Taken, subscribed, and sworn to before me this 20 day of December, 2011.

My Commission expires October 31, 2021.

AFFIX SEAL HERE

NOTARY PUBLIC Barbara E. Carlton



Office of Health Facility Licensure and Certification

PART 1 GENERAL INFORMATION

- 1.1 **Purpose:** The Department of Health and Human Resources, Office of Inspector General, Office of Health Facility Licensure and Certification (OHFLAC), hereinafter referred to as "Agency", to provide testing services for Nursing Assistant Program.
- 1.2 **Project:** To obtain the services of an experienced vendor to develop, produce and provide services related to the administering of written/verbal competency and skill performance evaluation, testing for Nursing Assistants and the Approved Medication Administration Personnel (AMAP) candidates in the State of West Virginia in accordance with federal regulation (42 CFR 483:156) and the State guidelines criteria and Legislative Rule §64CSR60.
- 1.3 **Location:** Agency is located at 408 Leon Sullivan Way, Charleston, WV 25301-1713.

PART 2 MANDATORY REQUIREMENTS

- 2.1 Vendor shall have at least five (5) years of experience in developing and administering the Nursing Assistant Testing as per the federal and state regulations.
- 2.2 Vendor shall not receive any funding from the WVDHHR for this service. Vendor should collect evaluation/testing fees from all Participants as per contract fee schedule.
- 2.3 Vendor shall coordinate and consult with the Director of the Office of Health Facility Licensure and Certification (OHFLAC) or his designee, in the performance and production of the services.
- 2.4 Vendor will keep the OHFLAC informed of the progress and development of the evaluations and the scheduling thereof. Any and all costs of obtaining OHFLAC approvals, coordination of services, and providing monthly reports must be included in the participant fees for the services provided.
- 2.5 Vendor will be solely responsibility for the complete performance of the services specified herein. Vendor should coordinate all scheduling, questions and scoring with OHFLAC for approval.
- 2.6 Vendor shall provide evidence of five (5) or more years of experience that verifies their Qualifications/Services and establishes their ability to meet the requirements and services identified in Project A, B, C and D of this RFQ.
 - 2.6.1 Vendor shall provide evidence of their internal Quality Assurance/Quality Control procedures for administering, test preparation and scoring of the Nursing Assistant and the Unlicensed Medication Personnel, etc., Project A-18.
- 2.7 Statement of Qualifications/Services should have a cover, table of contents, divider sheets. Each copy should be in the following order:
 - Cover letter
 - Background/Experience
 - Organization Chart with Individual Resumes
 - Project A: Nursing Assistant Training & Competency Evaluation Program (NATCEP)
 - Project B: Educate-the-Educator Curriculum & Workshop
 - Project C: Examination for Approved Medication Administration Personnel (AMAP)
 - Project D: Nursing Assistant Refresher Course Curriculum & Workshop

- Fee Schedule
 - Project Attachments(s)

Separate each section of the qualifications by using a divider sheet with an integral tab for ready reference. Identify the tabs in accordance with the RFQ, which is to be consistent with the Table of Contents.

2.7.1 PAGE SIZE, BINDING, DIVIDERS, AND TABS:

Qualifications should be printed on letter-size (8-1/2" x 11") paper and assembled in a hard back binder.

Separate and identify each project/criteria response in this RFQ by use of a divider sheet with an integral tab for ready reference.

2.7.2 TABLE OF CONTENTS:

Submittals should include a "Table of Contents" and give page numbers for each part of the qualifications.

2.7.3 PAGINATION: Number all pages sequentially using Arabic numerals (1, 2, 3, etc.)

PART 3 SCOPE OF WORK

Vendor shall be responsible for all administrative actions and performance related to the following project/deliverables:

PROJECT A: WV Nursing Assistant Training & Competency Evaluation Program (NATCEP)

Vendor shall provide Registered Nurses to perform the services related to administering a written competency and skill performance evaluation examination for eligible candidates in Medicare and Medicaid long-term care nursing facilities in West Virginia in accordance with the federal regulation (42 CFR 483:156) and state guidelines (**Criteria**).

The Nursing Assistant competency evaluation shall determine the minimal competencies of the individual to provide safe care to residents in a long-term care facility. The evaluation items will reflect the content identified in the "Minimum Curriculum Requirements" within the **CRITERIA FOR APPROVAL OF EDUCATIONAL PROGRAMS AND COMPETENCY EVALUATION FOR NURSING ASSISTANTS EMPLOYED IN CERTIFIED NURSING FACILITIES IN WEST VIRGINIA** (hereafter referred to as the **Criteria**).

Vendor shall perform the following tasks or requirements:

JOB ANALYSIS

Vendor will use a job analysis which identifies the essential knowledge base and the required tasks of Nursing Assistants in long-term care nursing facilities to develop the evaluation items described below.

1. POOL OF WRITTEN EVALUATION ITEMS

Vendor will provide to OHFLAC a pool of six hundred to eight hundred (600-800) questions for the written competency evaluation based upon the job analysis and consistent with the content identified in the Criteria, including among other things, basic Nursing Assistant skills, personal care skills, cognitive, behavioral and social care, basic restorative services, resident's rights, abuse and neglect. A minimum of one monthly evaluation will be conducted to accommodate the

surrounding approved facilities. Candidates are pre-registered two (2) weeks in advance. Candidates will be notified no later than one (1) week prior to the scheduled evaluation.

2. DISTRIBUTION OF EVALUATION INFORMATION

Vendor will prepare and distribute preliminary information regarding the evaluation and application instructions to potential candidates through certified nursing facilities and NATCEP providers. All published information shall be printed in easy to understand language. The application information will include how to prepare for the evaluation, a fee schedule, evaluation content areas, what to expect on the day of the test, security procedures, registration information and sample questions.

3. NOMINATION OF SKILLS COMPETENCY EVALUATORS

Vendor will nominate to OHFLAC candidates for skills competency evaluators who will be employed by the vendor. Vendor will provide resumes of individuals who meet the qualifications listed in the **CRITERIA** and 42 CFR 483.154(c)(4)(ii) of the federal regulations and are approved by OHFLAC's Nursing Assistant Program. **NOTE:** The skills demonstration part of the evaluation must be (ii) Administrated and evaluated by a registered nurse with at least one year's experience in providing care for the elderly or the chronically ill of any age.

4. PREPARATION OF SKILLS COMPETENCY EVALUATORS

Vendor will train the vendor-approved competency evaluators to conduct skills competency evaluations. The preparation of the evaluator will emphasize observation techniques and judgment in rating to maintain reliability between competency evaluators. If the vendors process changes, all employees will need to be updated or refreshed on that change. Otherwise, the training is limited to the new employees, only. The orientation of all employees must be available for review to the OHFLAC representative, upon request.

Vendor will use item writers with experience in the area of nursing and resident care in long-term care facilities for the purpose of generating evaluation questions in accordance to federal regulation (483.154) and the Criteria. The questions will include items which require recall, application and analysis of information related to safe care of residents in long-term care facilities.

All written material will be composed for a grade 3 through grade 5 reading level comprehension. However, the evaluation will be designed to assess literacy skills necessary for a Nursing Assistant.

From the pool of written evaluation items, the vendor shall provide fifty (50) sample test questions related to the content identified in the **CRITERIA** in the unit of Personal Care Skills not previously used in competency tests.

5. DEVELOPMENT OF POOL OF SKILLS PERFORMANCE EVALUATION ITEMS

Vendor will provide to OHFLAC a pool of twenty (20) to forty (40) skills based on the job analysis and the "minimum curriculum" in the Criteria and federal regulations (483.154 and 483.152(b)(3)).

Vendor will provide a task analysis of each skill with each step provided a numerical value and time required according to the importance of the step. The task analysis steps are to be arranged in a concise format for examination.

6. APPROVAL BY OHFLAC

Vendor will seek approval of OHFLAC for the items in the pool of written questions and for the skills in the pool of skills for appropriateness to the CRITERIA and federal regulations (483.152, 483.54).

7. FINAL WRITTEN EVALUATION INSTRUMENTS

From the pool of knowledge-based items, the vendor will provide an established process for developing equated forms of the written evaluation which are designed to meet the federal requirements. A narrative describing the process is required. The pool reflects the curriculum content in the CRITERIA and federal regulation (483.152(b), which are reliable, valid, job-related, secure and legally defensible.

Each written competency evaluation will consist of at least fifty (50) items and not more than one hundred (100) items to be changed on a monthly basis to maintain validity of the test. The evaluation will be designed to be fifty (50) minutes in length with two (2) hours of time allotted for completion. The written evaluation will consist of four multiple choice items. The vendor will submit a sample evaluation form to Office of Health Facility Licensure and Certification for review no later than four (4) weeks after award of the contract.

The evaluation instrument will contain the means for direct answering of the items without a separate answer sheet.

8. EQUATING EVALUATION FORMS

Vendor will develop equated written evaluation to assure passing score comparability. Vendor will describe the item analysis procedure for equating the written evaluation forms.

9. ORAL VERSION

Vendor will develop an oral version of all written knowledge-based evaluation. The oral version will be administered by a human reader or proctor. The oral version will also include a written section which determines the ability to read job related information flow sheet. A sample of the flow sheet will be submitted for review.

Vendor will provide information regarding how the administration of the oral evaluation will be handled, and how the test validity will be maintained.

10. INDIVIDUAL SKILLS PERFORMANCE INSTRUMENTS

The vendor will establish a means of composing sets of skill checklists for individual skills performance evaluation designed to be completed within fifty (50) minutes. Each individual instrument will be composed of five (5) tasks and will be equated in level of difficulty and time required for completion. Each step will have a numerical value and vendor must describe how the skill scoring will be handled.

11. MINIMUM PASSING SCORE

Vendor will provide information regarding the basis of the scoring and will accept the appropriate minimum passing score set by OHFLAC. Vendor will consult with OHFLAC regarding the final decision.

12. TASK ANALYSIS AND DISTRIBUTION OF CHECKLISTS

For each skill approved by OHFLAC, the vendor will distribute a task checklist which delineates

steps and identifies critical elements to Nursing Assistant educational programs. These check lists of tasks are for distribution to candidates through individual programs for the skills performance evaluation to provide equity and fairness in the opportunity for precise preparation. A minimum of five (5) task check lists with steps describing how to complete the task.

13. ESTABLISH SITES AND SCHEDULE EVALUATION

Vendor will establish secure evaluation sites for the written, oral, and the skills competency evaluations in eight regional sites throughout West Virginia. The prospective sites are Wheeling, Parkersburg, Fairmont, Elkins, Huntington, Charleston, Martinsburg and Beckley areas of the State of WV.

The evaluations will be scheduled at a minimum of one per month.

Vendor will provide the raters seven (7) hours of orientation training sessions which include: identification required for admission, the form to be used, data to be collected, instruction to candidates and permitted comments, observational techniques for rating, and practice. Any changes to the already established process require re-training of all employees. The training session records for all employees must be available for review to the Agency's representative, upon request.

14. FINAL FORM AND DOCUMENTATION

Vendor will prepare the evaluations in final form with supporting material and evaluation date schedules and will deliver such to the Agency no later than four (4) weeks after award of the contract. Vendor will prepare to meet with the Agency no later than five (5) weeks after awarding of the contract to discuss the above documents.

15. REGISTRATION OF ELIGIBLE CANDIDATES

Vendor will be required to verify "test eligible" candidates with the Nursing Assistant Program and the National Sex Offenders Public Registry prior to issuance of the competency exam.

16. CASHIERING

Vendor will collect all evaluation and scoring fees from the candidates or sponsor for services to be performed by the vendor.

Vendor will pay the fee for preparing the competency evaluators.

17. ADMINISTRATION OF THE EVALUATION

Within five (5) weeks after awarding of the contract, the vendor will begin to administer oral evaluations, for those candidates who so request, and written evaluations to all other candidates. Vendor must describe how the skills portion of the examination will be conducted, which staff member will make the final scoring pass/fail decision. Vendor will administer skills performance evaluations and a descriptive quality assurance plan must be developed to maintain the integrity of this process.

18. QUALITY ASSURANCE

- a. Vendor shall provide and manage a comprehensive and vigorous plan to ensure exam security and integrity in the examining process at all times. Vendor shall submit the formal plan it intends to implement to assure security and integrity throughout the

examination process. The vendor shall describe and provide examples of the performance data it will collect from its evaluation program and demonstrate how it will use the feedback to improve its testing program.

- b. The vendor shall develop and manage a system of quality assurance with respect to the processing and disposition of candidate applications.
- c. The vendor shall control the security of an examination before administration and examination results after administration, including printing, shipping, or otherwise conveying information regarding testing and test scores.
- d. The vendor must comply with DHHR security policies for protection of personal information.
- e. The vendor shall provide a system for controlling the security of each examination during administration for both written (nurse aide and unlicensed medication personal) and skills, including but not limited to: candidate identification, seating arrangements, distributing of examination materials, and monitoring of the examination.
- f. The vendor shall provide an internal procedure for investigation and correcting alleged or determined breach of security, including missing examinations, candidate cheating, candidate use of fraudulent ID credentials, actions on questionable score validity and other identified irregularities, including but not limited to correction of deficiencies of its own system.
- g. The vendor shall report identified quality assurance issues to the Agency within two (2) business days of discovery. The vendor shall include in its report measures the vendor will take or has taken to resolve the issues. Reportable issues include, but are not limited to, equipment problems, employee performance issues examination site conditions, exam administration irregularities and scoring irregularities.

19. SCORING

Vendor will score the written evaluation answers entered in the evaluation booklets.

Vendor will score skills performance competency evaluations from a numerical value assigned to each step of the test.

20. DISTRIBUTION AND TRANSFER OF TEST RESULTS

Vendor will distribute (via US Mail) the test results for all candidates with a school composite comparing programs and indicating areas of strength and weakness in both the written exam and the skills portion to authorizing Agency within ten (10) working days of the test.

Vendor shall submit to authorizing Agency the testing results, encrypted in the following format:

- a. Vendor will assign all test eligible candidates a unique ID number, (non-duplicated)
- b. Vendor will distribute the testing results to the Agency in a viewable format, and in compliance with the federal and state regulations.
- c. The elements in the report will include: the applicant's first, middle and last name and/or maiden name, social security number, NATCEP training program's name and assigned program number, test date, written test score, whether the applicant passed or failed the written and the skills portion of the test; final test score for both written and skills, and lastly, the number of test occurrences.

Within ten (10) working days of the test, Vendor will notify each candidate of the result of the evaluation with areas of strength and weakness for both the written and skills portion of the tests identified and, if necessary, with registration information for subsequent evaluation site and schedule.

Within ten (10) working days of the test, Vendor will notify each NATCEP program provider of the scoring for all their graduates indicating areas of strength and weakness information for subsequent evaluation site and schedule.

On an as needed basis, Vendor will provide to the Agency, a Performance Report of the NATCEP program providers with a competency evaluation failure rate of 40% or more and/or a pattern of frequent failure.

21. REPEAT EXAMINATIONS

If a candidate does not pass a written or oral competency or a skills performance evaluation, and if the candidate again meets the eligibility requirements as stated in the **CRITERIA** and federal regulation, then that candidate should be considered eligible to register for the next monthly evaluation, if applicable, at the regional site which the candidate has designated.

PROJECT B: Educate-the-Educator Curriculum & Workshop

Vendor shall provide Educate-the-Educator curriculum and conduct workshops that are a twenty-four (24) hour interactive instructional program which will prepare the participant through instruction in educational theory and teaching methods and strategies for teaching adult learners in a NATCEP program in accordance with CFR §483.152 (a)(5)(ii).

Educate-the-Educator workshop is typically a three (3) day workshop for registered professional nurses to teach the Nursing Assistant Training and Competency Evaluation Programs (NATCEPs) to satisfy the requirements in accordance to the federal and state guidelines.

One of the three days shall be devoted to policy and procedure and/or guidelines related to the NATCEP program. This single day may or may not be opened to other professionals in the industry who might be interested in obtaining additional information regarding NATCEP federal and state guidelines. Attendance may be granted for the one day policy and procedure or guidelines instruction for RN instructors who have already obtained a vocational teaching certificate and are exempt from the educate –the-educator requirements.

Vendor shall use instruction in educational theory, learning theory and teaching methods and strategies which are considered effective with the adult learner.

Vendor shall provide participants with educational theory and practice to prepare them to practice in the role of program coordinator, or program instructor in long-term care Nursing Assistant programs in accordance with the federal Omnibus Reconciliation Act of 1987.

Vendor shall perform the following tasks or requirements:

1. TRAINING COURSE FOR PRIMARY INSTRUCTORS AND COORDINATOR

A training course for primary instructors must be a minimum of 16 hours in length and cover the following areas:

- Principles of adult learning and training techniques;
- Formulating training objectives, including behavior objectives which state measurable performance criteria for competency evaluation;
- Designing the curriculum to provide a logical organization of the material;
- Developing lesson plans;
- Choosing appropriate teaching strategies and methodologies;
- Developing learning materials;
- Providing a mechanism for evaluating trainee learning;
- Effectively supervising trainees' clinical experience;
- Defining criteria for successful achievement of training program objectives; and
- Developing a record keeping system.
- Step-by-Step instructions on how to seek calendar approval, and required documents from OHFLAC- Nursing Assistant Program.

2. INSTRUCTIONAL MATERIAL

The program will include the current approved curriculum, education criteria, and federal and state regulation for Nursing Assistants in the State of West Virginia.

Vendor will provide the draft course outline and the training material that will be used for the workshop.

Policy changes related to the program will be provided to the vendor in a written format by OHFLAC on an as needed basis.

No future changes will be made to the vendor's course outline or material without prior approval by OHFLAC.

3. CERTIFICATE OF COMPLETION

Vendor will provide the participant with a certificate indicating participation and completion of the workshop.

The vendor is required to seek approval from the WV RN Board of Nurses to provide twenty-four (24) continuing education credits to the registered professional nurse for this course.

4. RESULTS

Vendor will provide to OHFLAC a list of workshop participants twice a year (June, January), in a format viewable by OHFLAC compliant with federal and state guidelines.

This all-inclusive list will include dates and locations of the workshop, first and last name of the participant, West Virginia Registered Nurse license number, and continuing education contract hours.

If the applicant does not qualify to be a NATCEP instructor, then the certificate will read: "Non-NATCEP Instructor". Each certificate will be issued according to the candidate's enrollment status. Example: (NATCEP-Instructor, or Non-NATCEP-Instructor, Administrator, etc.).

5. PROPOSED SITE SCHEDULE

Vendor will provide a proposed schedule with locations for conducting workshops with no less than four (4) workshops annually.

6. SCHEDULING RESPONSIBILITIES

Vendor will be responsible for all arrangements and costs for the workshops including scheduling of sites, instructors, and providing all instructional material.

Vendor will provide detailed information and registration forms to the eligible participants.

7. COLLECTION OF FEES

Vendor will collect all fees from the workshop participants. WVDHHR does not provide any financial support to the vendor. Vendor can only collect fees for training received by the participant or his/her sponsor.

8. INSTRUCTOR CREDENTIALS

The instructor of the training course for the educate the educator sessions shall have one year experience in presenting this instruction in educational and learning theory and teaching methods and strategies which are considered effective for the adult learner.

A RN is preferred, however, a mastered level educator with experience in teaching adult learners may be considered. See qualifying condition(s) for exemption, the mastered-level applicant listed below.

The registered nurse (RN) must have a minimum of two (2) years of experience as a registered nurse, with at least one (1) of those years of which must be in the provision of the long-term care setting. The potential applicant must have completed a course in teaching adults or have experience in teaching adults, have a valid vocational certificate from West Virginia Department of Education, as well as a valid WV professional RN licenses that is in good standing.

The RN's work experience must total up to 2080 clock hours in a certified nursing facility, or a certified distinct part of the hospital.

Qualifying condition(s) for exemption, the RN applicant must:

1. Have as least one year of experience as an instructor in nursing in a college or university nursing program accredited by the West Virginia Board of Nursing and has had clinical teaching experience of at least six (6) months in a long-term care setting.

Qualifying condition(s) for exemption, the mastered-level applicant must:

1. This individual must have five (5) or more years of experience in teaching adult learners and have a West Virginia Department of Education Vocational Certificate.

Vendor shall provide the credentials of all workshop instructors to OHFLAC for approval.

PROJECT C: Examination for Approved Medication Administration Personnel (AMAP)

The approved medication administration personnel (AMAP) evaluation shall determine the minimal competencies of the individual to provide safe outcomes to residents in approved facilities under the supervision of a registered professional nurse to administer medication according to Legislative Rule §64CSR60. The evaluation items will reflect the content identified in the curriculum of the Provider Manual, Medication Administration by Unlicensed Personnel.

The vendor shall provide the registered nurse(s) to prepare and evaluate the examination of approved medication administration personnel (AMAP).

Vendor shall perform the following tasks or requirements:

1. DISTRIBUTION OF EVALUATION INFORMATION

Vendor will prepare and distribute (via US Mail) preliminary information regarding the examination process to the approved registered nurses and facilities. Upon request, the Vendor will send applications to potential candidates through the AMAP approved registered professional nurse program. All published information shall be printed in easy to understand language and free of typographical errors. The application information will include how to prepare for the evaluation, how the registered professional nurse will administer the test, a fee schedule, evaluation content areas, what to expect on the first day of the test, security procedures and the approval of the candidate to test. A certificate of completion is to be issued to each successful candidate.

2. AMAP- REGISTERED NURSE (AMAP- RN)

The AMAP-RN is the nurse that has successfully completed the facility trainer/instructor (Web-CT course) orientation course developed by the authorizing agency.

Vendor will be required to verify approval of all registered professional nurses and facilities with OHFLAC prior to the issuance of testing material.

3. VALIDITY OF TESTS

Vendor shall have a quality assurance plan to assure the validity of the tests for the unlicensed personnel.

4. DEVELOPMENT OF POOL OF WRITTEN EVALUATION ITEMS

Vendor will prepare a pool of seven hundred to one thousand (700-1000) questions for the written competency evaluation based on the content identified in the curriculum of the **PROVIDER MANUAL**, including all areas in Part I Preparation and Part II Medication Administration. OHFLAC will approve the questions.

The questions will be composed for a high school graduate level of comprehension.

The questions will include items which require the participant's recall, application and analysis of information related to the safe administration of medication to residents.

Vendor will have a process of editing and reviewing item composition for stereotypical, discriminatory or inappropriate language and a description of how this component will be met must be explained in the RFQ. All items will be composed for a grade 12 reading level comprehension.

Vendor shall provide from the pool of written evaluation items, fifty (50) sample test questions related to the content identified in the **PROVIDER MANUAL**.

5. ITEM WRITER QUALIFICATIONS

Individuals preparing the questions for the evaluation must have two (2) years of immediate experience in the area of medication administration, knowledge of medication, medication terminology, medication abbreviations, vital signs, storing and disposal of medication and documentation of medication orders and administration.

6. APPROVAL BY OHFLAC

Vendor must obtain OHFLAC's approval for the items in the pool of written questions for appropriateness to the **PROVIDER MANUAL**.

7. FINAL WRITTEN EVALUATION INSTRUMENTS

From the pool of knowledge based items, the vendor will have an established process for developing equated forms of the written evaluation which are designed to meet the state requirements for §16-50-1 et seq., Medication Administration by Unlicensed Personnel, which reflect the curriculum content in the **PROVIDER MANUAL** and which are reliable, valid, job related, secure and legally defensible.

Each written competency evaluation will consist of at least fifty (50) items and not more than one hundred (100) items to be changed on a monthly basis to maintain validity of the test. The evaluation will be designed to be fifty (50) minutes in length with two (2) hours of time allotted for completion. The written evaluation will consist of four multiple-choice items. Vendor will submit a sample evaluation form to OHFLAC for review no later than four (4) weeks after award of the contract.

The evaluation instrument will contain the means for direct answering of the items without a separate answer sheet.

8. MINIMUM PASSING SCORE

Vendor will provide information regarding the basis of the scoring and will propose the appropriate minimum passing score set by OHFLAC.

9. EVALUATION PREPARATION

Vendor will provide written instructions for processing the tests to the approved registered professional nurse (approved AMAP RN).

10. FINAL FORM AND DOCUMENTATION

Vendor will prepare the evaluations in final form with supporting material and will deliver such to OHFLAC no later than four (4) weeks after award of the contract. Vendor will be prepared to meet with OHFLAC no later than five (5) weeks after award of the contract to discuss the above documents.

11. CERTIFICATE OF COMPLETION

Vendor will provide the participant with a certificate completion. The certificate is to include a unique identification number, the first, middle initial, last name and maiden name, date of completion, RN Instructor's name, and facility name.

12. REGISTRATION OF ELIGIBLE UNLICENSED PERSONNEL

Vendor will register and monitor all eligible unlicensed personnel through an approved facility AMAP- RN. This information will be distributed to OHFLAC on a monthly basis.

Vendor will screen the candidates for eligibility as specified in the **PROVIDER MANUAL**.

13. DISTRIBUTION OF TEST MATERIALS

Vendor will have tests available at the request of approved facilities and approved AMAP RNs. Vendor will prepare and distribute the test materials with specific instructions, including the allowable time frames for return.

14. SCORING

Vendor shall have written basis or methodology used for scoring.

15. DISTRIBUTION AND TRANSFER OF TEST RESULTS

Vendor shall submit to authorizing Agency the testing results, encrypted in the following format:

- a. Vendor will assign all test eligible candidates a unique ID number, (non-duplicated)
- b. Vendor will distribute the testing results to the Agency in a viewable format, and in compliance with the federal and state regulations.

An example of exported information would include: an identification number, applicant's first, middle, last name, and/or maiden name, birth date (mm/dd/yyyy), date the test was scored, the test results, and number of test occurrences, provider name the AMAP attended, the approved RN-AMAP's first and last name, title and WV RN license number.

16. FEE COLLECTION

Vendor will collect all evaluation and scoring fees from the candidates for all services performed.

PROJECT D: NURSING ASSISTANT REFRESHER COURSE

Vendor shall provide curriculum for the refresher course and conduct interactive workshops that are sixteen (16) hours or greater in duration. The workshops will prepare each participant for instruction in educational theory. This session must contain behaviorally stated objectives for each unit of instruction. Each objective must state performance criteria which are measurable and which will serve as the basis for competency evaluations.

This course is an alternative for the nurse aides who have lost their registry status due to the lack of, or inability, to fulfill federal requirements by working for monetary compensation every twenty-four (24) months since placement on the registry, or for those who were issued disciplinary action related to an alleged allegation (alternative sanction).

This training session will also allow time for practice in the skills lab setting.

1. REGISTRATION OF ELIGIBLE CANDIDATES

Vendor will be required to verify that all potential candidates are eligible for this course, by checking the National Sex Offenders Public Registry and the OHFLAC website at: <http://www.wvdhhr.org/ohflac/nurseaide/nalookup/nalookup.asp> prior to granting attendance to the refresher sessions.

Before a candidate can be admitted to attend the refresher course, the candidate must present all of the following items listed below:

- 1) A copy of the letter addressed to the candidate issued by the Nurse Aide Registry indicating that the eligible candidate is required to take the refresher course, or the Vendor must be able to validate the candidate's eligibility status listed on the Nurse Aide Registry's website reflecting the following message: – *"This nurse aide is eligible for the Refresher Course Program and the CEP until (date),*
- 2) their actual Social Security card and,
- 3) a photo identification card or driver's license.

2. GUIDELINES AND PROCEDURE

The nurse aide refresher course is a review of the curriculum covered in an approved nurse-aide training program and includes the opportunity to practice and review the skills required of a long-term care nurse to pass the state competency exam.

The course is a minimum of 16 hours, but can be longer. Applicants are eligible for the refresher course, if they are in the following four (4) categories:

-
- a. Have lost their registry status within the past five (5) years due to their inability to fulfill the federal requirements to retrain by working for monetary compensation every twenty-four (24) months since placement on the registry. [§483.75 (e) (7)]
 - b. Failed to re-register within the allowed time frame.
 - c. Have been mandated by the Agency, to re-train in certain area(s), or
 - d. Have been issued a sanction by the Agency, as an alternative measure of discipline instead of a stricter penalty.

Other Restrictions:

- 1) Applicants that qualify to take the refresher course due to categories a, b, under 2. Guidelines and Procedures must:
 - a. Complete the refresher course and pass the competency exam within six months (6) after completing the refresher course
- 2) Applicants that qualify to take the refresher course for categories c, d, under 2. Guidelines and Procedures must:
 - a. Complete the refresher course and pass the competency exam one-hundred and twenty days (120) from the issue date of the letter, or the time span listed in the letter issued by the Agency.
- 3) All applicants have three (3) opportunities to take and pass the state approved exam. After exhausting the three (3) testing attempts, the applicant will be required to complete a full WV Nurse Aide Training Competency Evaluation course and successfully pass the state approved competency exam.
- 4) Applicants are not eligible to work in a nursing home until they have passed the state approved skills and written test and their eligibility status changes on the Nurse Aide Registry.

3. TRAINING COURSE FOR REFRESHER

Vendor shall conduct an interactive learning environment using teaching strategies which are considered effective for the adult learner.

The first day will be devoted to educational theory and the second day will be performance skills lab. All skills listed on the "Skills Performance Record" lists are required to be taught.

PREPARATORY SESSION: The preparatory sessions will be at least sixteen (16) clock hours or longer in duration. The curriculum must contain the minimum curriculum requirement topics.

SKILLS DEMONSTRATION: The skills demonstration part of the evaluation shall be performed by or under the general supervision of a registered nurse in a nursing home or laboratory setting comparable to the setting in which the person will function as a nurse aide.

SETTING AND EQUIPMENT: The classroom shall have appropriate equipment, be of adequate size, and not interfere with resident activities.

4. REFRESHER COURSE OUTLINE

- I. The Health Care Delivery System
 - A. Role of the long-term care (LTC) Nurse Aide
 - B. Ethical and Legal Considerations
 1. Abuse and Neglect
 - a) Abuse definitions
 - b) Legislative rule – 64CSR06
 - c) Identifying and Reporting
 - d) Investigation Process
 2. Adult Protective Services
 3. Ombudsman
 4. Resident Rights
- II. Providing a Secure Environment
 - A. Infection Control
 - B. Communicable Diseases and OSHA requirements
 - C. Safety and Accident Prevention
 - D. Using good body mechanic
- III. Communication Skills
 - A. Observation, Reporting and recording
 - B. Basic medical terminology
 - C. Communicating with residents and families
- IV. Special needs
 - A. Aging process
 - B. Confusion and behavior problems
 - C. Alzheimer's disease
 - D. Care of the dying resident
- V. Providing Basic Care
 - A. Moving and positioning
 - B. Ambulation
 - C. Personal care and hygiene
 - D. Vital signs

- E. Nutrition and fluids
- F. Elimination
- G. Restorative Care

VI. Time Management and Resident's Chart Review

VII. Skills Performance Record

VIII. Nurse Aide Handbook

IX. Frequently Asks Questions and Answers

5. ABUSE IN-SERVICE MATERIAL

Topics related to the abuse in-service are a requirement, and must be taught exactly as outlined and as written by the Agency or federal regulations.

6. SKILLS PERFORMANCE RECORD (WVNATCEP-7)

The "Skills Performance Record" lists the minimum tasks/skills required to be taught and learned in the NATCEP. Vendor will allow the student's the opportunity to practice their skills and do return demonstration in the description for performance of skills – WVNATCEP-8-outlined. For, WVNATCEP-8 "Description for Performance of Skills," is a step-by-step reference to the skills performance guide.

At completion of the refresher workshop, the vendor will provide each nurse aide with a photocopy of the WVNATCEP-8, which is a complete list of skills performed by the nurse aide while employed in WV's long-term care nursing home setting. If the skill is not listed on the WVNATCEP-8, the nurse aide cannot perform it in the nursing home setting in WV.

7. INSTRUCTIONAL MATERIAL

Vendor shall develop interactive curriculum which will prepare the participant through instruction in educational theory and skills demonstration. This training session will be offered regionally, at set intervals.

The course will included the review of the required curriculum, education criteria, and federal and state regulations for Nursing Assistants in the State of West Virginia.

Vendor will provide a draft course outline, lesson plans, textbook title, edition and publishing year used during this training session.

The core curriculum will be fully developed by the vendor and presented for review and approval to OHFLAC, one (1) week after signing of the contract. The first training session will begin approximately two (2) weeks after curriculum approved.

8. INSTRUCTOR QUALIFICATIONS

The registered nurse (RN) must have a minimum of two (2) years of experience as a registered nurse, with at least one (1) of those years of which must be in the provision of long-term care facility services. Instructors must have completed a course in teaching adults or have experience in teaching adults, hold a vocational certificate from West Virginia Department of Education, and have a valid WV professional RN licenses that is in good standings.

The RN's work experience must total up to 2080 clock hours in a certified nursing facility, or a certified distinct part of the hospital.

Qualifying conditions for exemption, the applicant must:

Hold a vocational certificate from West Virginia Department of Education; or have as least one year of experience as an instructor in nursing in a college or university nursing program accredited by the West Virginia Board of Nursing and has had clinical teaching experience of at least six (6) months in a long-term care setting.

9. CERTIFICATE OF COMPLETION

Vendor will provide the participants with a completion certificate when the applicant successfully completes the required session. The certificate will included the type of certificate issued, total hours attended, the applicant's first, middle and last name with nurse aide registration or identification number (if applicable), location of training site, date(s) attended, NATCEP RN-instructor's name, and title.

In addition to what is listed above, the completion certificates issued for Alternative Sanction will also list the mandatory topic(s) outlined in the official letter issued by the Agency to the applicant.

10. PROPOSED SITE SCHEDULE

Vendor will provide a proposed schedule with locations for conducting workshops with no less than six (6) workshops annually.

11. DISTRIBUTION OF CLASS PARTICIPATION RESULTS

Vendor will complete the "Refresher completion" roster form (WVNATCEP-14), and submit to the Agency within ten (10) working days after class completion. Applicants are not eligible to take the competency exam until their status listed on nurse aide registry reflects that they are eligible to take the exam.

PART 4 GENERAL TERMS AND CONDITIONS

4.1 CONFLICT of Interest:

Vendor affirms that it, its officers or members or employees presently have no interest and shall

not acquire any interest, direct or indirect, which would conflict or compromise in any manner or degree with the performance or its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor shall periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered shall be promptly presented in detail to the Agency.

4.2 Prohibition Against Gratuities:

Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract.

For breach or violation of this warranty, the State shall have the right to annul this contract without liability at its discretion or to pursue any other remedies available under this contract or by law.

4.3 Certifications Related to Lobbying:

Vendor certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers, including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements, and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

4.4 Vendor Relationship:

The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFQ and resulting contract. Neither the Vendor, nor any employees or contractors of the vendor, shall be deemed to be employees of the State for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation

plans, including but not limited to, Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns.

The Vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

4.5 Indemnification:

The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

4.6 Contract Provisions:

After the successful Vendor is selected, a formal contract document will be executed between the State and the Vendor. In addition, the RFQ and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFQ and the Vendor's bid in response to the RFQ.

4.7 Governing Law:

This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations, Federal, State and Local Government.

4.8 Compliance with Laws and Regulations:

The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

4.9 Subcontracts/Joint Ventures:

The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the vendor is totally responsible for payment of all subcontractors.

4.10 Term of Contract & Renewals:

This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period Vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

4.11 Non-Appropriation of Funds:

If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency shall give the vendor written notice of such non-allocation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

4.12 Contract Termination:

The State may terminate any contract resulting from this RFQ immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFQ and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may also be terminated by the State with thirty (30) days prior notice.

4.13 Changes:

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements.

As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact

on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

4.14 *Invoices, Progress Payments, & Retainage: Not Applicable*

4.15 *Liquidated Damages:*

According to West Virginia State Code §5A-3-4(8), Vendor agrees that liquidated damages shall be imposed at the rate of one-hundred dollars (\$100) per day for failure to provide deliverables, meet miles stones identified to keep the project on target, or failure to meet specified deadlines. This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue to any other additional remedy to which the State or Agency may have legal cause for action including further damages against the Vendor.

4.16 *Record Retention (Access & Confidentiality):*

Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors or individuals permitted access by Vendor.

4.17 *Confidentiality, Privacy and Security Requirements:*

The Vendor shall comply with all applicable State and Federal law regarding confidentiality/privacy including the confidentiality requirements of §1160 and §1902(a)(7) of the Social Security Act, the information safeguarding requirements of Title 42, Part 431, Subpart F (42 CFR 431 F), and the privacy and security requirements of Title 45 Parts 160 and 164 (45 CFR 160 and 164).

4.18 *Bid and Performance Bonds: Not applicable.*

4.19 *Insurance Requirements:*

The Vendor as an independent Contractor is solely liable for the acts and omissions of its employees and agents. Proof of insurance will be provided by the Vendor at the time the contract is awarded. The Vendor will maintain and furnish proof of coverage of liability insurance for loss, damage, or injury (including death) of third parties arising from acts, and omissions on the part of the Vendor, its agents and employees in the following amounts:

- a. For bodily injury (including death): a minimum of \$500,000.00 per person and \$1,000,000.00 per occurrence
- b. For property damage: a minimum of \$1,000,000.00 per occurrence

4.20 *Computer Hardware/Software Capabilities:*

The Vendor will use and maintain compatible software with OHFLAC. All electronic content transmitted to OHFLAC must be HIPAA compliant and follow all state and federal regulations.

4.21 Fee Charges

All fees will remain in effect for the life of this contract.

4.22 Rights of Ownership

All information, data, statistics, etc. generated by the vendor as a result of this contract will be the sole property of OHFLAC and will revert to the Office of Health Facility Licensure and Certification Nursing Assistant Program at the end of the contract period. Vendor will be solely responsible for maintaining backup copies of the data on a daily basis.

4.23 Inspection of Work Performed:

The agency, or any other authorized representative will, at all reasonable time, have the right to enter the vendor's premises or such other places where duties under this contract are being performed to inspect, monitor, or otherwise evaluate the work being performed. The vendor must provide reasonable access to all facilities and assistance to the State and Federal representatives.

SERVICE PROVIDED	FEE PAID BY INDIVIDUAL	ESTIMATED NUMBER OF INDIVIDUALS RECEIVING SERVICE	ANNUAL TOTAL
PROJECT A			
NURSING ASSISTANT WRITTEN EVALUATION FEE	\$ _____	X 1450	= \$ _____
NURSING ASSISTANT ORAL EVALUATION FEE	\$ _____	X 20	= \$ _____
NURSING ASSISTANT SKILLS PERFORMANCE EVALUATIONS FEE	\$ _____	X 1515	= \$ _____
PROJECT B			
EDUCATE THE EDUCATOR WORKSHOP FEE	\$ _____ (3days)	X 25	= \$ _____
	\$ _____ (1 day)*		
PROJECT C			
AMAP SCORING FEE	\$ _____	X 890	= \$ _____
PROJECT D:			
NURSING ASSISTANT REFRESHER COURSE	\$ _____	X 100	= \$ _____
ANNUAL GRAND TOTAL			\$ _____

* This single day may or may not be opened to other professionals in the industry who might be interested in obtaining additional information regarding NATCEP federal and state guidelines.

Basis of Award:

Contract will be awarded to the lowest responsible vendor who can demonstrate the ability of providing the Project services specified.

BACKGROUND

PROJECT A

WEST VIRGINIA Nursing Assistant TRAINING & COMPETENCY EVALUATION PROGRAM (NATCEP)

Public Law 100-203 (Omnibus Budget Reconciliation Act of December 1987), within Sections 4201-4214 which amended Sections 1819 and 1919 of the Social Security Act, requires the State, among other things, to review and specify approved competency evaluation programs for Nursing Assistants and establish and maintain a registry of approved Nursing Assistants.

At this time, approximately one hundred thirty (130) programs are approved to educate long-term care Nursing Assistants in West Virginia. Ninety-four (94) nursing homes are certified as nursing facilities approved for participation in Medicare and Medicaid at this time. An additional thirteen (13) distinct parts of hospitals are also certified as nursing facilities. Fifty-eight (58) nursing facilities provide training for those Nursing Assistants in their employment. Thirty-eight (38) vocational technical high school and adult programs address Nursing Assistant preparation. There are also twenty (20) NATCEPs sponsored by a variety of agencies.

Presently available data indicates that there will be 1,500 to 2,000 candidates annually for evaluation.

PROJECT B:

WEST VIRGINIA EDUCATE-THE-EDUCATOR WORKSHOP FOR REGISTERED PROFESSIONAL NURSES.

The purpose of this scope is to assist NATCEP instructors to meet the approval guidelines in the NATCEP Criteria and the minimum requirements of the Center for Medicare & Medicaid (CMS), which sets the standards and conditions of participation for the Medicare/Medicaid certification of nursing facilities. Federal regulations and the state Criteria require the Program Instructor to have completed a course in teaching adults prior to approval for this position.

The NATCEP program instructor's responsibilities include all aspects of instruction and the learning experience of the students.

PROJECT C:

WEST VIRGINIA MEDICATION ADMINISTRATION BY UNLICENSED PERSONNEL

Legislative Rule §64CSR60 prescribes specific standards and procedures to provide for training, competency testing, and approval of unlicensed personnel for limited administration of medications in specified health care facilities.

Health care facilities that participate in the Approved medication Assistive Personnel Program (AMAP) include intermediate care facilities for the mentally retarded (ICF/MR), assisted living or residential care communities, behavioral health group homes, private residences in which health care services are provided under the supervision of a registered nurse and adult family care homes that are licensed by or approved by the Agency.

At this time, there are approximately one hundred eighty (180) health care facilities approved to provide medication administration. There are approximately seven hundred twenty-seven (727) registered professional nurses approved to provide AMAP training.

BACKGROUND

**PROJECT D:
NURSING ASSISTANT REFRESHER COURSE**

The refresher is a review of the full nurse aide training competency education program curriculum. This interactive session will allow the applicant the opportunity to practice and perform skills used in the long-term care nursing home setting.

State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Professional Healthcare Dev, LLC Signed: Denise Cihy
 Date: 12-20-11 Title: member

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

GENERAL INFORMATION

Professional Healthcare Development (PHD), a licensed vendor in the state of West Virginia, seeks, with this proposal, to continue to develop, provide, administer, monitor, and report results for the competency evaluations required by the West Virginia Department of Health & Human Resources under the Omnibus Budget Reconciliation Act of 1987 for nurse aides, and for the training required in the Educate-the-Educator Program. In addition, PHD will do likewise with Scope Two, the competency evaluations for unlicensed personnel to administer medication (AMAP).

The scope of work to be covered under this contract will be completed by professionals in the medical and education fields as well as registered nurses who have had at least two years experience with a minimum of one year working in long-term care facilities. PHD has developed and utilized since November 1, 2001, cognitive as well as performance skills evaluations for nurse aides, cognitive evaluations for unlicensed personnel to administer medications as provided by state law, and will continue to maintain the Educate-the-Educator program as a training ground for registered nurses to become certified to teach adult nurse aides in approved facilities in West Virginia.

PHD fully recognizes that all state and federal regulations for the above programs will be adhered to and that all operations of evaluations and programs will be completed with the cooperation and approval of the coordinator of this project:

Twonna Williams, RN, Program Manager
Nurse Aide Education & Competency Evaluation Program
Office of Health Facility Licensure & Certification

PROJECT A:

**West Virginia Nurse Aide Training & Competency Evaluation Program
(NATCEP)**

The nurse aid evaluation, both the written competencies and skills performance, are determined using the minimal competencies of the individual to provide safe care to residents in a long-term care facility. The content identified in the "Minimum Curriculum Requirements" within the Criteria for Approval of Educational Programs & Competency Evaluation for Nurse Aides Employed in Certified Nursing Facilities in West Virginia (Criteria) is the determining factor for item use when composing the evaluations.

Job Analysis

A job analysis of nurse aide skills employed in long-term care nursing facilities in West Virginia has been studied, and, combined with the Criteria for Approval of Educational Programs and Competence Evaluation for Nurse Aides Employed in Certified nursing facilities in West Virginia (Criteria), under the guidance of the NATEC in April of 2003, yielded a master listing of job tasks performed by the nurse aide employed in long-term care facilities in West Virginia.

The current tasks list was derived by PHD in coordination with OHFLAC and that list is in **EXHIBIT A**. These tasks represent the minimal knowledge and skills required to begin at an entry level position as a nurse aide in a long-term care facility in West Virginia.

1. Pool of Written Evaluation Items

Based on the job analysis described above, PHD again analyzed the approved curriculum on each skills task in reference to the enabling, knowledge, attitudes and related skills a nurse aid must possess to demonstrate mastery of a particular skill. This combination of knowledge becomes the basis for the development of the written evaluation. The content includes, as listed in the CRITERIA:

- basic nurse aide skills
- personal care skills
- cognitive
- behavioral and social care
- basic restorative services
- resident's rights
- abuse and neglect
- communication
- promoting independence
- use of protective equipment
- infection control
- the aging process
- safety

The following guidelines were adhered to during the composition of the written multiple choice items:

- Reading difficulty maintained at a 3 - 5 grade level, with literacy terms necessary for a nurse aide
- Questions were clear with one correct answer
- Each item remains independent
- No true/false questions were used
- Items were taken directly from categories in CRITERIA
- One correct answer was listed with three distracters
- Distracters used were relative to the stem
- No trick questions were included
- Options of "all" or "none of the above" were used only if the answer was clear
- Answers were arranged in logical order

As in the bid form, a pool with a minimum of (600-800) questions for the written competency has been developed.

Due to the regulations involving length of time specified for a nurse aide candidate to successfully pass the competency testing after completion of an approved nurse aide course, it has been PHD's experience that it is in the candidate's best interest to offer the evaluations, written and task performance twice each month on the second and fourth Saturdays. Each existing testing location will continue to administer only once, but based geographically,

the candidate will have eight opportunities in a four month period (120 days) to test as opposed to four opportunities for the same period of time if the exam is offered only once per month. **EXHIBIT B** gives the current schedule and location sites for exams.

Candidates will be pre-registered by the approved training sites/facilities, or individually as a self sponsor, if necessary, two weeks in advance of the scheduled date and site where they wish to test. PHD will verify through the web site provided by OHFLAC that all registered candidates are, in fact, test eligible. Only those candidates who are eligible are permitted to sit for the exam. All information regarding PHD's current job scopes are available at the web page, www.profhd.com.

One week prior to the test date, each approved training site/facility or self sponsor will be notified of each candidate registered for each testing site. The notification will include an admission ticket for each candidate to present at the testing site the day of the examination and a letter with pertinent information regarding the testing procedures. The candidate will not be permitted to test without this ticket. **EXHIBIT C** shows an example.

On the day of the exam, each candidate must present, along with the admission ticket from PHD, a picture ID or other pre-approved (by PHD) form of identification and their original social security card for admission to the examination. A copy of an approved alternate form of ID is also at the web page www.profhd.com.

2. Distribution of Evaluation Information

All information needed by a candidate to apply for the evaluations has been distributed to sites and facilities approved by the Office of Health Facility Licensure and Certification. Two guides for completing the necessary paperwork were sent to each facility/site, one for the candidate and one for the sponsor. This gives additional information to the sponsors to assist the candidates if needed. Sponsors or candidates may utilize the provided web page: www.profhd.com to view this information, obtain additional copies of documents, to access additional pertinent information, or contact PHD. **EXHIBIT D** is a Candidate Handbook and **EXHIBIT E** is a Sponsor Handbook.

3. Nomination of Skills Competency Evaluators

PHD has obtained pertinent information from each skills competency evaluator to submit to the Department to ensure each evaluator meets the qualifications listed in the CRITERIA and will be approved by NATCEP.

4. Preparation of Skills Competency Evaluators

Each evaluator will be supplied with a Management Plan for each site. This manual will include specific instructions regarding how to rate each candidate during the skills competency evaluation. The evaluator will place emphasis on observation techniques and judgement in rating to maintain reliability between observers. The registered nurse evaluator will be instructed to mark either "yes" or "no" on the skills performance evaluation. Evaluators will also be able to indicate in the appropriate space any additional pertinent comments. The raters are not responsible for determining if the candidate has passed or failed the skills competency exam. When all the testing is completed, the skills testing will be sealed with the written evaluations and mailed to PHD for manual scoring.

For the written evaluations, the items were developed using the method described previously. **EXHIBIT F** is (50) sample test questions related to the content of the CRITERIA.

5. Development of Pool of Skills Performance Evaluation Items

PHD has developed under the guidance of the NATCEP, a pool of 56 skills based on the "Minimum Curriculum" in the CRITERIA. Each step of each task has been assigned a numerical value according to the importance of the step in completing the task successfully. **EXHIBIT G** is a sample of (5) skills with a grading format. The candidate will be allowed 50 minutes to complete the five assigned skills. **EXHIBIT H** is a list of 56 skills, also based on the job analysis and the "minimum curriculum" in the Criteria and federal regulations (483.154 and 483.152(b)(3)).

6. Approval by OHFLAC

All of the items contained in the written and skills components of the evaluations may be approved by the Department for appropriateness.

7. Final Written Evaluation Instruments

From the pool of knowledge-based items, PHD has obtained computer software (ExamView Pro Test Generator for Windows) to randomly select equated forms of the written evaluation. The pool of items reflect the curriculum content in the CRITERIA, and are reliable, valid, job-related, secure and legally defensible.

Each written competency evaluation will consist of 100 items. Each item will contain a four-choice, multiple choice answer labeled "A", "B", "C", and "D". The evaluation will be changed on a monthly basis utilizing the computer software as mentioned above, allowing a valid, unbiased sampling of each candidate's competency.

The evaluation will consist of 8-10 questions from each of the twelve (12) categories as outlined in the CRITERIA.

The candidate will indicate, by circling the appropriate letter beside the chosen response to the item, their desired answer to the particular question. This will be done directly on the evaluation form, eliminating the need for a separate answer sheet.

8. Equating Evaluation Forms

Each evaluation is separately hand-scored by a registered nurse. Any question that is answered incorrectly by 50% of the candidates taking the exam is discounted as a valid question and is not counted in with any candidate's score. That question is not used in future evaluations. Any question that is answered incorrectly by 25% of the candidates taking the exam is reviewed for possible revision. **EXHIBIT I** is a Quality Assurance Plan developed and utilized by PHD to ensure validity/equality with each candidate.

9. Oral Version

An oral version of the written portion of the evaluation is available upon request for each exam. The oral version will be administered by a reader to comply with ADA guidelines. The reader will read each item twice to the candidate and, as with the silent version of the test the candidate will be given two hours to complete the exam. To secure an oral version of an evaluation, a written request must be received by PHD two weeks prior to the candidate's scheduled exam date. **EXHIBIT J** is an example of the appropriate request form.

A written section consisting of five questions will be included in the oral version of the exam relating to a flow sheet that will ensure the candidate can complete a job related task utilizing the flow sheet. **EXHIBIT K** is an example of a flow sheet with possible questions that might appear on the exam.

10. Individual Skills Performance Instruments

Utilizing the designated skills list as approved by the Department and listed in the CRITERIA, PHD has developed a point system to score the skills portion of the evaluation. Each step of each skill has been assigned a point value depending on the step's importance. Each skill will be worth a total of 50 points, in addition to the initial and completion steps worth 25 points each, for a possible score of 300 points. The RN evaluator will be responsible to indicate only whether or not a candidate completed the step outlined in the skill. The RN evaluator is not responsible for determining whether or not a candidate passes or fails an evaluation. Once the scoring sheet is received by PHD, the point values will be assigned to each step and calculated for a total point value.

11. Minimum Passing Score

Should the total of the skills test equal or surpass the minimum passing score as set by the Department, the candidate will receive a passing score. Currently, 75% is considered a passing score and is consistent with 225 points out of a possible 300 points. An exception would be if the candidate did not complete several critical steps, i.e., steps with higher values or the candidate acts without regard to the safety of the resident actor, the scorer, PHD's Registered Professional Nurses, determines if the candidate failed the skills

portion of the evaluation. PHD has always consulted with OHFLAC regarding a possible discrepancy in the scoring process.

12. Task Analysis and Distribution of Checklists

PHD has developed a task checklist delineating the steps and identifying critical elements for each skill which has been distributed to the nurse aide educational program instructors. The same skills list may also be obtained at PHD's web site as mentioned previously in this bid. The checklists are in **EXHIBIT H**.

13. Establish Sites and Schedule Evaluation

PHD has a developed schedule assuming the examination is given two Saturdays per month with each site testing once. **EXHIBIT L** shows the current schedule. Current test sites include regions surrounding: Wheeling, New Cumberland, Parkersburg, Buckhannon, Charleston, Martinsburg, Keyser, Petersburg, Beckley, Delbarton, and Princeton, WV.

Existing sites will require only minimal guidance in continuing their testing. Newly established sites will receive a minimum of seven (7) hours of training to successfully orient that site to the procedures required. **EXHIBIT M** illustrates a coordinator/site instruction booklet.

14. Final Form and Documentation

Final versions of the tests, evaluation sites and supporting material may be delivered to the Department no later than four weeks after the award of the contract so that the documents may be discussed.

15. Registration of Eligible Candidates

PHD has developed an application to be completed by each nurse aid candidate prior to the candidate taking the evaluation(s). The nurse aid candidate will obtain assistance completing the application from their respective sponsor. An application is found on the web page www.profhd.com. Utilizing the data base as described previously, PHD will ensure that each candidate has completed an approved program at a

vocational or nurse aide training facility in West Virginia thus allowing the candidate to register for the examination. PHD will also verify that each candidate is not listed on the National sex Offenders Public Registry. The Department will ensure the candidate is not listed on the patient abuse registry.

16. Cashiering

PHD will collect all fees from the candidates or sponsors and be responsible for all costs related to actual testing, i.e., paying competency evaluators.

17. Administration of the Evaluation

Upon the signing of the contract, PHD will be able to continue, uninterrupted, administering written and oral evaluations as well as skills performance evaluations.

18. Quality Assurance

- a. PHD will submit its procedure for ensuring exam security and integrity in the examining process.
- b. PHD holds the submitted applications in a secure location for five years after testing. When the five year period has expired, the test booklets are shredded for the candidate's privacy.
- c. Examinations are shipped to test sites the week prior to testing. Once at the site, the exams are kept in a secure location at a the site until testing. Once the exams are completed, the coordinator places the materials in a pre-paid US Postal/UPS container and it is returned to PHD.
- d. PHD will comply with all security policies for protecting personal information of candidates, i.e., encrypted e-mails.
- e. Each exam is proctored by qualified personnel with experience in the exam process. A seating chart is also utilized should a problem arise. Candidate's personal information is never transferred via unencrypted e-mail; each candidate is assigned a non-repeating identification number to keep each candidate anonymous.

- f. PHD has developed a system to investigate and correct any alleged or determined breach of security, including missing examinations, candidate cheating, candidate use of fraudulent ID credentials, actions on questionable score validity and other identified irregularities, including but not limited to the correction of inter-company deficiencies.
- g. An internal system is in place for investigation of potential breaches in its examination process.
- h. Any quality assurance issue shall be reported to the Agency within two (2) business days of discovery. A report to the Agency will include steps identified to resolve the problem.

19. Scoring

The skills portion of the examination will be completed on a one-on-one basis with the Registered Nurse evaluator approved by the Department and the nurse aid candidate. A "resident" will also be present, acting as a weakened elderly person in a nursing facility. The evaluator will describe the skill the candidate is to perform and the candidate will have a typed instruction sheet to read prior to beginning. (**EXHIBIT N** shows an example of Candidate Instructions) The candidate will then begin. The nurse evaluator will have in front of him/her, the skills lists as distributed to each facility instructing the candidates. The evaluator will simply mark the column "yes" the candidate did perform this step or "no" the candidate did not perform this step. There is also a space for the evaluator to make comments regarding the candidate's performance. Due to possible candidate anxiety, there are provisions for the candidate to correct a mistake they feel they have made to receive credit for any given portion of the skill. The skills portion of the test will not be decided by the evaluator, but will be determined by the Professional Registered Nurse scorer employed by PHD. (**EXHIBIT U** shows credentials) A quality assurance plan has been developed in order to monitor the testing process.

PHD's Registered Professional Nurses will hand-score each individual written evaluation. Each skills performance competency evaluation is scored individually according to a numerical value assigned to each step of each skill, emphasis will also be placed on critical elements of each skill, as well as resident actor's safety.

20. Distribution and Transfer of Test Results

PHD will distribute and document the scores of all evaluations. PHD will have prepared for export to the Department, no later than ten (10) working days after each exam date, the scores of each candidate as indicated below.

PHD will distribute to:

- a. The Department, encrypted, the results for all candidates with a school composite comparing programs and indicating areas of strength and weakness; results of the testing will be submitted to the Department in two (2) separate formats. The first format will be submitted by PHD in a written spreadsheet listing of test applicants by applicant name. The spreadsheet will list: a unique ID number (non-duplicated), applicant first, middle, and last/maiden name, social security number, what education program the nurse aide attended and program number, test date, and the test results. The second format will be submitted by PHD will be in an electronic format as a comma delimited text file according to the Department's specifications.
- b. Each candidate, the result of the evaluation with areas of strength and weakness identified and, if necessary, re-registration information may be obtained from the program provider or the web site mentioned previously. **EXHIBIT O** shows examples of the various result letters;
- c. Each program provider/sponsor, the scoring for all their graduates indicating areas of strength and weakness should a candidate fail the skills portion of the exam, a copy of the skills the candidate scored poorly on will be copied and included, along with the RN rater's comments. The provider may refer to the website, as mentioned previously, for future dates and sites of evaluations

21. Repeat examinations

As indicated previously, a candidate that does not pass a written or oral competency or a skills performance evaluation, and if the Candidate again meets the eligibility requirements as stated in the Criteria, that candidate will be directed as to the procedure to

Re-register for the appropriate portion of the evaluation. Because of the candidates' and sponsors' preferences in the past, candidates are re-registered upon request at the site and date they choose. For instance, a candidate may require additional training prior to re-testing and this may not be available from the training/sponsoring facility in the allotted time. These considerations are in the best interests of the candidate for a successful outcome.

PROJECT B: EDUCATE-THE-EDUCATOR WORKSHOP

PHD will continue to provide a program, designed to have three, eight hour sessions, that is an interactive instructional program which will prepare the participants through instruction in education and theory and teaching methods and strategies for instructing adult learners in a nurse aide education program in accordance with CFR §483.152(a)(5)(ii).

2.1 Educate the Educator Curriculum

PHD will continue to provide participants with educational theory and practice to prepare them to act in the role of program coordinator, or program and clinical instructor in long term care nurse aide programs in accordance with the Federal Omnibus Reconciliation Act of 1987.

One day of the three day session is currently and will continue to be devoted to policy and procedure and/or guidelines related to the NATCEP program. It is currently open to other professionals in the industry. PHD will allocate the teaching of the nurse aide training curriculum and interpretation of state and federal regulations during the sessions to a representative of OHFLAC or its designee.

1. Training Course for Primary Instructors and Coordinators

PHD will continue to offer a two day, sixteen (16) hour course devoted to the following areas:

- Principles of adult learning and training techniques
- Formulating training objective, including behavior objectives which state measurable performance criteria for competency evaluation
- Designing the curriculum to provide a logical organization of the material
- Developing lesson plans
- Choosing appropriate teaching strategies and methodologies
- Developing learning materials
- Providing a mechanism for evaluating trainee learning
- Effectively supervising trainees' clinical experience
- Defining criteria for successful achievement of training program objectives
- Developing a record keeping system
- Step-by-Step Instruction on how to seek calendar approval and required documents from OHFLAC-Nursing Assistant Program

2. Instructional Material

The program will include the current approved curriculum and education criteria for nurse aides in the State of West Virginia. Each participant will receive a copy of the Criteria for Approval of Education Programs and Guidelines for the Training and Employment of Long Term Care Nurse Aides in West Virginia, as well as a course outline for the program, which will be made available for approval.

Any changes made to the Criteria by OHFLAC during the duration of this contract will be immediately incorporated into the course.

Any changes to the course will only be made with the advanced approval of OHFLAC.

3. Certification of Completion

PHD will provide to each participant, upon their successful completion of the Educate the Educator Program a certificate indicating their participation and completion of the workshop. PHD will provide the Department with a copy of each certificate and a list of participants. PHD has secured approval from the Registered Professional Nursing Board, to award 24 continuing education units for this workshop to participants who attend all three days of the event and for those who attend only the third day, eight (8) units will be awarded. **EXHIBIT P** is a sample certificate of completion

4. Results

PHD will provide to the Department a list of workshop participants twice a year (June and January), in a format viewable by OHFLAC compliant with federal and state guidelines.

The all-inclusive list of participants will include dates and locations of the workshop, first and last name of the participant, West Virginia Registered Nurse license number, applicant's mailing address, and continuing education contract hours. If the participant does not qualify to be a NATCEP instructor, it will be noted on the completion certificate.

5. Proposed Site Schedule

PHD has established a site and dates for the Educate the Educator Workshop. These are delineated in **EXHIBIT Q**.

6. Scheduling Responsibilities

PHD assumes all responsibility for arrangements and costs for the workshops including scheduling of the site, instructors, and providing instructional materials.

PHD has provided detailed information and registration forms to eligible participants. It is also available through the PHD web page.

EXHIBIT R is a sample registration form and general information for registered candidates

7. Collection of Fees

PHD will collect all fees from the workshop participants directly. Should a participant elect to withdraw from the workshop as scheduled or there is not a sufficient number of participants registered (five) to hold the workshop, the fee will be held over until the next workshop is held.

EXHIBIT S is a fee schedule.

8. Instructor Credentials

In **EXHIBIT U**, PHD has provided credentials of all workshop instructors. Any future instructors' credentials will also be submitted for approval by the Department. **EXHIBIT U** also includes credentials for professionals involved with this proposal.

**PROJECT C:
EXAMINATION FOR APPROVED MEDICATION ADMINISTRATION
PERSONNEL (AMAP)**

PHD has developed exams to determine the minimal competencies of an individual who will provide safe outcomes administering medications in approved facilities under the supervision of an approved registered professional nurse as outlined in §64CSR60. The items reflect the content identified in the curriculum of the Provider Manual, Medication Administration by Unlicensed Personnel.

PHD has, in place, registered professional nurses to prepare and evaluate these examinations.

1. Distribution of Evaluation Information

PHD has distributed preliminary information regarding the evaluation process to approved registered nurses and facilities. These forms are available on PHD's web page. Applications will be sent to potential candidates only through AMAP approved registered nurses upon request. **EXHIBIT T** is an informational packet for the AMAP testing procedure. The information is written with specific regard to security procedures, administration information, and fee schedules.

2. Nomination of Approved Registered Nurses

Upon receiving a request for evaluation materials from an AMAP nurse or facility, PHD will verify, through the Department, that each RN and/or facility is currently approved for AMAP testing.

3. Validity of Tests

PHD will hand score every AMAP exam individually. The test questions will be randomly selected for each exam by ExamView Pro Test Generator for Windows, thus providing validity for each exam. The test will consist of 80 questions from each of the four categories as indicated in the Criteria. Should 50% of the candidates taking the exam miss a question, the question will not be counted with the individual's scores and the item will be eliminated from the exam. Should 25% of those taking the exam miss a question, that item will be reviewed for revision and/or possible elimination. **EXHIBIT V** is a Quality Assurance plan developed by PHD for use in conjunction with the AMAP Evaluation.

4. Development of Pool of Written Evaluation Items

PHD will provide to the Department a pool of seven hundred to one thousand (700 -1,000) questions for the written competency evaluation based on the content identified in the curriculum of the Provider Manual for its approval, including all areas in Part I Preparation and Part II Medication Administration.

PHD has utilized registered nurses and a pharmacist (**EXHIBIT U**) to generate questions for the AMAP candidate evaluation, all of which are well qualified in the outlined areas of medication administration, knowledge of medication, medication terminology, medication abbreviations, vital signs, storing and disposal of medications and documentation of medication orders and administration.

The questions composed by the team from PHD include items which require recall, application and analysis of information related to the safe administration of medication to residents. Each item was reviewed by a minimum of two professionals to ensure items were appropriate. Each written competency evaluation will consist of 80 items. Each item will contain a four-choice, multiple choice answer labeled "A", "B", "C", or "D". There are several forms of the exam available, selected randomly for distribution as exams are requested. Software utilized is the same as is mentioned previously in this proposal, allowing a valid, unbiased sampling of each candidate's competency. **EXHIBIT U** contains the resumes of item writers utilized by PHD, including Denise Cihy, RN who completed the required Registered Nurse Orientation for Instructors of Unlicensed Medication Assistive Personnel on May 10, 2001.

All items on the AMAP examination will be selected utilizing ExamView Pro for Windows which will insure that inappropriate language does not exist on an AMAP examination. All items are composed for a 12th grade reading level comprehension.

PHD has included with this proposal, in **EXHIBIT W**, 50 sample questions for the AMAP evaluation.

5. Item Writer Qualifications

The individuals preparing the question for the evaluations have two (2) years of immediate experience in the area of medication administration, knowledge of medication, medication terminology, medication abbreviations, vital signs, storing and disposal of medication and documentation of medication orders and administration.

6. Approval by OFLAC

PHD may submit for approval, by the Department, all items in the pool of written questions for appropriateness to the Provider Manual.

7. Final Written Evaluation Instruments

From the pool of knowledge based items, PHD has established equated forms of the written evaluation by ensuring, through random assignment, an equal number of questions from each category of skills taken directly from the Criteria. These areas include: Medical terminology, Preparation for administration of medications, Administration of medications, and Vital signs. This process will meet the requirements for §16-50-1 et seq., Medication Administration by Unlicensed Personnel. This process reflects the curriculum content in the Provider Manual and, therefore, the items are reliable, valid, job related, secure, and legally defensible. PHD has developed a quality assurance plan to monitor the AMAP testing process and to promote a valid written test.

PHD will develop, using software stated previously, a different evaluation, from the pool of 700 - 1,000 questions, monthly to maintain the validity of the AMAP evaluation. The evaluation will be designed to be fifty (50) minutes in length with two (2) hours of time allotted for completion. The written evaluation will consist of four-choice multiple choice items. PHD will submit a sample evaluation form to the Department for review no later than five (5) weeks after the signing of the contract if requested.

PHD has included a means for the candidate to indicate their desired answer to each item directly on the evaluation instrument. The AMAP candidate will circle the appropriate letter beside the answer chosen. This method will eliminate the need for a separate scoring implement.

8. MINIMUM PASSING SCORE

PHD's Registered Professional Nurses will score, by hand, each item on the evaluation. As each item on the evaluation carries exactly the same weight, a candidate will pass the evaluation based on the minimum passing score set by the Department. That score is currently 70% or correctly answering 56 out of a possible 80 questions.

9. EVALUATION PREPARATION

Upon completion of an approved AMAP course, the approved AMAP registered nurse will forward, to PHD, a list containing each AMAP candidate's name and social security number. PHD will mail the appropriate number of evaluations to the approved AMAP registered nurse for administration within one week of PHD's receipt of the request. At the time designated by the facility/AMAP RN, the AMAP RN will administer the evaluation following instruction given previously in this proposal. Within 24 hours of administering the evaluation, the facility/RN will by return mail, send the evaluations to PHD for hand-scoring by a Registered Nurse. Within two weeks of receiving the evaluations, each test will be scored and results mailed to the AMAP RN Instructor. All candidates who obtain a passing score as determined by the Department will be mailed a congratulatory letter. A certificate of completion with an original issue date, as each candidate must re-train every two years, will also be mailed to the facility for each successful AMAP candidate. The Department will be able to access needed information regarding test scores from the data base provided monthly to OHFLAC by PHD.

To adequately prepare for an AMAP evaluation, each candidate must have completed an OHFLAC approved AMAP course. The AMAP RN will inform each candidate, on the designated test date and location. The candidates may only bring two number two pencils to the evaluation site. The approved RN will provide secure storage space outside of the test area for candidates' personal belongings. Once the AMAP RN gives instructions to complete the information on the first page of the test booklet, he/she will instruct the candidates to circle their choice for the answer to a question, either "A", "B", "C", or "D". The candidates will be instructed that only clearly marked answers will be scored and that if it is unclear to the scoring RN which answer has been marked, the item will count as incorrect. The candidates will have two hours to complete the evaluation. Once a candidate has completed the evaluation, he/she must leave the test area. Upon all candidates completing the evaluation, the AMAP RN will store the evaluations in a secure area and will be responsible for mailing them back to PHD within the allotted 24 hours time period for the scoring of each evaluation. The AMAP RN is instructed not to read or copy any AMAP exam.

10. Final Form and Documentation

Evaluations will be prepared randomly and forwarded to each facility/RN upon request. As each facility/RN is on different time schedules, evaluations will be mailed as requested to the various approved sites.

Because PHD is currently supplying AMAP evaluations, no lapse in service time is required.

12. Registration of Eligible Candidates

PHD will register only those candidates for AMAP evaluations who have met eligibility requirements as determined by the Department.

Candidates for the AMAP evaluation will be screened for eligibility as described in the West Virginia Code §16-50.

13. Distribution of Test Materials

PHD will have tests available at the request of approved AMAP registered nurses. PHD will prepare and distribute the test material with specific instructions, including the allowable time frames for return. **EXHIBIT X** is the letter of instruction to the approved AMAP nurse.

14. Scoring

Each evaluation, when returned to PHD will be verified to be from a candidate pre-registered to take the exam. The evaluation will then be hand-scored by an RN with qualifications related to this bid proposal. As each question will have only one answer and be clear and concise, this will be the basis for the correct answer to the item.

15. Distribution and Transfer of Test Results

Each evaluation will be scored and required information mailed to parties within two weeks after receipt by PHD:

1. the Department, the results of the testing will be submitted to the Department in two (2) separate formats. The first format will be submitted by the vendor in a written spreadsheet listing of test applicants by applicant name. The spreadsheet will list: applicant first and last name, social security number, date the test was scored, what AMAP training program the individual attended, and the test results. The second format will be submitted by the PHD in the electronic format as a comment limited text file according to the Department's specifications. The exported information will include: applicant's first, middle and last name, social security

number, mailing address, date the test was scored and the test results. All electronically submitted reports will be in an encrypted script.

2. each candidate, the result of the evaluation and, if necessary, registration information for subsequent evaluation.
3. each AMAP RN, the scoring for all their graduates. Upon successful completion of the evaluation, a certificate of achievement will also be included that will show the AMAP original issue date. The certificate will also display the candidate's unique ID number (non-duplicated). **EXHIBIT Y** is a sample certificate.

16. Fee Collection

PHD will collect all evaluation and scoring fees from the approved AMAP facilities for services performed by PHD.

PROJECT D: NURSING ASSISTANT REFRESHER COURSE
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PHD, LLC will provide a nursing assistant refresher course for eligible candidates consisting of a minimum of sixteen (16) hours of interactive workshops in educational theory. Each session will provide behaviorally stated objectives for each unit of instruction, containing performance criteria with measurable goals that will serve as a basis for the competency evaluations.

The workshops will only be open to nursing assistants who have lost their registry status due to the lack of, in inability to, fulfill federal requirements by working for monetary compensation every twenty-four (24) months since placement on the registry, or for those who were issued disciplinary action related to an alleged allegation (alternative sanction).

The workshop will also allow time for practice in the skills lab setting.

1. Registration of Eligible Candidates

PHD, LLC will verify that all potential candidates are eligible for this course by checking the National Sex Offenders Public Registry and the OHFLAC website at:

<http://www.wvdhhr.org/ohflac/nurseaide/nalookup/nalookup.asp>
prior to granting attendance to the refresher sessions.

Prior to being granted admittance to a refresher workshop, each candidate will be required to present all of the following items:

- 1) a copy of the letter addressed to the candidate issued by the Nurse Aide Registry indicating that the eligible candidate is required to take the refresher course, or, PHD, LLC will verify the candidate's eligibility status utilizing the OHFLAC web site above reflecting the message: *"This nurse aide is eligible for the Refresher Course Program and the CEP until (date)."*
- 2) their actual social security card
- 3) a photo identification card or driver's license

2. Guidelines and Procedures

The nursing assistant refresher course will be a minimum of sixteen (16) hours, and will include the opportunity for each candidate to practice and review the skills required of a long-term care nursing assistant to pass the state competency exam.

Applicants will only be considered eligible for the refresher course if they fall into one of the following categories:

- a.) Have lost their registry status within the past five (5) years due to their inability to fulfill the federal requirements to retrain by working for monetary compensation every twenty-four (24) months since placement on the registry. [§483.75(e)(7)]
- b) Failed to re-register within the allowed time frame.
- c) Have been mandated by the Agency to re-train in certain area(s).
- d) Have been issued a sanction by the Agency as an alternative measure of discipline instead of a stricter penalty.

Other Restrictions:

1. Applicants that qualify to take the refresher course due to categories a) or b), under 2, Guidelines and Procedures above, must:
 - complete the refresher course and pass the competency exam within six (6) months after completing the refresher course
2. Applicants that qualify to take the refresher course for categories c) or d) under 2, Guidelines and Procedures above, must:
 - Complete the refresher course and pass the competency exam one-hundred and twenty (120) days from the issue date of the letter or the time span listed in the letter issued by the Agency.
3. All applicants will have three (3) opportunities to take and pass the state approved exam. After exhausting the three (3) testing attempts, the applicant will be required to complete a full WV Nursing Assistant Training Competency Evaluation course and successfully pass the state approved competency exam.

4. All applicants will be informed that they are not eligible to work in a nursing home until they have passed the state approved skills and written test and their eligibility status changes on the Nursing Assistant Registry.

3. Training Course for Refresher

PHD, LLC will conduct the workshop as an interactive learning environment using teaching strategies which are considered effective for the adult learner. The first day of the session will be devoted to educational theory and the second day will be centered in the skills performance lab. All skills as listed on the "Skills Performance Record" will be reviewed.

PREPRATORY SESSION: Will be at least sixteen (16) clock hours in duration. The curriculum will contain the minimum curriculum requirement topics.

SKILLS DEMONSTRATION: The skills demonstration part of the workshop will be performed by or under the general supervision of a registered nurse in a nursing home or laboratory setting comparable to the setting in which the candidate will function as a nursing assistant.

SETTING AND EQUIPMENT: The classroom will have appropriate equipment, be of adequate size, and will not interfere with resident activities.

4. REFRESHER COURSE OUTLINE

- I. The Health Care Delivery System
 - A. Role of the long-term care (LTC) nursing assistant
 - B. Ethical and Legal Considerations
 1. Abuse and Neglect
 - a) Abuse definitions
 - b) Legislative rule--64CSR06
 - c) Identifying and Reporting
 - d) Investigation Process
 2. Adult Protective Services
 3. Ombudsman
 4. Resident Rights
- II. Providing a Secure Environment
 - A. Infection Control
 - B. Communicable Diseases and OSHA requirements
 - C. Safety and Accident Prevention

D. Using good body mechanics

III. Communication Skills

- A. Observation, Reporting and Recording
- B. Basic medical terminology
- C. communicating with residents and families

IV. Special Needs

- A. Aging process
- B. Confusion and behavior problems
- C. Alzheimer's disease
- D. Care of the dying resident

V. Providing Basic Care

- A. Moving and positioning
- B. Ambulation
- C. Personal care and hygiene
- D. Vital signs
- E. Nutrition and fluids
- F. Elimination
- G. Restorative Care

VI. Time Management and Resident's Chart Review

VII. Skills Performance Record

VIII. Nurse Aide Handbook

IX. Frequently Asked Questions and Answers

5. ABUSE IN-SERVICE MATERIAL

Topics related to abuse will be taught exactly as outlined and as written by the Agency or federal regulations.

6. SKILLS PERFORMANCE RECORD (WVNATCEP-7)

On the second day of the session, PHD, LLC will allow the student's the opportunity to practice their skills and do return demonstrations showing a proficiency for safety as required by the Agency and federal regulations. At the conclusion of the session, each participant will be provided a copy of both WVNATCEP-7 with each skill successfully demonstrated marked, and a copy of WVNATCEP-8, a reference to the skills performance guide.

The participants will be instructed that if they cannot perform a skill during the session and are not marked as having shown proficiency, they may not perform that skill in the nursing home setting in WV.

7. INSTRUCTIONAL MATERIAL

PHD, LLC has developed an interactive curriculum to prepare the participant through instruction in educational theory and skills demonstration and will be offered at regional sites throughout the state at set intervals.

The course includes the review of the required curriculum, education criteria, and federal state regulations for Nursing Assistants in the State of West Virginia.

The proposed text book will be available for approval as well as the core curriculum will be available for review and approval by OHFLAC within one (1) week after signing of the contract. The first session will be scheduled within two (2) weeks after the curriculum is approved.

8. INSTRUCTOR QUALIFICATIONS

The registered nurse instructor employed by PHD, LLC to conduct the sessions will obtain the approval of OHFLAC.

9. CERTIFICATE OF COMPLETION

PHD, LLC will provide successful participants with a certificate of completion at the end of the session. Each certificate will include the type of certificate issued, total hours attended, the applicant's first, middle and last name with their nursing assistant registration number or identification number (if applicable), location of the training site, date(s) attended and the approved RN instructor's name and title. **EXHIBIT Z**

In addition to the information above, if the participant was sanctioned to take the course, the certificate will list the mandatory topic(s) covered as outlined in the official letter issued by the Agency to the participant. **EXHIBIT Z**

10. PROPOSED SITE SCHEDULE

EXHIBIT 1 shows a prospective schedule for the sessions

11. DISTRIBUTION OF CLASS PARTICIPATION RESULTS

PHD, LLC's, RN instructor will complete and submit the "Refresher Completion" form (WVNATCEP-14) within ten (10) working days after the session completes. Applicants will be instructed they are not eligible to take the state approved test until the nursing assistant registry reflect that their status has changed and that they are eligible to take the exam.

PART 4: CONTRACT TERMS AND CONDITIONS

4.1 Conflict of Interest

PHD is not providing or associated with the provision of a NATCEP or AMAP Program in the State of West Virginia and therefore there is no chance of a conflict of interest.

4.2 Prohibition Against Gratuities

PHD warrants that it has not employed any company or person other than a bona fide employee working solely for PHD to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract. PHD understands that a breach or violation of this warranty, the contract may be annulled.

4.3 Certifications Related to Lobbying

PHD certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of PHD to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

4.4 Vendor Relationship

PHD fully understands and accepts the vendor relationship relative to the State of West Virginia as outlined in the bid request.

4.5 Indemnification

PHD agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by PHD, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data

used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) Any failure of PHD, its officers, employees or subcontractors to observe State and Federal laws, including by not limited to labor and wage laws.

4.6 Contract Provisions

PHD understands that after the successful Vendor is selected, a formal contract document will be executed between the State and the Vendor. In addition, the RFQ and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFQ and the Vendor's bid in response to the RFQ.

4.7 Governing Law

PHD recognizes that this contract will be governed by the laws of the State of West Virginia, and further, agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations, Federal, State and Local Government.

4.8 Compliance with Laws and Regulations

PHD will procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

PHD will also pay any applicable sale, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by PHD. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

4.9 Subcontracts/Joint Ventures

PHD understands if any part of the work is to be subcontracted, PHD will identify the subcontracting organization and the contractual arrangements made therewith. All subcontracts must be approved by the Department. PHD, if successful in this bid, will also furnish the corporate or company name and names of the official officers of said companies engaged as sub-vendors by PHD. **EXHIBIT 2** states subcontracted items of this bid.

4.10 Term of Contract and Renewals

PHD understands and accepts the term of contract and renewal guidelines as outlined in the RFQ.

4.11 Non-appropriation of Funds

PHD understands and accepts that if the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. No penalty shall accrue to the Agency in the event this provision is exercised.

4.12 Contract Termination

PHD understands that the State may terminate any contract resulting from this RFQ immediately at any time should PHD fail to carry out its responsibilities or to make substantial progress under the terms of the RFQ and resulting contract.

Further PHD understands that the State may terminate this contract with a thirty (30) day prior notice.

4.13 Changes

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. If a change becomes necessary, PHD will determine if there is an impact on price with the change requested and provide the Agency a written statement to identify any price impact on the contract or to state that there is no impact. If a price is impacted, PHD will provide a description of the price increase or decrease involved in implementing the requested change. No change will be implemented by PHD until such time as PHD receives an approved written change order.

4.14 Invoices, Progress Payments & Retainage

Not applicable

4.15 Liquidated Damages

PHD understands penalties may be imposed for failure to provide services.

4.16 Record Retention (Access & Confidentiality)

PHD agrees to comply will all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by PHD. PHD will maintain records a minimum of five (5) years and make any record available to the Agency if requested. PHD will maintain confidentiality and security of confidential information and will indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by PHD, its subcontractors or individuals permitted access by PHD.

4.17 Confidentiality, Privacy and Security Requirements

PHD will comply with all applicable State and Federal laws regarding confidentiality/privacy including the requirements of the Social Security Act, and any other applicable agencies.

4.18 Bid and Performance Bonds

Not applicable

4.19 Insurance Requirements

PHD fully recognizes that the Department assumes no responsibility and no liability for any costs incurred by PHD prior to the issuance of an agreement, contract or purchase order.

PHD recognizes that the Department will not be liable for any civil or criminal claims filed by or on behalf of applicants, recipients, or any personnel in the performance of, and during the period covered by, this agreement. PHD agrees that it will, at all times during the term of this agreement, indemnify and hold harmless the Department against any and all liability, loss, or damages incurred.

PHD has obtained, effective October 2, 2006, liability insurance for loss, damage, or injury of third parties arising from acts, and omissions on the part of the Vendor and its agents and employees for \$1,000,000.00 per occurrence. It is the position of PHD's insuring entity that because no professional tasks are performed during the supervision of the actual exam administration, professional coverage is not necessary. **EXHIBIT 3** is an outline of PHD's insurance coverage.

4.20 Computer Hardware/Software Capabilities

PHD utilizes and maintains compatible software with OHFLAC. All electronic content transmitted to OHFLAC will continue to be compliant and follow all state and federal regulations.

4.21 Fee Charges

All fees will remain in effect for the life of this contract. **Exhibit 4** is a proposed fee schedule.

4.22 Rights of Ownership

PHD understands that all information, data, statistics, etc. generated as a result of this contract will be the sole property of OHFLAC and will revert to same at the end of the contract period. PHD will continue to maintain backup copies of the data on a daily basis.

4.23 Inspection of Work Performed

PHD will make available to the agency, or any other authorized representative, its premises or such other places where duties under this contract are performed.

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MINIMAL KNOWLEDGE OF SKILLS REQUIREMENTS

- ◆ Perform hand washing
- ◆ Make occupied bed
- ◆ Measure height & weight
- ◆ Measure Oral Temperature
- ◆ Measure radial pulse
- ◆ Measure apical pulse
- ◆ Measure respirations
- ◆ Give complete bed bath
- ◆ Give back rub
- ◆ Perform perineal care
- ◆ Perform catheter care
- ◆ Shave resident with safety razor
- ◆ Clean dentures
- ◆ Administer oral hygiene
- ◆ Give mouth care to unconscious resident
- ◆ Comb resident's hair
- ◆ Dress & undress dependent resident
- ◆ Pivot transfer of hemiplegic resident
- ◆ Transfer resident from bed to chair
- ◆ Transfer resident from bed to wheelchair
- ◆ Pull resident up in wheelchair
- ◆ Position resident in body alignment in bed
- ◆ Assist resident to ambulate
- ◆ Measure & record I & O
- ◆ Empty urinary drainage bag
- ◆ Assist resident to use bedpan/fracture pan
- ◆ Perform Heimlich maneuver
- ◆ Feed helpless resident
- ◆ Demonstrate proper body mechanics
- ◆ Demonstrate proper use of a gait belt

2012
REGISTERED NURSING ASSISTANT APPLICATION
RECEIPT DEADLINES
PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC

<u>TEST DATE</u>	<u>RECEIPT DEADLINE</u>
December 10, 2011.....	November 26, 2011
December 17, 2011.....	December 3, 2011
January 14, 2012.....	December 30, 2011
January 28, 2012.....	January 14, 2012
February 11, 2012.....	January 28, 2012
February 25, 2012.....	February 11, 2012
March 10, 2012.....	February 25, 2012
March 24, 2012.....	March 10, 2012
April 14, 2012.....	March 31, 2012
April 28, 2012.....	April 14, 2012
May 12, 2012....	April 28, 2012
May 19, 2012.....	May5, 2012
June 9, 2012.....	May 26, 2012
June 23, 2012.....	June 9, 2012
July 14, 2012.....	June 30, 2012
July 28, 2012.....	July14, 2012
August 11, 2012.....	July 28, 2012
August 25, 2012.....	August 11, 2012
September 8, 2012	August 25, 2012

September 22, 2012.....September 8, 2012
 October 13, 2012September 29, 2012
 October 27, 2012.....October 13, 2012
 November 10, 2012.....October 27, 2012
 November 17, 2012.....November 2, 2012
 December 8, 2012November 24, 2012
 December 15, 2012..... December 1, 2012

Test dates are subject to change without prior notification. Should a test date be changed, PHD' LLC will make every effort to contact involved parties. If there is a question about a test date, do not hesitate to call PHD directly.

Sites that normally test on the second Saturday of each month are:

CHARLESTON	BUCKHANNON
PRINCETON	WHEELING
MARTINSBURG	

Sites that normally test on the fourth Saturday of each month are:

BECKLEY	PARKERSBURG
PETERSBURG	KEYSER
NEW CUMBERLAND	DELBARTON

To contact PHD, LLC: **P.O. Box 399**
 Ona, WV 25545

Phone: **(304) 733-6145**
Fax: **(304) 733-6146**
E-mail: **info@profhd.com**

The following sites normally test on the second Saturday of each month as listed*:

Buckhannon	Princeton
Charleston	Wheeling
Martinsburg	
January 14, 2012	July 14, 2012***
February 11, 2012	August 11, 2012
March 10, 2012	September 8, 2012
April 14, 2012	October 13, 2012
May 12, 2012	November 10, 2012
June 9, 2010**	December 15, 2012

The following sites normally test on the fourth Saturday of each month as listed*:

Beckley	New Cumberland
Delbarton	Parkersburg
Keyser	Petersburg
January 28, 2012	July 28, 2012
February 25, 2012	August 25, 2012
March 24, 2012	September 22, 2012
April 28, 2012	October 27, 2012
May 26, 2012	November 17, 2012
June 23, 2012	December 15, 2012

***Site dates may change without notice due to registration requests at each site or other conflicts, such as holidays. Any candidate that requests a site that for some reason will not be available will be contacted by PHD to make other testing arrangements.**

****For the month of *JUNE ONLY*, the Charleston test date will be June 16, 2012—all others are as above.**

***** For the month of *JULY 2012*, Wheeling will not test----all others are as above.**

January 2012

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 NEW YEARS DAY	3	4	5	6	7	
8	9	10	11	12	13	14	CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
15	16 MARTIN LUTHER KING DAY	17	18	19	20	21	
22	23	24	25	26	27	28	BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
29	30	31	Notes:				

February 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Notes:	1	2	3	4		
		GROUND HOG DAY				
5	6	7	8	9	10	11
						CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
12	13	14	15	16	17	18
LINCOLN'S BIRTHDAY		VALENTINE'S DAY				
19	20	21	22	23	24	25
	PRESIDENTS' DAY					BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
26	27	28	29	Notes:		

LIBRARY 5045



March 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Notes:				1	2	3
4	5	6	7	8	9	10 CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
11	12	13	14	15	16	17 SAINT PATRICK'S DAY
18	19	20	21	22	23	24 BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
25	26	27	28	29	30	31

Notes:

April 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6 GOOD FRIDAY	7
8 EASTER	9	10	11	12	13	14 CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
15	16	17	18	19	20	21
22	23	24	25	26	27	28 BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
29	30	Notes:				

MARCH 2015

May 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	Notes:	

Notes:

MOTHER'S DAY

Notes:

MEMORIAL DAY

CHARLESTON
PRINCETON
MARTINSBURG
BUCKHANNON
WHEELING
BECKLEY, KEYSER
DELBARTON
NEW CUMBERLAND
PARKERSBURG
PETERSBURG

100

June 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
3	4	5	6	7	8	9
10	11	12	13	14 FLAG DAY	15	16 CHARLESTON
17	18 FATHER'S DAY	19	20	21	22	23 BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
24	25	26	27	28	29	30

Notes:

Notes:

1800 5015



July 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 INDEPENDENCE DAY	5	6	7
8	9	10	11	12	13	14 CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING NO TEST
15	16	17	18	19	20	21
22	23	24	25	26	27	28 BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
29	30	31	Notes:			

2012

August 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5	6	7	8	9	10	11
						CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
12	13	14	15	16	17	18
19	20	21	22	23	24	25
						BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
26	27	28	29	30	31	Notes:



September 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
	LABOR DAY					CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
9	10	11	12	13	14	15
16	17	18	19	20	21	22
						BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
23	24	25	26	27	28	29
30	Notes:					

SEPTEMBER 2012

October 2012

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Notes:	1	2	3	4	5	6	
7	8 COLUMBUS DAY	9	10	11	12	13 CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING	20
14	15	16	17	18	19		
21	22	23	24	25	26	27 BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG	
28	29	30	31 HALLOWEEN	Notes:			

2012-10-01 10:26:00 PM



November 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
4	5	6	7	8	9	10
		ELECTION DAY				CHARLESTON PRINCETON MARTINSBURG BUCKHANNON WHEELING
11	12	13	14	15	16	17
VETERAN'S DAY						BECKLEY, KEYSER DELBARTON NEW CUMBERLAND PARKERSBURG PETERSBURG
18	19	20	21	22	23	24
				THANKSGIVING DAY		
25	26	27	28	29	30	Notes:

AS D-H-11-5013

December 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	Notes:				
	NEW YEARS DAY					

Notes:

Notes:

NEW YEARS DAY

1

8

15

22

29

CHARLESTON
PRINCETON
MARTINSBURG
BUCKHANNON
WHEELING

BECKLEY, KEYSER
DELBARTON
NEW CUMBERLAND
PARKERSBURG
PETERSBURG

CHRISTMAS DAY

CHRISTMAS EVE

WASH STATE 2015

ADMISSION TICKET CHARLESTON 12-22-11

Name SALLY SIMS
Social Security 123-45-6789
Sponsor SELF
Sponsor Code 123
Test Type BOTH

Directions to
Charleston Job Corps
1000 Kennawa Drive
Charleston, WV

From West of Charleston

I-64 West to Charleston

Follow I-64 toward **Hunlington** to the Greenbrier Street/State Capitol Exit #99
Go left toward the Capitol to Kanawha Blvd. East which is Rt. 60 East. Turn left on Kanawha Boulevard. In about 1 ½ miles, you will see the Moose Lodge on your right. Just across from the Moose is Piedmont Road that goes under the interstate. You will take a left onto Piedmont Road.
Directly after you turn onto Piedmont, you will see a sign that says Charleston Job Corps and Hospice House to the right. Take that right and you will start up the mountain. There is a slight left up the hill. Stay on Kennawa Drive until you think you can't go any further. At the top, the Hospice house is on your left and Job Corps is on your right.
Take a right into the complex, and then a left toward the security booth. You MUST stop there and be checked in to the campus. You will be directed from there where to park. You will first go to the Education Building

From East of Charleston

I-64 East to Charleston

Take the Greenbrier Street/State Capitol Exit #99 toward Kanawha Blvd East which is Rt. 60 East.
Turn left and follow directions as above

This is your Admission Ticket for the Registered Nursing Assistant Exam scheduled for 12-10-11. Please verify this information as soon as possible to avoid problems on test day, and, if all of the information is correct, you do not need to call this office.

To be admitted to the test, you **MUST** have a **PHOTO I.D.**, your actual **SOCIAL SECURITY CARD** and this **ADMISSION TICKET**. Also take: pencils or pens and a watch with a second hand. Please wear comfortable clothing and shoes—uniforms are not required. **CELL PHONES ARE NOT PERMITTED IN THE TESTING AREAS**. Candidates should arrive at the test site by 8:00 a.m. and testing should start around 8:30 a.m.

Candidates are not to call PHD for test results. Results will be sent to your training facility and your sponsoring facility.

PLEASE BE ADVISED: Corrections to name & social security number will not be made at test site

1. Should errors be found with these tickets, notify PHD immediately so the problem can be rectified. Name and SS number on Admission ticket must exactly match photo ID and SS card. **THIS MUST BE DONE BEFORE GOING TO THE TEST SITE**. All changes must be made prior to 4:00 PM Friday before testing date.
2. If a candidate does not present for testing, presents without the proper materials (**ID, social security card or admit ticket**), or if the candidate is pregnant, presents for testing, and has not submitted the proper doctor's release to PHD's office prior to 4:00 pm the Friday before test date, the fee for the exam will be forfeited.

I certify that the above information is correct: Signature _____

Print Name _____ Date _____

Admission Ticket Is To Be Left at Test Site When Signing Roster

PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC
PO BOX 399
ONA, WV 25545
Phone 304-733-6145
Fax 304-733-6146
www.profhhd.com

Rescheduling. You must notify PHD, LLC by noon at least five (5) business days before the examination date to reschedule. Saturday, Sunday, and holidays are not considered business days. If you do not call PHD, LLC at least five business days before your examination date to reschedule and do not show up on your scheduled examination date, your fee will NOT be refunded and cannot be transferred to a new examination date.

You must bring the following items with you to the test site:

- Your admission ticket. Name and SS number on admission ticket must exactly match photo ID and SS card.
- Two (2) forms of ID. One must be a photo ID (i.e., driver's license, government issued ID, employment badge) with a current photo and the other **MUST** be your actual (not a copy) social security card. If you arrive without the proper ID, you will not be able to take the exam and you will lose your fees. You may use the substitute ID (in place of the photo ID only) on page 18 of the WV CNA handbook. Your instructor will fill out part of it and you take it to the test site with you. Take care of this **BEFORE** the day of your exam.
- Three (3) No. 2 pencils
- Eraser
- A watch with a second hand (no sharing of watches is permitted)

No other materials will be allowed.

Remember that all of the test materials, test questions, etc., are the property of PHD and may not be copied or given to anyone other than the candidates the day of the exam.

Giving anyone copies of the exam is prohibited. Anyone who takes test material or information from the test site will be reported to the Nursing Assistant Registry.

You **MUST** follow strict rules at the test site:

- If you are late for your scheduled exam, or do not bring all of your required items (see above) you may not be allowed to take the exam, depending on the site policy. If you are too late to take the written/oral exam, but arrive in time to take the skills performance portion, you will be allowed to take the skills portion.
- If you help anyone take the exam or if anyone helps you, the exam will be stopped. Your exam will not be graded and you will be reported to the Nursing Assistant Registry.
- Cell phones, beepers, or any other electronic devices are not permitted during the exam. There will be no place to store personal items at the test site.
- No personal belongings will be permitted at the test site. No large bags, briefcases, study materials, books, etc. will be allowed. The proctor/monitor will collect these items and they will be returned to you after the test. The test site will not be responsible for any misplaced, lost, or stolen items.
- You may not eat, drink, or smoke during the exam.
- If you cause a disturbance, or do not behave yourself at the test site, your test will not be scored and you will be reported to the Nursing Assistant Registry.
- You may not bring visitors, guests, pets, or children with you to the test site.
- If you come to the test site under the influence of any substance, whether prescribed by a physician or not, you will not be permitted to take the exam. The site coordinator will decide whether you will be permitted to take the exam and the site coordinator's decision will be final. If you are asked to leave the test site, your test fee will be forfeited.
- If you come to the test site, are pregnant, and have not submitted a full doctor's release to PHD's office prior to 4:00 pm Friday before test date, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited.
- If you come to the test site, are injured, and have not submitted a full doctor's release to PHD's office prior to 4:00 pm Friday before test date, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited. If you are not physically able to work, you are not physically able to take the skills portion of the exam.

THE CANDIDATE'S HANDBOOK

Step
A
By
Step
Guide to
Becoming
A
Registered Nursing Assistant
In
West Virginia
2012

Professional Healthcare Development, LLC

P.O. Box 399

Ona, WV 25545

(304) 733-6145

Fax: (304) 733-6146

E-mail: info@profhd.com

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Following are the steps you must follow to apply and test to be a Registered Nursing Assistant in West Virginia:

STEP 1: ARE YOU ELIGIBLE?

You must find out if you are qualified or eligible to take the RNA evaluation. Turn to page 5 for details.

STEP 2: GET YOUR APPLICATION TO PHD

Through your course instructor, complete the application and send it, along with the appropriate fees, to PHD for pre-registration. Turn to page 7 for details.

STEP 3: WHEN WILL YOU TAKE THE EXAM?

PHD will pre-register you once your application and fees are received. PHD will send you an admission ticket telling you the date of your exam. Turn to page 10 for details.

STEP 4: GO TO THE TEST SITE

You will need to bring specific items with you to the test site and follow strict rules when you are there. Turn to page 21 for details.

STEP 5: TAKE THE EXAM

The exam has two parts: 1) written/oral and 2) skills performance. You will take them both on the same day if this is your first time to take the exam. Turn to page 23 for details.

STEP 6: GET YOUR RESULTS

PHD will mail your results to you and your instructor. If you pass, and meet all other requirements, your name will be placed on the West Virginia Nursing Assistant Registry. If you don't pass the skills or written exam, or both, you will be given directions on how you can retest. Turn to page 27 for details.

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87) was designed to improve the quality of care in long term health care facilities and to define training and examinations standards for nursing assistants who work in such facilities. Each state has to follow the terms of this federal law.

PHD has developed both a written/oral and a skills performance examination as required under the regulations of the Office of Health Facility Licensure and Certification.

Step One: Are you eligible?

Before you can take the Nursing Assistant exam, you must find out if you are eligible, or qualified. To find out, decide which situation fits you from the ones listed below and read the information pertaining to it. That information will tell you what you need to do to take the exam. If you are not registered within two years of completing your first training program at an approved facility, you will have to repeat an approved training program.

Are you...

...A new graduate who has never been registered as a nursing assistant in West Virginia and has completed an approved West Virginia nursing assistant training program?

You must have completed a West Virginia approved training program within the last twenty-four (24) months. (You MUST pass the nursing assistant exam within twenty-four (24) months of completing your training.) If you fail the nursing assistant exam three times, you must retake an approved training program.

...A nursing assistant who has never been registered in West Virginia and who trained MORE than twenty-four (24) months ago?

You completed a West Virginia approved training program MORE than twenty-four (24) months ago. (You MUST pass the nurse aide exam within twenty-four (24) months of completing your training course.) You are not eligible to take the competency and skills test.

...A nursing assistant who passed an approved training program and state approved exam in West Virginia and, for some reason, allowed your registration to lapse within the last five years?

You completed a West Virginia approved training program and approved state exam then worked in West Virginia and allowed your West Virginia registration to lapse within the last five years. You must never have been placed on an abuse registry in another state or in West Virginia. You now may be eligible for a Refresher Course, which is an in-service on abuse, neglect, and resident's rights. During the Refresher Course, you will also be able to practice the performance skills required while working as a nursing assistant. This will be done in a lab setting using mannequins. If you are eligible to take the Refresher Course, at its conclusion, you will be eligible to take the approved Nursing Assistant Exam in the state of West Virginia. You must take the exam within six (6) months of the completion of the Refresher Course.

If your registration has been lapsed over five (5) years, you will be required to complete an entire approved Nursing Assistant Training Program and pass the state approved exam before you can be listed as active on the Nursing Assistant Registry.

...A registered nursing assistant in a state other than West Virginia who wants to work as a registered nursing assistant in West Virginia?

West Virginia participates in issuing reciprocity with other states. That means if you are registered in another state, the West Virginia Nursing Assistant Registry will verify your status, and if you meet all the requirements, can be granted registered status in West Virginia without testing. To find out more about this, you will need to contact the following office:

Office of Health Facility Licensure & Certification
Nursing Assistant Registry
WV Department of Health & Human resources
408 Leon Sullivan Way
Charleston, WV 25301
Phone: (800) 442-2888
(304) 558-0050
Fax: (304) 558-1442
www.wvdhhr.org/ohflac

...A nursing student (RN/LPN) who has completed a fundamentals of nursing class and a minimum of 32 hours of clinical experience in a certified nursing facility in West Virginia?

West Virginia does permit a nursing student challenge to the Nursing Assistant Exam. If this situation fits your profile, you will need to submit information to the Registry to receive permission to take the exam. You will need to contact the Registry at the above address to obtain specific instructions regarding this process.

Once you have decided which situation fits you, go to Step Two.
Step Two: Send in your application

APPLICATION

To begin the process, you have to complete the application. You may get an application from our nursing assistant training program, PHD's web site, or directly from PHD at the following address:

Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545
(304) 733-6145
www.profhd.com

If you choose to go to the web site to get your application, you may type the information in the application by filling in the blanks provided. Once you have filled out the application, print it, sign it, include the appropriate fee, and send it to the above address to register for testing.

You may obtain help from your instructor or your employer, you may call PHD directly for assistance, or e-mail PHD with any questions. You may need to include additional information depending on your particular situation.

If you change your name or address for any reason after you have registered to take the exam, you must notify PHD immediately or you may not be able to take the exam.

EXAM FEES

If you are taking the exam for the first time, you must pay for both the written/oral exam and the skills performance portions. You will take both portions on the same day. Under certain conditions, your employer may be responsible for paying for you to take the exam. Check with your supervisor if you are currently employed.

There are oral versions of each Nursing Assistant Written Competency Exam available for those who request one. The application with the oral version requested will need to be sent to PHD two weeks in advance of the chosen test date explaining why you require an oral version. The exam will be read to you and the reader will read each question twice. The same time constraints are imposed for the oral version of the exam. If you are taking the oral version, there will also be questions asked that you will have to use a flow sheet provided to answer questions about. This will demonstrate your ability to document needed information regarding the residents you will be serving.

First-time test takers, Refresher Course candidates, and "NO SHOWS":

Written and Skills	\$125.00
Oral/Translated Exam	\$160.00

Retakes/Reschedules:

Written Exam	\$55.00
Skills Performance	\$70.00
Oral/Translated Exam	\$105.00

Request for duplicate score: \$20.00

All fees are made payable to Professional Healthcare Development, LLC (PHD, LLC) in the form of facility check, money order, certified check, VISA, Master Card, or Discover card. **NO personal checks or cash will be accepted.** If a facility is paying for you to take the exam, make sure your name is listed with the check so the correct fees can be applied. There are no refunds and transfer of fees will only be considered with documentation requested by PHD from your facility instructor. Your completed application and applicable fees should be mailed directly to:

PHD, LLC
P.O. Box 399
Ona, WV 25545

ADA ACCOMODATIONS

PHD complies with the Americans with Disabilities Act (42 U.S.C. Section 12101 et seq.). If you have a disability, you may ask to have special testing when you apply by filling out the *Special Testing/ADA Requests* section of the application. Be sure to explain the exact help you need and enclose proof of the need from your health care provider. After a request has been approved, Nursing Assistant Evaluators giving the exam will be prepared to meet the needs of nursing assistant candidates who are disabled. All requests must be approved in advance by PHD. No changes will be made at a test site that have not been arranged and approved before the exam is scheduled. Candidates who need, but have not requested special arrangements before testing, will not be allowed to test and will be counted absent.

If you are pregnant, you must send, with your application, a release from your doctor stating that you are healthy and have no restrictions due to your pregnancy that would prohibit you from performing the five skills required to successfully complete the exam. If you go to the test site and have not sent the release to PHD prior to testing, you will not be allowed to take the skills performance portion and you will be responsible for paying the fee again for the skills exam. **NO EXCEPTIONS.**

If you have been injured prior to your scheduled exam date and your physician has excused you from work, you must submit a release with no restrictions to PHD before you will be allowed to test. If you are too sick or injured to work, you are too sick or injured to take the exam. **NO EXCEPTIONS.**

Have you or your training facility:

- Sent your completed application to PHD?
- Included the correct fee in the correct form with the application?
- Included the pregnancy release with no restrictions for **ALL** pregnant candidates?

You are ready for Step 3: Finding out about your exam

Step Three: When is your exam?

PHD will schedule you for testing once your application and fees are received, PHD has verified with the West Virginia State Nursing Assistant Registry that you are test eligible, NOT on National Sex Offenders Registry and any other requested documentation has been received. PHD will mail/fax an admission ticket directly to you at the address you listed on your application if you do not have a sponsor, or directly to your sponsor if you have one. If you move before you get your admission ticket, you need to notify PHD immediately. Your admission ticket will be mailed within one week of your scheduled test date, after the verification process is completed. The admission ticket will list the test site and directions, date, your name, social security number, and what type of test you are to take as well as your sponsor and sponsor code. You must bring the admission ticket with you to the exam. If you do not receive your admission ticket by the Wednesday before your test date, call PHD directly. If your admission ticket has an error(s), it must be corrected **by 4:00 PM** the day prior to your scheduled test. Your name and SS Number must exactly match your Photo ID, original SS Card and Admission Ticket.

For your convenience, you or your sponsor may now check PHD's web page to check your registration status. If your name appears on that site, you are expected to present for testing at the listed site on the listed date. As applications are received, the site will be updated. If you believe your name should be on the registration list, and it is not, please contact PHD directly.

If your application is incomplete, PHD will notify you by and let you know what additional information is required. PHD will not send you an admission ticket until all of the requested information has been received.

- **COMPLETE APPLICATIONS, NECESSARY DOCUMENTATION, AND CORRECT FEES MUST BE RECEIVED BY PHD AT LEAST TWO WEEKS BEFORE YOUR REQUESTED TEST DATE IN ORDER FOR YOU TO RECEIVE YOUR ADMISSION TICKET.**
- **YOUR ADMISSION TICKET HAS INFORMATION ON IT THAT YOU WILL NEED THE DAY OF YOUR EXAM. IF YOU DO NOT RECEIVE AN ADMISSION TICKET THE WEEK BEFORE YOUR SCHEDULED TEST DATE, CALL PHD. PHD WILL NOT BE RESPONSIBLE FOR LOST, MISDIRECTED, OR DELAYED MAIL. YOU WILL NOT BE ADMITTED TO THE TEST SITE WITHOUT THE ADMISSION TICKET.**

The written/oral and skills performance evaluations will be given at conveniently located sites around West Virginia. The current sites are listed below. Sites may be added or deleted at any time and your training instructor should have an updated list.

Beckley	Keyser	Petersburg
Buckhannon	Martinsburg	Princeton
Charleston	New Cumberland	Wheeling
Delbarton	Parkersburg	

Rescheduling: You must notify PHD, LLC by noon at least five (5) business days before the examination date to reschedule. Saturday, Sunday, and holidays are not considered business days. If you do not call PHD, LLC at least five business days before your examination date to reschedule and do not show up on your scheduled examination date, your fee will **NOT** be refunded and cannot be transferred to a new examination date.

You may not give your exam date to another person. If your employer paid your fees and you do not attend your exam, you need to notify your employer as well. PHD will make every effort to reschedule your exam if PHD feels you experienced a true emergency.

Examples of emergencies are:

- Weather emergency
- Illness of yourself or an immediate family member
- Disabling traffic accident
- Military duty
- Jury duty or other court appearance

PHD will request written proof of these emergencies within 3 days of your test date. For example, if you have a disabling traffic accident, a copy of the police report will be requested. For jury duty, a copy of the court notice will be requested. PHD's decision regarding excusing an absence is final.

If you do not call PHD and you do not go to your scheduled test, you will be responsible for paying the total reschedule fee for "NO SHOWS". This fee is the same as a first time test taker. The facility where you work is not responsible for paying your "NO SHOW" reschedule fee.

You need to arrive at the test site at least thirty minutes **BEFORE** the scheduled exam time.

If you arrive late for the exam, the site coordinator will instruct you as to where to go. Some test sites perform both the written and skills performance tests at the same time. Depending on the particular site's policy, you may be allowed to take both portions of the test. If it is determined at the site that your entrance to the exam will disrupt others, you will not be permitted to enter and will lose your fee for that particular portion of the exam. Application receipt deadlines are listed on the next two pages.

Now that you know when and where your exam will be given, you can go to Step Four: Go to the test site.

2012 REGISTERED NURSING ASSISTANT APPLICATION RECEIPT DEADLINES

<u>TEST DATE</u>	<u>RECEIPT DEADLINE</u>
December 10, 2011.....	November 26, 2011
December 17, 2011.....	December 3, 2011
January 14, 2012.....	December 30, 2012
January 28, 2012.....	January 14, 2012
February 11, 2012.....	January 28, 2012
February 25, 2012.....	February 11, 2012
March 10, 2012.....	February 25, 2012
March 24, 2012.....	March 10, 2012
April 14, 2012.....	March 31, 2012
April 28, 2012.....	April 14, 2012
May 12, 2012.....	April 28, 2012
May 19, 2012.....	May 5, 2012
June 9, 2012.....	May 26, 2012
June 23, 2012.....	June 9, 2012
July 14, 2012.....	June 30, 2012
July 28, 2012.....	July 14, 2012
August 11, 2012.....	July 28, 2012
August 25, 2012.....	August 11, 2012
September 8, 2012.....	August 25, 2012
September 22, 2012.....	September 8, 2012
October 13, 2012.....	September 29, 2012
October 27, 2012.....	October 13, 2012
November 10, 2012.....	October 27, 2012
November 17, 2012.....	November 2, 2012
December 8, 2012.....	November 24, 2012
December 15, 2012.....	December 1, 2012

Test dates are subject to change without prior notification. Should a test date be changed, PHD, LLC will make every effort to contact involved parties. If there is a question about a test date, do not hesitate to call PHD directly.

Sites that normally test on the second Saturday of each month are:

CHARLESTON
PRINCETON
MARTINSBURG

BUCKHANNON
WHEELING

Sites that normally test on the fourth Saturday of each month are:

BECKLEY
PETERSBURG
NEW CUMBERLAND

PARKERSBURG
KEYSER
DELBARTON

To contact PHD, LLC: P.O. Box 399
 Ona, WV 25545
 Phone: (304) 733-6145
 Fax: (304) 733-6146
 E-mail: info@profhd.com

The following sites normally test on the second Saturday of each month as listed*:

Buckhannon
Charleston
Martinsburg

Princeton
Wheeling

January 14, 2012
February 11, 2012
March 10, 2012
April 14, 2012
May 12, 2012
June 9, 2010**

July 14, 2012***
August 11, 2012
September 8, 2012
October 13, 2012
November 10, 2012
December 15, 2012

The following sites normally test on the fourth Saturday of each month as listed*:

Beckley
Delbarton
Keyser

New Cumberland
Parkersburg
Petersburg

January 28, 2012
February 25, 2012
March 24, 2012
April 28, 2012
May 26, 2012
June 23, 2012

July 28, 2012
August 25, 2012
September 22, 2012
October 27, 2012
November 17, 2012
December 15, 2012

*Site dates may change without notice due to registration requests at each site or other conflicts, such as holidays. Any candidate that requests a site that for some reason will not be available will be contacted by PHD to make other testing arrangements.

**For the month of *JUNE ONLY*, the Charleston test date will be June 16, 2012—all others are as above.

*** For the month of *JULY 2012*, Wheeling will not test----all others are as above.

TEST SITES

BECKLEY	Academy of Careers and Technology 390 Stanaford Road Beckley, WV
BUCKHANNON	Fred W. Eberle Technical Center Route 5 Box 2 Buckhannon, WV
CHARLESTON	Charleston Job Corps 1000 Kennawa Drive Charleston, WV
KEYSER	Mineral County Vocational Technical Center 600 Harley O. Staggers, Sr. Drive Keyser, WV
MARTINSBURG	James Rumsey Technical Institute 3274 Hedgesville Road Martinsburg, WV
PARKERSBURG	Wood County Technical Center 1515 Blizzard Drive Parkersburg, WV
PETERSBURG	South Branch Vocational Technical Center 401 Pierpont Street Petersburg, WV
PRINCETON	Mercer County Technical Education Center 1397 Stafford Road Princeton, WV
WHEELING	Wheeling Park High School 1976 Park View Road Wheeling, WV
DELBARTON	Mingo County Vocational Technical Center Route 2 Box 51A Delbarton, WV
NEW CUMBERLAND	John D. Rockefeller IV Vo-Tech Center 95 Rockyside Road New Cumberland, WV

Step Four: Go to your scheduled test site

You must bring the following items with you to the test site:

- Your admission ticket. Name and SS number on admission ticket must exactly match photo ID and SS card.
- Two (2) forms of ID. One must be a photo ID (i.e., driver's license, government issued ID, employment badge) with a current photo and the other **MUST** be your actual (not a copy) social security card. If you arrive without the proper ID, you will not be able to take the exam and you will lose your fees. You may use the substitute ID (in place of the photo ID only) on PHD, LLC web site. Your instructor will fill out part of it and you take it to the test site with you. Take care of this **BEFORE** the day of your exam.
- Three (3) No. 2 pencils
- Eraser
- A watch with a second hand (no sharing of watches is permitted)

No other materials will be allowed.

Remember that all of the test materials, test questions, etc., are the property of PHD and may not be copied or given to anyone other than the candidates the day of the exam. Giving anyone copies of the exam is prohibited. Anyone who takes test material or information from the test site will be reported to the Nursing Assistant Registry.

You **MUST** follow strict rules at the test site:

- If you are late for your scheduled exam, or do not bring all of your required items (see above) you may not be allowed to take the exam, depending on the site policy. If you are too late to take the written/oral exam, but arrive in time to take the skills performance portion, you will be allowed to take the skills portion.
- If you help anyone take the exam or if anyone helps you, the exam will be stopped. Your exam will not be graded and you will be reported to the Nursing Assistant Registry.
- Cell phones, beepers, or any other electronic devices are not permitted during the exam. There will be no place to store personal items at the test site.
- No personal belongings will be permitted at the test site. No large bags, briefcases, study materials, books, etc. will be allowed. The proctor/monitor will collect these items and they will be returned to you after the test. The test site will not be responsible for any misplaced, lost, or stolen items.
- You may not eat, drink, or smoke during the exam.
- If you cause a disturbance, or show unprofessional behaviors at the test site, your test will not be scored and you will be reported to the Nursing Assistant Registry.
- You may not bring visitors, guests, pets, or children with you to the test site.
- If you come to the test site under the influence of any substance, whether prescribed by a physician or not, you will not be permitted to take the exam. The site coordinator will decide whether you will be permitted to take the exam and the site coordinator's decision will be final. If you are asked to leave the test site, your test fee will be forfeited.
- If you come to the test site, are pregnant, and have not submitted a full doctor's release to PHD prior to 4:00 pm the day before the test day, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited.
- If you come to the test site, are injured, and have not submitted a full doctor's release to PHD prior to 4:00 pm the day before the test day, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited. If you are not physically able to work, you are not physically able to take the skills portion of the exam.
- Once you have signed the roster, you will not be permitted to leave the building for any reason. If you do leave the building, you will **not** be re-admitted and the fee(s) will be forfeited.

Step Five: Take the exam

Once you get to your test site, you must show your admission ticket, photo ID and original Social Security card to the proctor of the exam. Only then will you be allowed to take the exam.

The Evaluator will hand out the exams and give the instructions necessary to complete the exam. The written portion has 100 questions that are multiple-choice, each with four possible answers. There is only one correct answer for each item. If you erase an answer, make certain you erase thoroughly. Only one answer is acceptable and if the registered nurse grading your exam cannot be certain of your intended answer, the item will be counted as incorrect. You will have two (2) hours to take the exam. Circle only one answer for each item directly on the exam booklet. You will be told when there are fifteen (15) minutes left to finish the exam. There are five (5) sample questions on the next page.

An oral version may be taken in place of the written examination if you have trouble reading. The oral test will be given by a reader and each question will be read twice. The oral version also has 100 multiple choice questions and is the same written exam being administered to the other candidates. Included only on the oral version will be a flow sheet you might encounter in a long-term care facility, such as an Intake and Output Sheet. You will be asked questions that you will answer by referring to the flow sheet. You will also have two (2) hours to take this exam. If you need to take this optional test, you must request it at the time you send PHD your application and include the additional fee for this service. Documentation from your instructor is also necessary to verify your need.

Remember, you are not allowed to receive or give any help to anyone during the exam and if you do, you will be made to leave the exam and you will forfeit your exam fee. Your name will also be reported to the Nursing Assistant Registry.

Sample Questions

1. How many times during a shift should a nurse aide wash his/her hands?
A. before and after serving meals
B. at the beginning and end of the shift
C. at least once before the shift begins
D. before and after each contact with a resident
2. A resident complains to the nursing assistant that another nursing assistant neglected her. The nursing assistant should:
A. tell the resident she is mistaken
B. stand up for the other nursing assistant
C. listen to the complaint, but do nothing
D. report the complaint to the supervisor
3. A resident gives the nursing assistant \$25 for taking care of him. The nursing assistant should:
A. use the money to buy a gift for the resident
B. accept the money and thank the client
C. share the money with other nursing assistants
D. politely refuse the gift
4. To avoid falls caused by spilled liquids, the nursing assistant's first response for safety should to:
A. tell people to be careful
B. walk carefully around the spill
C. tell housekeeping to place a "wet floor" sign at the spill
D. clean up the spill
5. When a resident starts to share spiritual beliefs with the nursing assistant, the nursing assistant should:
A. listen to what the resident has to say
B. tell the resident to stop talking
C. start to talk about personal beliefs
D. report it to the doctor

Answers: 1. D 2. D 3. D 4. D 5. A

THE SKILLS EVALUATION

After you have taken the Written Examination, you must report to the Skills Evaluation as directed by the exam site coordinator. Depending on the site, you may take the Skills Evaluation first.

The Setting

The skills evaluation is set up to look like an actual care-giving situation. It will have all the equipment you need to perform the assigned skills. You will be able to see the equipment and ask questions. The Nurse Assistant Evaluator will not tell you how to perform the skill.

The Skills

You will be asked to perform five (5) nursing assistant skills. These skills are selected from the complete skills listing as provided to all nursing assistant training instructors. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps. In addition to performing each step correctly, you must also correctly demonstrate enough steps to pass each skill. You must successfully perform all five (5) skills in order to pass the Skills Evaluation. You will have fifty (50) minutes to demonstrate all five (5) skills. If you perform with disregard to the safety of the resident you will fail the exam. If you refuse to perform a particular skill or state that you do not know how to perform a skill, you will fail the exam regardless of the number of points you have accumulated for the skills portion of the exam.

*You must take a watch with a second hand with you to the skills exam. You will not be permitted to share a watch with another candidate. Come to the site prepared.

Rating the Skills

A trained Registered Nurse, trained as an evaluator will rate your performance of the skills. Tell the evaluator if you make a mistake and you will be allowed to go back and begin from where you feel you made the mistake. The evaluator will not answer questions during the Skills Evaluation and will not be able to tell you whether you performed a skill correctly. The Evaluator will simply mark "yes" or "no" on each given step and if necessary, make pertinent comments on the form. When your exam is scored, a point value will be placed on each step according to its importance to the skill. A passing score will be determined when all points for each skill are tallied and all comments from the skills rater have been evaluated. You may not receive help from anyone during the Skills Evaluation. Please ask any questions you have before you begin.

The Resident

The "resident" will be played by an actor pretending to be a weakened elderly person. While you perform the tasks, speak to the resident as you would speak in an actual work setting. You should speak to the resident not only because it is part of good care, but also because it will help you to relax as you perform the skills.

Step 6: Get the exam results

PHD will mail your exam results approximately ten (10) business days after the date of your exam. If you have not received your exam results from PHD within thirty (30) days of the exam, call PHD directly. PHD will not release any scores until all exam fees have been paid. Exam results will not be given over the telephone. Your instructor will automatically receive your scores. You will receive your exam scores by mail as well. **DO NOT CALL PHD FOR YOUR EXAM RESULTS, AS PHD IS NOT AUTHORIZED TO RELEASE ANY SCORES TO ANY ONE OVER THE PHONE.**

IF YOU PASS THE EXAM

Once you have passed both the Written Examination and the Skills Evaluation and have met all other requirements, you will be certified as a Long Term Care Aide in West Virginia. . **If you change your address or your name for any reason you must notify the Nursing Assistant Registry.** You may access the Nursing Assistant web site at www.wvdhhr.org/ohflac to obtain your Eval-code. You may print that page from the web site for your records

IF YOU FAIL THE EXAM

If you fail all or part of the exam, you will be notified to contact your instructor for instruction on how to retest. If you do not pass both portions of the exam within a two-year period (or do not pass within three attempts) you must retake an approved West Virginia Nursing Assistant training course (NATCEP) **AND** retake the Written Examination and the Skills Evaluation. Send an original completed application with appropriate fees to PHD to register to retest. See STEP TWO: Send in your application for details. Please check to make sure your address is current on any resubmitted paperwork. Please call PHD as well as the Nursing Assistant Registry if your address or name has changed.

AVAILABLE FORMS

In an attempt to ensure all submitted information is correct, below are links to all forms from PHD, LLC, as well as the WV Nursing Assistant Registry. **These are the only forms that will be accepted by PHD, LLC.** All others will be returned and the processing of registration, requests, etc., will be delayed. Simply click on the form needed and you will be able to type directly into the form. Print the form, once typed, sign as indicated and mail or fax to the appropriate agency, i.e., PHD, LLC or the WV Nursing Assistant Registry.

PHD FORMS

1. West Virginia Registered Nursing Assistant Evaluation Application (CNA Test Application)
2. Sponsor Registration Form
3. Request for Approved Medication Assistive Personnel Tests
4. Approved Medication Assistive Personnel Test Application
5. Professional Healthcare Development Nursing Assistant Refresher Course Completion Form
6. Educate the Educator Workshop Registration
7. Registered Nursing Assistant Test Schedule
8. Request For Duplicate Scores/Certificates
9. Substitute For Photo Identification

Long-term Care Nursing Assistant Program Education Forms

WVNATCEP-1 Application For approval Of Nursing Assistant Program

WVNATCEP-2 Faculty Data Form

WVNATCEP-3 Resource Instructor Data Form

WVNATCEP-4a Class Roster

WVNATCEP-4b Completion Of Nursing Assistant Training Program

WVNATCEP-7 Skills Performance Record

WVNATCEP-7a Performance Skill Procedure

WVNATCEP-8 Description Of Instructional Materials

WVNATCEP-9 Description Of A Larger Course

WVNATCEP-10 Calendar Checklist

WVNATCEP-10a Vo-Tech Secondary Program Calendar Checklist

WVNATCEP-10b Vo-Tech Program Calendar Checklist

WVNATCEP-11 Minimum Curriculum Requirements For Long-Term Care Nursing Assistant Training Program

WVNATCEP-12 Checklist For Submitting A Nursing Assistant Training Program

WVNATCEP-13 OHLFAC- Nurse Aide Program Quality Assurance Survey

WVNATCEP-RegEduCalcCursht

WVNATCEP-RegfrmClinical-Grp pg3a

WVNATCEP-RegfrmClinical-Grp pg3b

WVNATCEP-RegfrmCrrclm pg2

The Registry

After you have been registered as a nursing assistant, you **MUST** inform the West Virginia Nursing Assistant Registry about any changes in your name or address. Your name will not be updated to reflect a change until the required legal documentation has been received at the Registry. To change your name or address after you have been registered send a letter to the West Virginia Nursing Assistant Registry:

West Virginia Nursing Assistant Registry
West Virginia Department of Health & Human Resources
408 Leon Sullivan Way
Charleston, WV 25301
Phone: (800) 442-2888 (within WV only)
(304) 558-0050
Fax: (304) 558-1442

Your letter should list both the old information and the new information, including your name, address, birth date, Social Security number, and telephone number. If you change your name, you must send with your letter of Change of Address or Name Form a copy of a marriage certificate, divorce decree, passport, or other court document that changes your name. You risk not receiving notification for re-registration if your address has not been updated. **YOUR NAME WILL NOT BE UPDATED TO REFLECT ANY CHANGES UNTIL THE APPROPRIATE LEGAL DOCUMENTATION HAS BEEN RECEIVED BY THE REGISTRY.**

SPONSOR INFORMATION

**PREPARING
FOR THE**

**NURSING ASSISTANT
CERTIFICATION EXAM
2012**

**PROFESSIONAL HEALTHCARE DEVELOPMENT, LLC
P.O. BOX 399
ONA, WV
(304) 733-6145
FAX: (304) 733-6146
www.profhd.com**

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GENERAL INFORMATION

The West Virginia Nursing Assistant Registration Evaluation is a measure of the nursing assistant candidate's related knowledge, skills, and abilities. Its purpose is to assess the competence of candidates to perform the job of nursing assistant safely and effectively. The evaluation is composed of a written (or oral) component and a skills task performance component.

This evaluation was developed to adhere to the requirements of federal and state laws. The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA), is designed to improve the quality of care in long-term health care facilities and to set training and registration standards for nursing assistants. The state of West Virginia Department of Health has approved the Nursing Assistant Evaluation as its instrument to ensure that the nurse aides in West Virginia meet these requirements.

“SPONSOR” DEFINITION

A sponsor for a nursing assistant exam candidate can be the facility where the nursing assistant is employed, has completed an approved training program, or in some cases, the candidate may act as a self sponsor. The sponsors take on the task of helping the nursing assistant exam candidates to complete the application process for the Nursing Assistant Evaluation.

The sponsors are very important to the nursing assistant exam candidates. They act as the candidate's link to a sometimes very confusing process. The sponsor should distribute copies of the Candidate Handbook to each exam candidate. All facilities may obtain copies of the above information to assist with the application process by visiting the web site www.profhd.com. If additional information is required, contact:

Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545
(304) 733-6145
info@profhd.com

MAJOR RESPONSIBILITIES

- ◆ Provide support and assistance to the candidate throughout the process
- ◆ Distribute copies of the Candidate Handbook-available through the web site
- ◆ Verify the candidate's eligibility to take the exam
- ◆ Include the proper fees and documentation with the applications
- ◆ Mail the completed applications and correct fees directly to PHD

For your convenience and to avoid confusion caused by handwriting, all of the necessary forms, including the application for testing may now be completed by typing directly on the form on PHD's web site and then print. Make sure to have all candidates sign the completed applications.

Questions not addressed in this booklet regarding the registration process may be directed directly to the West Virginia Department of Health Facility License and Certification at (800) 442-2888 or (304) 558-0050. Questions regarding the evaluation may be directed to PHD at the above address/phone number or through the web site. As sponsors, you may copy this information as you need it, making certain to have the most updated information from the web site.

ORAL VERSION OF THE WRITTEN PORTION

The written portion of the Certification Evaluation is also available in an oral form for an additional fee. The oral version will be made only by request and will be the exact questions the other candidates are answering in their test booklets. The oral version will be read to the candidate by a reader. Each question will be read twice. The candidate will answer the questions directly on the test booklet. The oral test will also include a portion in which the candidate must refer to a flow sheet commonly found in the long term care facility in answer questions related to resident's care, i.e., I & O Sheet, or Bladder Training Sheet.

To request an oral version, check the box on the application requesting an oral version. The request must be received by PHD two weeks prior to the requested test date.

ELIGIBILITY

Only those candidates who:

1. have successfully completed an approved West Virginia Nursing Assistant training program within the past two year period

OR

2. met the requirements by completing a refresher course after allowing their registration to lapse

OR

3. have been approved by the Nursing Assistant Registry due to participation in a nursing program

The Department of Health will certify that each candidate has passed an approved program. Only when PHD can confirm through the West Virginia Nursing Assistant Registry web site that the candidate is eligible for testing and not listed on The National Sex Offenders Registry will a candidate be issued an admission ticket for the evaluation. When submitting the listing for the candidates you are sponsoring for the evaluation, please complete the form called SPONSOR REGISTRATION FORM.

FEES

Evaluation fees must be received with the completed applications and required forms two weeks prior to the requested test date. Payment will be accepted only by facility check, money order, certified check, VISA, Master Card, or Discover. No cash or personal checks will be accepted.

The Criteria for Nursing Assistant Training in West Virginia states in Section VIII "Charging for Nursing Assistant Education":

- A. The facility **cannot** charge their employees for any part of a training program, including testing or re-testing fees.
- B. The first facility to employ a nursing assistant within 12 months after completing a program for which the nursing assistant has paid a fee, must reimburse the employee for the cost of the training program and testing.
- C. If that nursing assistant has not yet taken the competency evaluation, the facility must pay for the test.
- D. If an employee is attending classes at a non-facility based program which charges a fee, the facility, not the employee, must pay the fee.

ADMITTANCE TO TEST SITE

- Once all information has been verified through the Registry regarding the candidate, applications are processed, and fees are collected, the sponsor will be issued, from PHD, an admission ticket for each candidate. This ticket will contain the candidate's name, social security number, sponsor program number, and type of test the candidate is to take. The sponsor will receive the admission tickets about one week prior to the requested exam date. It is the sponsor's responsibility to ensure all of the information printed on the ticket is correct and distribute the tickets to the candidate. The admission ticket Name and social security number must exactly match the candidate's photo ID and social security card card.

Registered candidate's names now appear on PHD's web page with testing date and location. Check this information periodically as it may update daily.

Because PHD is concerned for the safety of the candidates testing, effective December 1, 2004, any candidate who is pregnant **MUST** submit to PHD with the initial application for testing, a signed release from her physician stating she is able to perform the skills portion of the exam without any restrictions. This release will be copied and forwarded to the site coordinator. The site coordinator will not allow any pregnant candidate to perform the skills portion of the exam without the release. The release **MUST** be received with the application prior to testing. **THERE WILL BE NO EXCEPTIONS.** If a pregnant candidate presents for testing without prior registration, the fee for the skills portion of the exam will be forfeited and that portion of the exam will have to be rescheduled at the full fee. On the same line, if a candidate is registered to test and for some reason is taken off work due to injury prior to testing, a physician's release to work form will also have to be sent to PHD prior to 4:00 pm day before test day. If the candidate is not well enough to work, he or she is not well enough to test.

If the name or social security number on the admission ticket is incorrect, it is the sponsor's responsibility to call PHD with needed corrections prior to 4:00 pm day before test day. This could cause a delay in testing if PHD is not able to verify any changes with the Nursing Assistant Registry and may require further documents

Every candidate must present the admission ticket, a current photo ID, and their original social security card at the test site or they will not be permitted to take the evaluation. If a candidate does not have a photo identification, the **SUBSTITUTE FOR PHOTO ID** form must be completed by the sponsor and the candidate will take that information along with their admission ticket and original social security card for admittance to the test site. **Do not** send the substitute for photo ID form to PHD.

Please caution your candidates that if they do not have the proper identification when they present at the test site for the evaluation, they will be denied entrance and will have to submit a new application with fees. No fees will be refunded should this occur.

A summary of all of the candidate's information will be sent to each test site. The test site coordinator will not admit any candidate who presents that is not pre-registered through PHD and not on their list of candidates.

If the site coordinator suspects that a candidate is under the influence of any substance, whether prescribed or otherwise, the candidate will be told to leave the test site. The decision of the site coordinator will be final. If this happens, the test fee will be forfeited and the candidate will have to go through the application process again. This information will be forwarded to the Nursing Assistant Registry.

RESCHEDULING

Rescheduling: The candidate must notify PHD, LLC by noon at least five (5) business days before the examination date to reschedule. Saturday, Sunday, and holidays are not considered business days. If the candidate does not call PHD, LLC at least five business days before the scheduled examination date to reschedule and does not show up on the scheduled examination date, the fee will **NOT** be refunded and cannot be transferred to a new examination date.

The candidate may not give the exam date to another person. PHD will make every effort to reschedule the exam if PHD feels you experienced a true emergency.

Examples of emergencies are:

- Weather emergency
- Illness of yourself or an immediate family member
- Disabling traffic accident
- Military duty
- Jury duty or other court appearance

PHD will request written proof of these emergencies and must be sent to PHD within 3 days of the scheduled test date. For example, if the candidate has a disabling traffic accident, a copy of the police report will be requested. For jury

duty, a copy of the court notice will be requested. PHD's decision regarding excusing an absence is final.

The candidate will need to arrive at the test site at least thirty minutes BEFORE the scheduled exam time.

If the candidate arrives late for the exam, the site coordinator will instruct the candidate as to where to go. Some test sites perform both the written and skills performance tests at the same time. Depending on the particular site's policy, the candidate may be allowed to take both portions of the test. If it is determined at the site that the candidate's entrance to the exam will disrupt others, the candidate will not be permitted to enter and will forfeit the fee for that particular portion of the exam.

AMERICANS WITH DISABILITIES ACT

PHD and the test sites will, to the best of our abilities, accommodate any candidate with special needs. **You, as sponsors, are responsible to make arrangements, in writing to PHD, for your candidates at least two weeks in advance of the requested test date.** If arrangements are not made in advance, the candidate will have to reschedule the evaluation and the fee for the evaluation will be forfeited.

If you have a pregnant candidate who is ready to test, you, as the sponsor, must send with the application, a release from the candidate's doctor stating that the candidate is healthy and will have no restrictions due to the pregnancy that would prohibit the candidate from performing the five skills required to successfully complete the exam. If the candidate goes to the test site and has not sent the release to PHD prior to 4:00 pm the day before schedules test day, the candidate will not be able to take the skills performance portion of the exam and the fee for that portion will be forfeited. **THERE WILL BE NO EXCEPTIONS TO THIS STIPULATION.**

GETTING THE RESULTS

About two weeks after taking the evaluation, the candidate, the sponsor, and the West Virginia Nursing Assistant Registry will be sent reports detailing the candidates' performance on the evaluation(s). These reports will indicate whether the candidate passed or failed both or one portion of the evaluation. Each test candidate will be mailed a letter containing their scores. Should a candidate fail the skills portion of the evaluation, a copy of the poorly performed skills evaluation will be sent to the instructor and /or sponsor. Instructions will also be included to assist the candidate in rescheduling the needed portion(s) of the evaluation.

PLEASE, TELL THE STUDENTS NOT TO CALL ABOUT THEIR SCORES. PHD IS UNABLE TO GIVE SCORES OVER THE PHONE.

RETAKING THE EVALUATION

Any candidate who needs to retake a portion of the evaluation must complete a new application. The sponsor will have to indicate on the Registration form that accompanies the applications that the evaluation is a retake and include the correct fees.

GETTING A DUPLICATE REPORT OF SCORES

Duplicate scores may be requested directly from PHD for a cost of \$20.00. No scores will be given over the telephone.

FEE SCHEDULE

First-time test takers, Refresher Course candidates, and "NO SHOWS":

Written and Skills	\$125.00
Oral/Translated Exam and Skills	\$160.00

Retakes:

Written Exam	\$55.00
Skills Performance	\$70.00
Oral/Translated Exam	\$105.00

Request for duplicate score:	\$20.00
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TEST SITES

BECKLEY	Academy of Careers and Technology 390 Stanaford Road Beckley, WV
BUCKHANNON	Fred W. Eberle Technical Center Route 5 Box 2 Buckhannon, WV
CHARLESTON	Charleston Job Corps 1000 Kennawa Drive Charleston, WV
KEYSER	Mineral County Vocational Technical Center 600 Harley O. Staggers, Sr. Drive Keyser, WV
MARTINSBURG	James Rumsey Technical Institute 3274 Hedgesville Road Martinsburg, WV
PARKERSBURG	Wood County Technical Center 1515 Blizzard Drive Parkersburg, WV
PETERSBURG	South Branch Vocational Technical Center 401 Pierpont Street Petersburg, WV
PRINCETON	Mercer County Technical Education Center 1397 Stafford Road Princeton, WV
WHEELING	Wheeling Park High School 1976 Park View Road Wheeling, WV
DELBARTON	Mingo County Vocational Technical Center Route 2 Box 52A Delbarton, WV
NEW CUMBERLAND	John D. Rockefeller IV Vo-Tech Center 95 Rockyside Road New Cumberland, WV

**2012 REGISTERED NURSING ASSISTANT APPLICATION
RECEIPT DEADLINES**

<u>TEST DATE</u>	<u>RECEIPT DEADLINE</u>
December 10, 2011.....	November 26, 2011
December 17, 2011.....	December 3, 2011
January 14, 2012.....	December 30, 2012
January 28, 2012.....	January 14, 2012
February 11, 2012.....	January 28, 2012
February 25, 2012.....	February 11, 2012
March 10, 2012.....	February 25, 2012
March 24, 2012.....	March 10, 2012
April 14, 2012.....	March 31, 2012
April 28, 2012.....	April 14, 2012
May 12, 2012... ..	April 28, 2012
May 19, 2012.....	May 5, 2012
June 9, 2012.....	May 26, 2012
June 23, 2012.....	June 9, 2012
July 14, 2012.....	June 30, 2012
July 28, 2012.....	July 14, 2012
August 11, 2012.....	July 28, 2012
August 25, 2012.....	August 11, 2012
September 8, 2012	August 25, 2012
September 22, 2012.....	September 8, 2012
October 13, 2012	September 29, 2012
October 27, 2012.....	October 13, 2012
November 10, 2012.....	October 27, 2012
November 17, 2012.....	November 2, 2012
December 8, 2012	November 24, 2012
December 15, 2012.....	December 1, 2012

Test dates are subject to change without prior notification. Should a test date be changed, PHD, LLC will make every effort to contact involved parties. If there is a question about a test date, do not hesitate to call PHD directly.

Sites that normally test on the second Saturday of each month are:

CHARLESTON
PRINCETON
MARTINSBURG

BUCKHANNON
WHEELING

Sites that normally test on the fourth Saturday of each month are:

BECKLEY
PETERSBURG
NEW CUMBERLAND

PARKERSBURG
KEYSER
DELBARTON

The following sites normally test on the second Saturday of each month as listed*:

Buckhannon Charleston Martinsburg	Princeton Wheeling
January 14, 2012	July 14, 2012***
February 11, 2012	August 11, 2012
March 10, 2012	September 8, 2012
April 14, 2012	October 13, 2012
May 12, 2012	November 10, 2012
June 9, 2010**	December 15, 2012

The following sites normally test on the fourth Saturday of each month as listed*:

Beckley Delbarton Keyser	New Cumberland Parkersburg Petersburg
January 28, 2012	July 28, 2012
February 25, 2012	August 25, 2012
March 24, 2012	September 22, 2012
April 28, 2012	October 27, 2012
May 26, 2012	November 17, 2012
June 23, 2012	December 15, 2012

*Site dates may change without notice due to registration requests at each site or other conflicts, such as holidays. Any candidate that requests a site that for some reason will not be available will be contacted by PHD to make other testing arrangements.

**For the month of *JUNE ONLY*, the Charleston test date will be June 16, 2012—all others are as above.

*** For the month of *JULY 2012*, Wheeling will not test----all others are as above.

AVAILABLE FORMS

In an attempt to ensure all submitted information is correct, below are links to all forms from PHD, LLC, as well as the WV Nursing Assistant Registry. **These are the only forms that will be accepted by PHD, LLC.** All others will be returned and the processing of registration, requests, etc., will be delayed. Simply click on the form needed and you will be able to type directly into the form. Print the form, once typed, sign as indicated and mail or fax to the appropriate agency, i.e., PHD, LLC or the WV Nursing Assistant Registry.

PHD FORMS

1. West Virginia Registered Nursing Assistant Evaluation Application (CNA Test Application)
2. Sponsor Registration Form
3. Request for Approved Medication Assistive Personnel Tests
4. Approved Medication Assistive Personnel Test Application
5. Professional Healthcare Development Nursing Assistant Refresher Course Completion Form
6. Educate the Educator Workshop Registration
7. Registered Nursing Assistant Test Schedule
8. Request For Duplicate Scores/Certificates
9. Substitute For Photo Identification

Long-term Care Nursing Assistant Program Education Forms

- WVNATCEP-1 Application For approval Of Nursing Assistant Program
- WVNATCEP-2 Faculty Data Form
- WVNATCEP-3 Resource Instructor Data Form
- WVNATCEP-4a Class Roster
- WVNATCEP-4b Completion Of Nursing Assistant Training Program
- WVNATCEP-7 Skills Performance Record
- WVNATCEP-7a Performance Skill Procedure
- WVNATCEP-8 Description Of Instructional Materials
- WVNATCEP-9 Description Of A Larger Course
- WVNATCEP-10 Calendar Checklist

WVNATCEP-10a Vo-Tech Secondary Program Calendar Checklist

WVNATCEP-10b Vo-Tech Program Calendar Checklist

WVNATCEP-11 Minimum Curriculum Requirements For Long-Term Care Nursing Assistant Training Program

WVNATCEP-12 Checklist For Submitting A Nursing Assistant Training Program

WVNATCEP-13 OHLFAC- Nurse Aide Program Quality Assurance Survey

WVNATCEP-RegEduCalcCursht

WVNATCEP-RegfrmClinical-Grp pg3a

WVNATCEP-RegfrmClinical-Grp pg3b

WVNATCEP-RegfrmCrrclm pg2

1. When should rehabilitation and restorative care begin?
 - a. when the resident feels like it
 - b. after physical therapy is started
 - c. on admission
 - d. as a discharge plan
2. The nursing assistant providing restorative care is:
 - a. doing everything for the resident
 - b. refusing to do things the resident could do
 - c. making the resident do everything
 - d. encouraging independence
3. A nursing assistant performs range of motion exercises to prevent:
 - a. arthritis
 - b. pneumonia
 - c. pressure ulcers
 - d. contractures
4. When instructing a resident on the use of a walker for the first time, the nursing assistant should:
 - a. instruct the resident to lean forward while walking
 - b. instruct the resident to lean backward slightly while walking
 - c. instruct the resident to put the walker at least three steps ahead of him when walking
 - d. let the resident do it himself so he doesn't feel pressured
5. When discussing bladder training with a resident, it is best to encourage the resident to:
 - a. eat between meal snacks
 - b. set up a specific time to empty the resident's bladder
 - c. use stool softeners daily
 - d. wear adult briefs
6. When the nursing assistant moves a joint during ROM (range of motion) exercises, and the resident complains of pain, the nurse aide should:
 - a. ask the nurse to give the resident pain medication so the exercises can continue
 - b. push past the point where the pain occurs to see if it hurts worse
 - c. stop the movement at the point the pain occurs and report to the nurse
 - d. stop giving the resident any ROM exercises

7. The plan, which begins on the resident's admission that assists when the resident goes home is called:
 - a. treatment plan
 - b. nursing assistant flow record
 - c. discharge plan
 - d. nursing care plan

8. The primary goal of restorative care is:
 - a. keep the resident comfortable in the nursing home
 - b. take care of the resident's personal business
 - c. do everything for the resident
 - d. return the resident to a normal life at home

9. What is the best response if you are not sure how to use a piece of equipment:
 - a. do the best you can
 - b. don't use the equipment
 - c. find a different way to complete the task
 - d. ask the nurse to explain the equipment's use

10. Mrs. Resident's daughter did everything for her when she was at home. Now that she has moved into the facility, Mrs. Resident expects the staff to do everything for her. The nursing assistant's best action is:
 - a. to tell the daughter to stay home until Mrs. Resident is trained to stay at the facility
 - b. ignore Mrs. Resident until she starts doing things for herself
 - c. there is nothing that can be done
 - d. encourage Mrs. Resident to do tasks for herself and praise her efforts often

11. Once a nursing assistant's name is placed on the abuse registry for neglect he may:
 - a. never work as a nursing assistant again
 - b. continue to work as a nursing assistant as long as he abuses no one else
 - c. work only with young children
 - d. petition the nursing assistant program to have his name removed from the abuse registry after one year

12. The nursing assistant observes the charge nurse verbally abusing a resident. The nurse aide **MUST**:
 - a. do nothing, she is the supervisor
 - b. report the incident to the director of nursing or the facility administrator immediately
 - c. tell the resident's family to complain
 - d. call the doctor and report the incident

13. The nursing assistant tells the resident, "If you don't get ready for bed now, I'm going to leave you up all night." This is an example of:
 - a. battery
 - b. false imprisonment
 - c. verbal abuse
 - d. invasion of privacy

14. Forgetting to raise the side rails as ordered causes a resident to fall and be injured. This could be called:
 - a. an accidental fall, it could not be helped
 - b. safety standard
 - c. unreported incident
 - d. neglect to keep the resident safe

15. If Mr. Resident is to receive pureed meals and the nursing assistant feeds him a regular diet, which of the following has occurred?
 - a. neglect for the resident's safety
 - b. assault
 - c. battery
 - d. breach of confidentiality

16. Negligence may occur at which of the following times:
 - a. failing to follow the care plan
 - b. leaving side rails down on the bed
 - c. not using a gait belt to assist with walking
 - d. all of these situations could result in negligence

17. Gently tapping on the resident's mouth with your hand to get the resident's attention is called:
- focusing
 - good nursing practice
 - physical abuse
 - affirmative action
18. Allowing a resident's adult brief to stay soiled for the entire shift because she is combative is an example of:
- self preservation
 - neglect of the resident
 - abusing the resident by withholding care
 - either B or C
19. Assault of a resident:
- can be threatening a resident
 - can only be physical
 - is only a problem if there is a witness
 - is only if the resident is hit with a hand
20. If the nursing assistant hits a resident back out of reflex because the resident kicked the nurse aide:
- the resident deserved it
 - the resident must file assault charges
 - the nursing assistant is legally responsible for the action
 - the State Police have to be contacted
-
21. The most important way for the nursing assistant to gather information about the safety and well-being of the resident is:
- listen to other nurse aides at break
 - listen to the nurses talk in the med room
 - flow sheets
 - observation

22. The nursing assistant finds a diabetic resident trying to scrape a callous off of her little toe. What should the nurse aide do **FIRST**?
- scold the resident
 - report the behavior to the nurse
 - help the resident remove the callous
 - help the resident to put socks on to keep the resident from scraping the callous
23. A resident is NPO for tests. The nurse aide should:
- encourage fluids for hydration
 - allow the resident to eat ice chips
 - remove the water pitcher and glass from the room
 - allow the resident to drink water only
24. The first sign of a pressure ulcer the nursing assistant may observe is:
- a green bruise
 - pale skin
 - bleeding
 - redness on bony prominence
25. Residents confined to bed should be turned at least:
- every shift
 - every two hours
 - as needed
 - every four hours
26. A Foley catheter is used:
- to drain the bladder and remove urine
 - to use as a rectal tube
 - for gastric bleeding
 - to suction stomach contents
27. How should the nursing assistant position the resident to apply elastic stockings?
- lying down in bed
 - sitting on the edge of the bed
 - standing at the side of the bed
 - sitting in a wheelchair

28. The call light should always be:
- on the bed rail
 - attached to the pillow
 - on the arm of the chair
 - within the resident's reach
29. Postmortem care is:
- given to terminally ill residents
 - given to the dying resident's family
 - given to the body immediately after death
 - should only be done at the funeral home
30. Mrs. Resident has soup, salad, jello, and ice cream for dinner. Which foods would be included when measuring her fluid intake?
- just the soup
 - the soup, jello and ice cream
 - the soup and jello only
 - the soup and ice cream only
-
31. Many elderly residents lose their appetite due to:
- a decrease in saliva
 - hardening of the arteries
 - decrease in number of taste buds
 - both a and c
32. Aging changes in the respiratory system that reduces the amount of oxygen brought into the body will:
- only cause shortness of breath
 - affect the lungs and heart only
 - affect the extremities only (feet and hands)
 - affect all body systems
33. The thinning of the fatty layer under the skin could cause the resident to:
- lose their appetite
 - have difficulty walking
 - develop pressure sores
 - have slowed mental responses