

Sanford Health Nursing Assistant Training Program Handbook

Name: _____

Location: _____

Start Date: _____

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Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Welcome to the Sanford Health Nursing Assistant Training Program

Before you begin this part of the training, please make sure you have completed the computer based training (CBTs) associated with general orientation. If you have questions about which ones these are please contact your educator or hiring manager.

The Program

This training is made up of online learning modules (CBTs), textbook readings and activities/quizzes.

You have been assigned an electronic copy of the Mosby's Textbook for Nursing Assistants 10th Edition.

Your access code is _____

Technology Support

Good Samaritan Society Technology Support

Phone number: 1-877-447-7237

E-mail: CFS@good-sam.com

Sanford Health Technology Support:

Phone number: 1-877-949-5678

E-mail: help@sanfordhealth.org

Resources:

RN Clinical Educator or CLDS information:

Name: _____

Phone Number: _____

E-mail address: _____

Hiring manager information:

Name: _____

Phone Number: _____

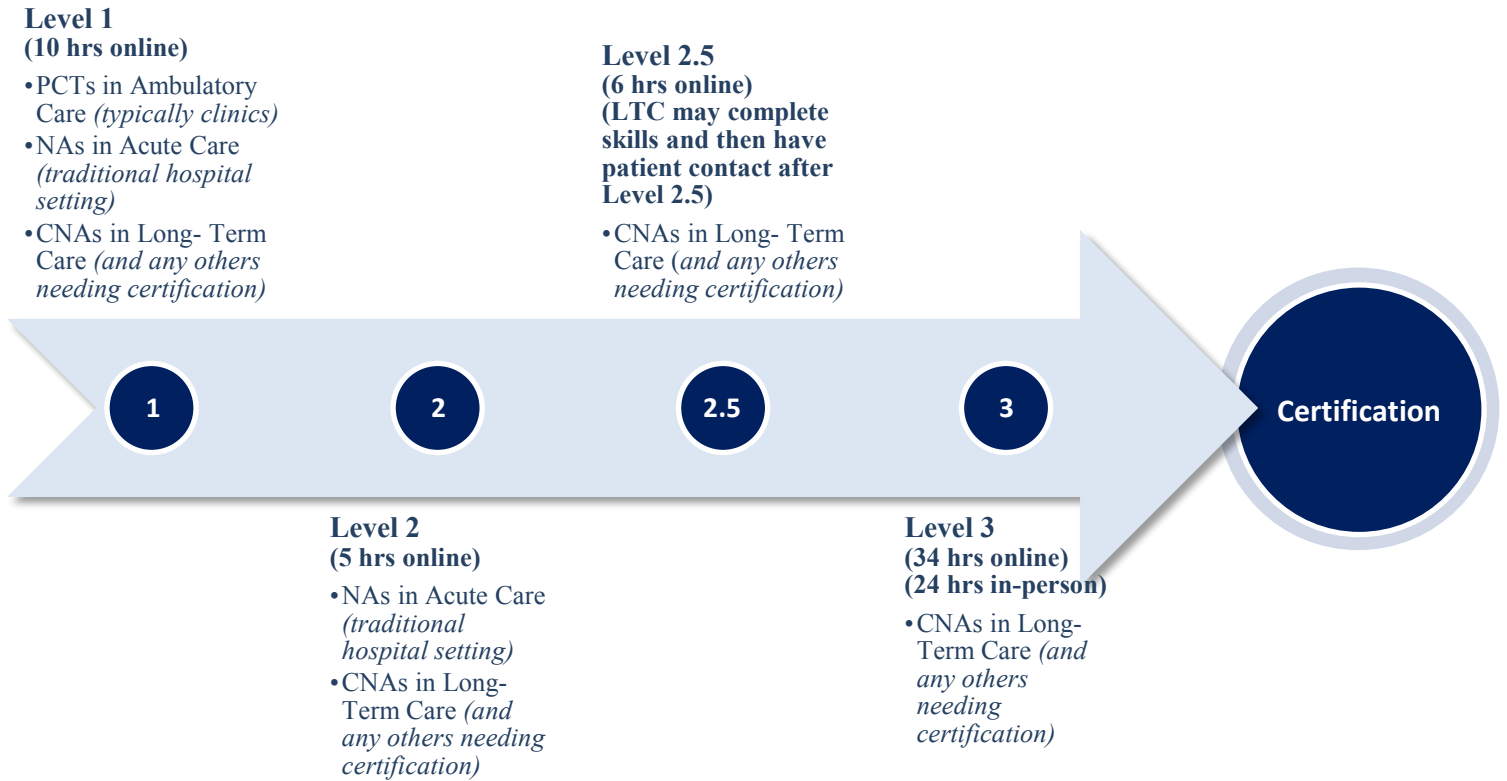
E-mail address: _____

Facility/department phone number: _____

Sanford Health NA Training Program Model

This handbook offers a guide to the Sanford Health Nursing Assistant Training Program

This curriculum is divided into levels. If certification is required for your position then you will be required to complete all levels



Vital Source Bookshelf Login Instructions:

1. Open a supported web browser. Refer to [Bookshelf Online Browser Support Policy](#) ¹
2. Copy and paste this link into the browser (be careful to copy the full link):
bc.vitalsource.com/tenants/sanfordhealthplancornerstone/books/9780323655620
3. Click here to learn how to get started with Bookshelf: [Getting Started with Bookshelf](#) ²
4. When you are finished creating your account, click the appropriate button to mark this course as complete.


¹ <https://support.vitalsource.com/hc/en-us/articles/201949723-Bookshelf-Online-Browser-Support-Policy>

² <https://success.vitalsource.com/hc/en-us/articles/360034299074-Getting-Started-with-Bookshelf->

Level 1: Beginning the Journey

Level 1 Topic	Time in minutes	Required: Lesson/activity to be completed	Optional: Additional reference textbook pages	Date completed
Your Health Career				
NA Program Welcome	7	CBT	Educator as resource	
Nursing Assistant – What’s My Role?	25	CBT	CH 1 and 3	
Activity: Facilities and Nursing Assistant Duties	5	CBT	Educator as resource	
HIPAA Privacy and Security	25	CBT	Pg. 43b and 80b	
Compliance Part 1 Overview	5	CBT	CH 5 pg. 49-54	
Compliance Part 2 Required Concepts for Healthcare Services	10	CBT	CH 5 pg. 49-54	
Professionalism in the Workplace	30	CBT	CH 6 pg.57-68	
Activity: Professionalism in the Workplace	5	Handbook pg. 13	Educator as resource	
Introduction to Communication				
Change in Condition – What to Report to a Nurse	6	CBT	Educator as resource	
Workplace Violence Prevention at Sanford	10	CBT	Pg. 66-67, 157, 183-184, 875	
Understanding Workplace Discrimination and Harassment	11	CBT	Pg. 66-67, 157, 183-184, 875	
Effective Communication	15	CBT	Pg. 71 (addressing the person), pg. 75-80, pg. 97 (reporting), 97b	
Delegation	15	Textbook pg. 32-37	Pg. 32-37	
Activity: Delegation	5	CBT	Educator as resource	
Culture Competence (30)	30	CBT	Pg. 72, 73b, 78b, 80b, 146b, 377b, 458b, 464, 464b, 549b, 866, 866b	
Cultural Mindfulness (22)	22	CBT	Pg. 72, 73b, 78b, 80b, 146b, 377b, 458b, 464, 464b, 549b, 866, 866b	
Weight bias	4	CBT	Educator as resource	
Medical Terminology	20	Textbook pg. 104, 108-111, 263-264	Pg. 104, 108-111, 263-264	
Activity: Medical Terminology	5	CBT	Educator as resource	
Activity: Medical Terminology	5	Handbook pg. 14	Educator as	

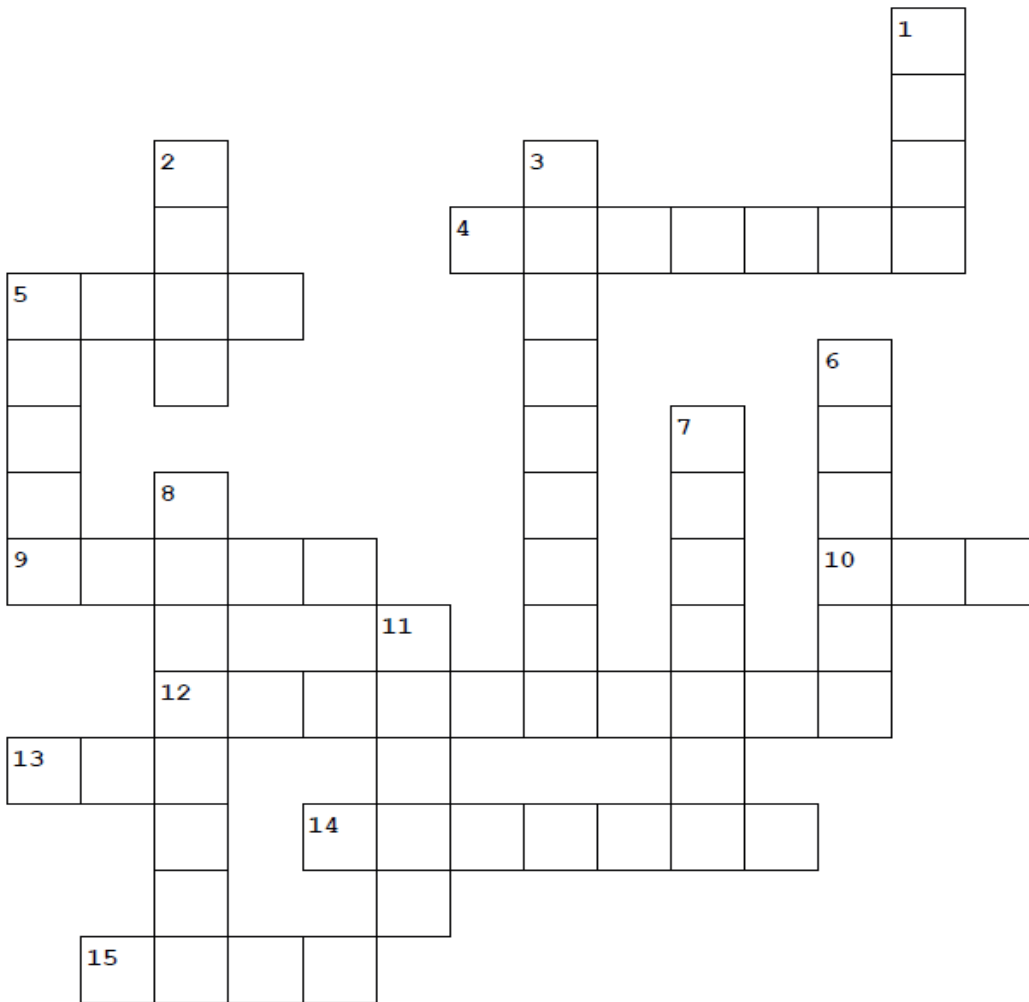
Level 1 Topic	Time in minutes	Required: Lesson/activity to be completed	Optional: Additional reference textbook pages resource	Date completed
Introduction to Mental Health				
Trauma Informed Care	27	CBT	Pg. 82-83, 773	
Managing Aggressive Behaviors	37	CBT	Pg. 82, 184b, 789, 791b-793b	
Suicide Prevention	10	CBT	Pg. 778-779	
Quality of Life				
Patient Rights and Responsibilities	10	CBT	Pg. 12-18, 839, 839b	
Activity: Patient Rights & Responsibilities and Compliance	5	CBT	Educator as resource	
Right to Refuse Treatment	13	CBT	Pg. 12b, 15	
Abuse and Neglect: Recognition and Reporting	23	Textbook pg. 16, 45-52	Pg. 16, 45-52	
Pain Management	14	CBT	Pg. 549-554	
Infection Control				
Hand Hygiene: Basics	15	CBT	Pg. 225-230, 242	
Hand Hygiene	13	CBT	Pg. 225-230, 242	
Infection Prevention 1	16	CBT	CH 6	
Infection Prevention 2	26	CBT	CH 6	
Personal Protective Equipment (PPE)	15	CBT	CH 17 pg. 241-253	
Influenza Prevention	6	CBT	Pg. 745	
Preventing Clostridium Difficile Associated Disease	5	CBT	Pg. 443b	
Safety and Emergency Care				
Safe Handling and Disposal of Hazardous Waste	23	Textbook 176-177, 177b, 234	Pg. 176-177, 177b, 234	
Armed Intruder	5	CBT	Pg. 185-186t	
Recognizing Impairment in Licensed Independent Professionals	4	CBT	Pg. 76-77	
National Patient Safety Goals	12	CBT	Educator as resource	
Oxygen Delivery Methods	15	Textbook pg. 663-668	Pg. 663-668	
Oxygen Therapy Setup	6	CBT	Pg. 663-668	
Activity: Oxygen	5	CBT	Educator as resource	
Vital Signs & Ergonomics				
Vital Signs: Measuring Respirations	5	CBT	CH 33 p CH 33 pg. 504-529g. 504-529	
Vital Signs: Pulse Oximetry	1	CBT	CH 33 pg. 504-529	

Level 1 Topic	Time in minutes	Required: Lesson/activity to be completed	Optional: Additional reference textbook pages	Date completed
Vital Signs: How to Take Blood Pressure	5	CBT	CH 33 pg. 504-529	
Vital Signs: Blood Pressure Measurement	6	CBT	CH 33 pg. 504-529	
Vital Signs: Measuring Pulse	5	CBT	CH 33 pg. 504-529	
Vital Signs: Taking an Oral Temperature	5	CBT	CH 33 pg. 504-529	
Vital Signs: Tympanic Temperature	2	Textbook pg. 507, 507t step 14	CH 33 pg. 504-529	
Vital Signs: Temporal Artery Temperature Measurement	8	CBT	CH 33 pg. 504-529	
Gait Belt Training (Video)	3	CBT	Pg. 191, 198, 198f-199f, 198b-199b, 284f-291	
Transfers: Using a Gait Belt	3	CBT	Pg. 286-307, 286-287b, 306b-307b, 559-572m 560b	
Transfers: Using Proper Ergonomics	5	CBT	Pg. 255, 259	
Back Injuries	30	CBT	Pg. 259, 259b	
Ergonomics for Injury Prevention at Work	4	CBT	Pg. 255, 259	
Complete SurveyMonkey evaluation (either use the QR code to the right or a link will be sent to you via email)	To use this QR code, open the camera on your cell phone and hold it up to the code. Just hold it there and a message asking you to open a surveymonkey.com will appear. This will take you to the survey			

If completing program for certification, skip skills at this point. You will complete skills after completion of Level 2.5

Level 1 Skills	Date completed
Demonstrate these skills in the skills lab	
Gait Belt	
Hand Hygiene	
Oxygen – Replacing an O ₂ cylinder	
Oxygen delivery methods	
PPE – Donning, doffing, sequence	
Transfers	
Vital signs: Respirations, Blood Pressure (B/P), Height, Weight, Temp, O ₂ saturation	
Level 1 Skills	Date completed
Demonstrate these skills only if required for your position	
CPR/BLS	
EKG Lead Placement	
Specimens, collecting (urine, sputum, stool)	

Professionalism Activity



Word list:

- ACT
- BEHAVIORS
- BREAK
- FOUR
- IMPRESSION
- KNOCK
- NAME
- PACKAGE
- PERSON
- POSITIVE
- REGULAR
- SAY
- SMOKING
- THINK
- TIME
- WELL

Across

4. You should bathe on a _____ basis.
5. It is essential to be dependable and reliable so be sure you are on _____.
9. You should always _____ before entering a person's room.
10. You should always follow through with what you _____ you will do.
12. You only have one chance to make a good _____.
13. Fifty-five percent (55%) of a first impression is based on how you look and _____.
14. Professionalism is an entire _____ comprised of several elements
15. You are more likely to be cheerful when you are _____-rested.

Down


1. There are _____ components of professionalism.
2. You should always wear your _____ badge in a manner that makes your identity visible to all.
3. We develop first impressions of others based on physical appearance and _____.
5. _____ before you speak.
6. You should always respect the _____ and the organization.
7. _____ can cause odors to remain on your breath, hands, hair and clothes.
8. You should always maintain and display a _____ attitude.
11. Cell phones should only be used during an appropriate _____ in a designated area.

Medical Terminology Activity

1. O₂
 - Two O's
 - Carbon Dioxide
 - Air
 - Oxygen
2. PO
 - Popped Out
 - Posterior Ostomy
 - By mouth
 - Pre-op
3. Ambulate
 - Configure
 - Walk
 - Sit
 - Hearing test
4. HOB
 - Heart of bladder
 - Help out of bed
 - Head of bladder
 - Head of bed
5. Teaspoon abbreviation is
 - tsp
 - ten
 - tbsp
 - esp
6. DNR
 - Dead on arrival
 - Discontinue
 - Do not reuse
 - Do not resuscitate
7. BM
 - Bowel movement
 - Barium enema
 - Bedrest
 - Bathroom privileges
8. BP
 - Bathroom privileges
 - Blood pressure
 - Barometric pressure
 - Bedrest
9. SOB
 - Stop all meds
 - Short on biscuits
 - Shortness of breath
 - Stand on by
10. W/C
 - Walk with a cane
 - Wheel cart
 - Wheel chair
 - White cells
11. NPO
 - Neosporin
 - Nausea and vomiting
 - Nothing by mouth
 - Nasal cannula
12. As needed abbreviation is
 - AA
 - AU
 - PRN
 - AS
13. Do this immediately, do it
 - IM
 - Stat
 - ASAP
 - Fast
14. AM cares are done
 - Every hour
 - At bedtime
 - In the morning
 - Before lunch
15. I&O
 - Intake & output
 - In & out
 - Include & observe
 - Improvise & omit
16. ROM
 - Range of Motion
 - Route by Mouth
 - Rotate on Midline
 - Recreational Mobility
17. EMR
 - Elevate to Midpoint Range
 - Electronic Medical Record
 - Eye Motion Range
 - Emergency Mobile Rescue
18. Abnormal is
 - Same as normal
 - Different than normal
19. ADL's
 - Advanced Dental License
 - A Doctor Light
 - Activities of Daily Living
 - Activity to do list
20. mL means
 - many leaders
 - milliliter
 - military lessons
 - minutes left

Check your answers on page 23

Level 2 - Growing In Direct Patient Care

Level 2 Topic	Time in minutes	Required: Lesson/activity to be completed	Optional: Additional reference textbook pages	Date completed
Positioning, Moving and Restorative Care				
Transfers: Devices and Mechanical Lifts	23	Textbook Pg. 298-306	Pg. 298-306	
Activity: Transfer devices	5	CBT	Educator as resource	
Falls	33	Textbook Pg. 191-203	Pg. 191-203	
Repositioning & Turning Residents/Patients	45	Textbook Pg. 261-265, 270-284	Pg. 261-265, 270-284	
Activity: Patient positions	5	CBT	Educator as resource	
Preventing Pressure Injuries/Ulcers	45	CBT	Pg. 633-643	
Nutrition and Elimination				
Calculating I & O	15	Textbook pg. 482-487	Pg. 482-487	
Activity: Calculating I & O	5	Handbook pg. 17	Educator as resource	
Activity: Calculating I & O	5	CBT	Educator as resource	
Personal Cares				
Bed Making: Unoccupied	7	CBT	Educator as resource	
Bed Making: Occupied	9	CBT	Educator as resource	
Oral Hygiene: Assisting with Brushing and Flossing	18	Textbook Pg. 340-346	Pg. 340-346	
How to Provide Proper Denture Care	8	Textbook Pg. 346-348	Pg. 346-348	
Perineal and Catheter Care	30	CBT	Pg. 366-371	
Drainage Bag Emptying (included as part of the "Perineal and Catheter Care" topic)	-	CBT	Pg. 420-435, 420b, 334b-335b, 587, 587f, 587b	
Preventing Urinary Tract Infections	15	CBT	Pg. 411b, 762-763	
Bathing: Bed Bath	28	Textbook Pg. 351-361	Pg. 351-361	
End of Life Care	23	Textbook Pg. 865-873	Pg. 865-873	
Complete SurveyMonkey evaluation (either use the QR code to the right or a link will be sent to you via email)	To use this QR code, open the camera on your cell phone and hold it up to the code. Just hold it there and a message asking you to open a surveymonkey.com will appear. This will take you to the survey			

If completing program for certification, skip skills at this point. You will complete skills after completion of Level 2.5

Level 2 Skills	Date completed
Demonstrate these skills in the skills lab	
Calculating I & O	
Emptying drains (JP, hemovac, urinary catheter)	

Level 2 Skills	Date completed
Catheter care (including CAUTI prevention and stabilization device)	
Oral care	
Reposition and turning patient	
Perineal care	
Bathing	
Toileting	
Bedpan, placing patient on	
Making an occupied bed	
Making an unoccupied bed	
Level 2 Skills	Date completed
Demonstrate these skills only if required for your position	
Restraints - defined, alternatives, options, quick release knot	
Sequential pumps, applying	
Suction set-up	

Notes:

Calculating Intake and Output (I&O) Activity

Calculate how much the person had for fluid intake (1 ounce = 30 ml)



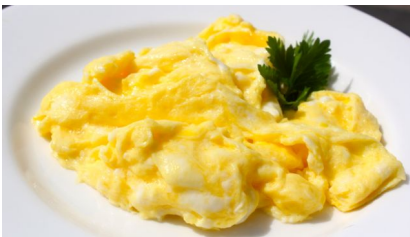
170 mL left in 200 mL glass

_____ mL



2 ounces – ate it all

_____ mL



6 ounces eggs – ate it all

_____ mL



251 mL water bottle - drank it all

_____ mL



1 jello (4 oz) and 1 pudding (4 oz) – ate it all

_____ mL

Total intake _____ ml

Check your answers on page 24

Level 2.5 - Introduction to Long-Term Care


Level 2.5 Topic	Time in minutes	Lesson/activity to be completed	Optional additional reference textbook pages	Date completed
Introduction to Long-term Care				
Certification Track Introduction	-	CBT		
Protecting Resident's Rights in Nursing Facilities	60	CBT	Pg. 12-18, 13b-14b, 839, 839b,	
Abuse and Neglect	30	CBT	Pg. 12-18; 45-49	
Person-Centered Care and Culture Change	45	CBT	Pg. 70, 72, 72f, 73b, 78b, 79b, 80b, 146b, 352b, 377b, 457, 464, 464b, 458b, 549b,	
Working in a Team	35	CBT	Educator as resource	
Providing High Quality Dementia Care: An Overview	60	CBT	Pg. 75b, 794f, 157, 159b, 159, 159b, 704f, 782-798, 784, 784b, 794b, 796b-798b, 791-796, 791b-794b	
Creating a Restraint-Free Environment	75	CBT	Pg. 16, 204-220	
Airway Foreign Object Removal (Heimlich Maneuver)	3	CBT	Pg. 168, 856	
Hazardous Chemicals: The Basics	30	CBT	Pg. 157, 176, 177b	
Long Term Care: Standard Survey Process	20	CBT	Pg. 1, 9, 9b, 158b, 177b, 191b, 223b, 227b, 412b, 459b, 474b, 552b, 869b	

Notes:

Level 3 – Digging in Deeper

Level 3 Topic	Time in minutes	Lesson/activity to be completed	Optional additional reference textbook pages	Date completed
In Depth Application- Safety				
Oxygen Safety	15	CBT	CBT	
Workplace Emergencies & Natural Disasters: An Overview	60	CBT	CBT	
Safe Resident Handling Program: Introduction	20	CBT	CBT	
Understanding Falls	30	CBT	CBT	
Fall Prevention: What YOU Can Do	20	CBT	CBT	
In Depth Application- Infection Control				
Infection Control and Prevention	60	CBT	Pg. 221-224, 622, 709	
Tuberculosis-What you need to know: The Basics	30	CBT	Pg. 746, 746b	
Safe Food Handling	30	CBT	Pg. 169b, 841	
In Depth Application- Patient Care				
Resident Rooms	3	Textbook Pg. 154	Pg. 154	
The Person's Unit	38	Textbook Pg. 308-322	Pg. 308-322	
Weighting and Measuring Residents	30	CBT	Pg. 503-530	
Prosthetic and Orthotic Devices	17	Textbook Pg. 531, 545, 679, 682, 726f, 732, 733f	Pg. 531, 545, 679, 682, 726f, 732, 733f	
Restorative Nursing: Dressing, Grooming, and Bathing for Nursing Assistants	45	Pg. 531, 545, 679, 682, 726f, 732, 733f	Pg. 679-682	
Assistive Devices	23	Textbook Pg. 549-547	Pg. 539-547	
How to Shave Facial Hair	15	CBT	Pg. 383-385, 383b-384b, 385f, 606, 606f-607f	
Giving a Complete Bath	15	CBT	Pg. 351-374	
Tub Bath and Shower	13	Textbook Pg. 362-373	Pg. 362-373	
The Skin and Skin Care Products	10	Textbook Pg. 352-355	Pg. 352-355	
Toileting	33	Textbook Pg. 296-297, 400-410	Pg. 296-297, 400-410	
Urinary Incontinence	15	CBT: REL-SRC-0-UI	Pg. 410-418	
Empowering Residents through ADLs	60	CBT	Pg. 679-685	
Alzheimer's Disease and Related Disorders	60	CBT	Pg. 791-796	

Level 3 Topic	Time in minutes	Lesson/activity to be completed	Optional additional reference textbook pages	Date completed
Restorative Nursing: Range of Motion and Positioning for Nursing Assistants	45	CBT	Pg. 679-685	
In Depth Application-Nutrition				
Nutrition and Hydration-The Basics	20	CBT	Pg. 458-478, 481-487	
Safe Swallowing and Feeding Technique	60	CBT	Pg. 492, 473-475, 492	
Safe Eating	45	CBT	Pg. 464, 474b, 681f	
In Depth Application-Quality of Life				
Teepa Snow: Meaningful Activities	20	CBT	Pg.154b, 531b	
Activities: An Interdisciplinary Approach	30	CBT	Pg. 5, 10b, 54b, 61-64	
Strategies for Effective Communication	45	CBT	Pg. 75-80	
Grievances	3	Textbook Pg. 16	Pg. 16	
Family and Friends	5	Textbook Pg. 81, 82b	Pg. 81, 82b	
Aging and Chronic Disease Management				
Geriatric Care: Risk Factors & Chronic Conditions	60	CBT	Pg. 70, 73t-74t, 134P	
Understanding Heart Disease	75	CBT	Pg. 739-742	
About Visual Impairment	30	CBT	Pg. 473-474, 695-703	
About Hearing Impairment	30	CBT	Pg. 119, 159, 687-704	
Understanding Renal Disease	60	CBT	Pg. 124, 401, 766, 767b	
Understanding Parkinson's Disease	60	CBT	Pg. 720, 720f	
Dementia Care: Normal Aging vs. Dementia/Alzheimers	30	CBT	Pg. 157, 159b, 782-798	
Signs and Symptoms of Constipation	5	CBT	Pg. 437-442	
Preventing Constipation and Fecal Impaction	30	CBT	Pg. 437-442	
Restorative Nursing: Bowel and Bladder for Nursing Assistants	60	CBT	CH 27 and 29	
Advanced and Specialty Care Environments				
Behavioral Health	31	CBT	Pg. 82-83, 774-780	
Depression in Older Adults: The Basics	60	CBT	Pg. 774-775, 775b, 867	
Crisis Intervention Techniques	5	CBT	Pg. 82, 184-186, 789 (agitation and aggression)	
Suicide Prevention for Older Adults	10	CBT	Pg. 778-779	

Level 3 Topic	Time in minutes	Lesson/activity to be completed	Optional additional reference textbook pages	Date completed
Understanding the Meaning Behind Behaviors	30	CBT	Pg. 82-83	
Alzheimer's Disease and Related Disorders: An Overview	60	CBT	Pg. 782-797	
Communicating with People with Dementia	60	CBT	CH. 53	
Dementia Care: Understanding Alzheimer's Disease	30	CBT	Pg. 784-790	
Dementia Care: Managing Challenging Behaviors	30	CBT	Pg. 784-796	
Care Basics: Bathing the Difficult Patient	60	CBT	Educator as resource	
Preventing and Responding to Elopement	45	CBT	Pg. 157, 182, 782, 787b	
Advanced Directives, Comfort Care and End of Life				
Advanced Directives	30	CBT	Pg. 15, 88t, 865, 869,	
AED and Code Management	6	CBT	pg. 852, 852f-853f, 852b, pg. 170b, 846, 848-856, 848b	
Introduction to Hospice	30	CBT	Pg., 1, 3, 150b, 866	
The Impact of Grief: Ours and Those We Serve	45	CBT	Pg. 16, 147, 869	
Ethics, Law, and Regulatory Guidelines				
Introduction to Quality Assurance Performance Improvement (QAPI): Rehab/Skilled	30	CBT	Educator as resource	
Stop, Watch and Tell: Preventing Unnecessary Hospitalizations Long Term Care: Standard Survey Process	15	CBT	Educator as resource	
Documentation of Activities of Daily Living	30	CBT	Educator as resource	
How to be Survey Ready Every Day	60	CBT	Educator as resource	
Complete SurveyMonkey evaluation (either use the QR code to the right or a link will be sent to you via email)	To use this QR code, open the camera on your cell phone and hold it up to the code. Just hold it there and a message asking you to open a surveymonkey.com will appear. This will take you to the survey			

Putting it Together

Topic	Minimum Time	Location of Activity	Date completed
In-person with a Program Instructor			
Skills Lab and Competency Evaluation	8 Hours		
Clinical Practicum	16 Hours		

Exam Prep

Topic	Instructions	Date completed
On-line preparation for CNA certification exam		
Practice exam and exercises to prepare for taking the CNA certification exam	<p>You will receive an email with your login instructions. If you don't see one in your in-box, please check your spam or junk folder to see if it is there.</p> <p>Minimum requirement: completion of the practice test. Feel free to use the program's other features to help with preparation for testing.</p> <p>Print your practice test results and give them to your tester on the day you test.</p>	

Final Checklist

Topic	Date completed	Certificate printed
Please make sure you have completed the following.		
Note: You will receive a certificate after each level is completed. Please be sure to print these and take them with you on the day you test.		
Level 1 curriculum		
Level 2 curriculum		
Level 2.5 curriculum		
Level 3 curriculum		
On-line preparation for CNA certification exam		
Skills Lab and Competency Evaluation		NA
Clinical Practicum		NA

Sanford Health Nursing Assistant Training Program Student Performance Record

Student Name: _____ Dates: ____/____/____ to ____/____/____					
Skill Lab Location:			Clinical Location:		
Classroom Instructor:			Clinical Instructor:		
Successful program completion verified by instructor:					
Level 1		Skill Hours Completed: _____			
Level 2		Clinical Practicum Dates and Hours: Day 1 Day 3 Day 2 Day 4 Final total: _____			
Level 2.5					
Level 3					
Online Practice Exam Score(s): _____					
Skill Observed in: L = Lab, C = Clinical, * = either setting	Lab	Clinic al	Skill Observed in: L = Lab, C = Clinical, * = either setting	Lab	Clinical
Standard Pre Steps	L	C	Repositioning in bed & chair	L	-
Standard Post Steps	L	C	Position client up in bed	L	-
Hand washing	L	C	Position client on side in bed	L	C
Gloves on & off	L	C	PROM hip, knee, ankle	L	-
PPE don & doff	L	-	PROM shoulder, elbow, wrist	L	-
Passing fresh water	L	-	Transfer from bed to w/c	L	C
Measure fluid intake	L	C	Transfer from w/c to bed	L	C
Assist to feed a client who cannot feed self	L	C	Transfer from w/c to toilet	L	-
Heimlich maneuver	L	-	Assist to ambulate w/gait belt	L	C
Measure and record weight of ambulatory client	L	-	Assist to ambulate w/walker	L	C
Measure weight with w/c scale	L	-	Transfer client using mechanical lifts	L	-
Measure height	L	-	Perineal care - female	L	C
Temperature	*	*	Perineal care - male	L	C
Count and record radial pulse	L	C	Change incontinence garment	L	C
Count and record respirations	L	C	Assist w/bedpan	L	-
Blood pressure - manual	L	C	Assist w/urinal	L	-
Blood pressure - automated	*	*	Assist with toileting/commode	-	C
Unoccupied bed making	L	C	Measure & record urine output	L	-
Occupied bed making	L	-	Bowel movement recording	*	*
Nail care	L	-	Catheter care- female	L	-
Foot care	L	C	Catheter care - male	L	-
Modified bed bath	*	*	Catheter drainage bag emptying	L	-
Assist w/tub bath or shower	-	C	Manage blood and body fluids	L	-
Brush or comb hair	L	-	Assist with hearing and visual aides	*	*
Shave facial hair	*	*	Understanding plan of care	*	*
Mouth care- brush client's teeth	L	-	Applies anti-embolism stocking	L	-
Denture care	L	-	Linen handling- clean and soiled	L	-
Dressing client	L	C			
Dressing client - bedridden	L	C			
Dressing client - w/affected right arm (weak on right side)	L	-			
Signatures below by the instructor and the student indicate that all above listed clinical care skill areas have been completed successfully by the student demonstrating competence in each area, unless otherwise indicated.					
Instructor Signature & Date: _____					
Student Signature & Date: _____					

Professionalism Activity Answers

Across

4. You should bathe on a **REGULAR** basis.
5. It is essential to be dependable and reliable so be sure you are on **TIME**
9. You should always **KNOCK** before entering a person's room.
10. You should always follow through with what you **SAY** you will do.
12. You only have one chance to make a good **IMPRESSION**.
13. Fifty-five percent (55%) of a first impression is based on how you look and **ACT**.
14. Professionalism in an entire **PACKAGE** is comprised of several elements.
15. You are more likely to be cheerful when you are **WELL**-rested.

Down

1. There are **FOUR** components of professionalism.
2. You should always wear your **NAME** badge in a manner that makes your identity visible to all times.
3. We develop first impressions of others based on physical appearance and **BEHAVIORS**.
5. **THINK** before you speak.
6. You should always respect the **PERSON** and the organization.
7. **SMOKING** can cause odors to remain on your breath, hands, hair and clothes.
8. You should always maintain and display a **POSITIVE** attitude.
10. Cell phones should only be used during an appropriate **BREAK** in a designated area.

Medical Terminology Activity Answers

1. O₂
 - Two O's
 - Carbon Dioxide
 - Air
 - Oxygen
2. PO
 - Popped Out
 - Posterior Ostomy
 - By mouth
 - Pre-op
3. Ambulate
 - Configure
 - Walk
 - Sit
 - Hearing test
4. HOB
 - Heart of bladder
 - Help out of bed
 - Head of bladder
 - Head of bed
5. Teaspoon abbreviation is
 - tsp
 - ten
 - tbsp
 - esp
6. DNR
 - Dead on arrival
 - Discontinue
 - Do not reuse
 - Do not resuscitate
7. BM
 - Bowel movement
 - Barium enema
 - Bedrest
 - Bathroom privileges
8. BP
 - Bathroom privileges
 - Blood pressure
 - Barometric pressure
 - Bedrest
9. SOB
 - Stop all meds
 - Short on biscuits
 - Shortness of breath
 - Stand on by
10. W/C
 - Walk with a cane
 - Wheel cart
 - Wheel chair
 - White cells
11. NPO
 - Neosporin
 - Nausea and vomiting
 - Nothing by mouth
 - Nasal cannula
12. As needed abbreviation is
 - AA
 - AU
 - PRN
 - AS
13. Do this immediately, do it
 - IM
 - Stat
 - ASAP
 - Fast
14. AM cares are done
 - Every hour
 - At bedtime
 - In the morning
 - Before lunch
15. I&O
 - Intake & output
 - In & out
 - Include & observe
 - Improvise & omit
16. ROM
 - Range of Motion
 - Route by Mouth
 - Rotate on Midline
 - Recreational Mobility
17. EMR
 - Elevate to Midpoint Range
 - Electronic Medical Record
 - Eye Motion Range
 - Emergency Mobile Rescue
18. Abnormal is
 - Same as normal
 - Different than normal
19. ADL's
 - Advanced Dental License
 - A Doctor Light
 - Activities of Daily Living
 - Activity to do list
20. mL means
 - many leaders
 - milliliter
 - military lessons
 - minutes left

Calculating Intake and Output (I&O) Answers

Calculate how much the person had for fluid intake



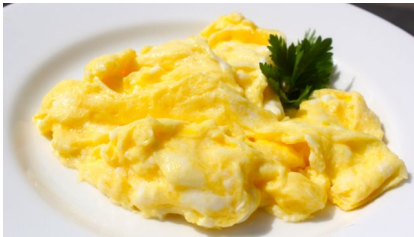
170 mL left in 200 mL glass

___30___ mL



2 ounces – ate it all

___60___ mL



6 ounces eggs – ate it all

___0___ mL



251 mL water bottle - drank it all

___251___ mL



1 jello (4 oz) and 1 pudding (4 oz) – ate it all

___240___ mL

Total intake ___581___ ml

Frequently Asked Questions

What does the CNA training program include?

The program consists of online curriculum housed within the Success Center (Sanford) or the Learning Center (Good Samaritan Society), with in-person skills lab and clinical experience led by LEAD educators.

What is the cost to take the program for a new hire that requires certification for their role?

Sanford Health/Good Samaritan Society (GSS) employees, if nursing assistant certification is required for your position and you agree to a six-month work commitment, upon completion of the nursing assistant training program, there is no cost to complete the nursing assistant training program. The state testing fees for certification are paid for by Sanford/GSS for employees who are required to have the nursing assistant certification for their position. *Please see the additional FAQs below for the cost of the program for other types of participants.*

After the initial pilot, the program will also be offered externally, for an additional fee, to individuals seeking employment outside of Sanford or the Society.

What is the cost to take the training program for certification if I am a new hire in an NA or PCT role?

The program is offered at no cost to Sanford Health employees under the following conditions.

- You were hired into a NA or PCT role, on or after July 20, 2020, that required you to complete the first two levels of the NA training program but does not require certification
- You agree to a six-month work commitment upon completion.
- You are responsible to pay the fee to take the state examination which is determined by the state in which you test (average cost is \$175).
- After successful completion of the state certification exam and upon completion of a six-month work commitment, your state exam fee will be reimbursed

**Note that you will not be paid your hourly rate for any additional training time you elect to complete independently through the nursing assistant training program

What is the cost to take the training program if I am in a NA or PCT role but I started before the Sanford NA program was in place and was not required to take the first two levels of the NA training program?

The cost to take the training program is \$75. There is also a fee to take the state examination which is determined by the state in which you test (average cost is \$175).

- After successful completion of the state certification exam and upon completion of a six-month work commitment, your state exam fee will be reimbursed.

**Note that you will not be paid your hourly rate for any training time you elect to complete independently through the nursing assistant training program

If I am a Sanford/GSS employee but I am not in a NA or PCT role, can I take the nursing assistant training program?

Yes. The cost to take the training program is \$75. There is also a fee to take the state examination which is determined by the state in which you test (average cost is \$175).

- After successful completion of the state certification exam and upon completion of a twelve-month work commitment, your state exam fee will be reimbursed

**Note that you will not be paid your hourly rate for any training time you elect to complete independently through the nursing assistant training program

Will I need to buy a physical textbook for the program?

No. You will be provided access to an electronic textbook during the course.

Do you need any certifications to attend the program?

No, there are no certifications required to participate in the program.

Is the program available for all states at this time?

The initial pilot will be offered within the states of North Dakota and South Dakota on/after July 20th because we have received approval for the curriculum from these states' regulatory bodies. Approval for our current program curriculum is also pending for Nebraska, Minnesota, Kansas and Iowa. We will continue to build out the curriculum and expand the program to additional states with varied educational requirements following the initial pilot.

Did the program start piloting in South Dakota on July 20th?

Yes, the Sanford NA program went live with students in South Dakota on July 20th.

Did the program start piloting in North Dakota on July 20th?

No, the pilot program did not enroll students on July 20th. The program is approved by the ND state Department of Health but the clinical sites and instructors are finalizing their preparation before the pilot program is being offered across the state.

Do I have to go through the entire program?

If your position requires that you are certified as a nursing assistant, then you will need to complete the full program. If it's not required for your position, then you do not have to complete the entire program. Instead, you will be required to complete the course work necessary for both ambulatory and acute positions. You may, however, choose to complete the program and take your state's certification exam.

**Note that you will not be paid your hourly rate for any training time you elect to complete independently through the nursing assistant training program

How many hours of training will be required for me if I am working in a clinic (that doesn't require certification)?

The online program content will take approximately 10 hours (many of the modules are already required as mandatory training – you will only have to do them once) to complete. You will also have skills lab training and additional orientation requirements that are set by your regional LEAD Center.

How many hours of training will be required for me if I am working in a hospital setting (that doesn't require certification)?

The online program content will take approximately 15 hours to complete (many of the modules are already required as mandatory training – you will only have to do them once). You will also have skills lab training and additional orientation requirements that are set by your regional LEAD Center.

How many hours of training will be required for me if I am working in a long term care setting?

The number of hours required depends on your state requirements. The minimum is 75 hours which includes 16 hours of clinical experience but many states have added additional time and content requirements.

How long is the full program to become certified?

The minimum requirement for certification set by Centers for Medicare and Medicaid Services is 75 hours. This includes didactic information, skills lab and 16 clinical hours of a supervised practicum.

Many states have added additional requirements including the number of hours required, so this will vary by state.

How long does the program last?

The minimum time commitment to complete the full program is 80 hours. To be eligible for the state certification exam, **you must complete the course within 120 days** from when you start.

Do I get paid for the part(s) required for my position while I am training to be a nursing assistant?

Yes, you will receive your hourly rate while you work through the online content that is assigned to you as required for your position. You will also receive your hourly rate for any scheduled practice skills in the skills lab, for required clinical hours and for any additional training scheduled for you outside of this program by your LEAD Center educator.

Do I get paid while taking the program if it is not a requirement for my position but I would like to complete the additional courses independently to become certified?

You will not be paid your hourly rate for any additional training time you elect to complete independently through the nursing assistant training program.

Do I have to pay for the state exam for certification if it is not a requirement for my position but I would like to complete the additional courses independently to become certified?

Any state exam fees for certification will be your responsibility if certification is not a requirement of your position. Upon successful completion of the state certification exam and an agreement to a six-month work commitment, your state exam fee will be reimbursed.\

How do I enroll in the training or start the program?

If your LEAD Center is using the program for new hires, you will automatically be enrolled in the necessary training required for your position. If you want to complete the program independently, speak with your LEAD Center education team to ensure that you can be registered for the full program. You will start the online content after you complete your new hire general orientation, but prior to any on the clinical training.

Where can I complete my online learning?

The modules are accessible from any computer. However, your hiring manager and local LEAD Center will determine if you can do the modules from home or if you will need to travel to a Sanford/GSS location to complete them.

Do I need a computer to take this training?

Together with your manager and respective LEAD Center, it will be determined if you can complete the modules from home. If you can, then you will need a computer. If you are required to complete the modules within a Sanford or GSS location, then a computer will be furnished for you at the facility.

What materials are required for the course?

Everything required for the course will be provided. This includes an electronic copy of the textbook, online computer modules, quizzes and the certification fee if you are required to have a certification for your position.

What shifts will I work during the training?

The hours will likely be during the day between 8 a.m. and 5 p.m. However, if you are completing the modules from home, you can do them at a time that works best for you. This program is intended to be flexible and for the online courses to be done when able, including evenings, nights and weekends. Note there likely will be exceptions to this during skills lab and supervised clinical practicum.

Can I work on the floor while taking the classes?

If you are taking this course as a new hire, the course you need will be automatically assigned to you. If Levels 1, 2 and 2.5 are assigned to you, then you must complete them before you start clinical training. If Level 3 is assigned to you, you can complete your skills lab day with the LEAD Center educator/clinical CNA instructor and then begin training/working while you complete Level 3 of the curriculum. (If your job position requires certification, then you must have a minimum of 16 hours of specific education before you can have contact with residents/patients which is contained in Levels 1, 2 and 2.5)

Will my lab and clinical days be scheduled at the location that I will be working at?

The LEAD Center educators are establishing designated lab and clinical locations, as it makes sense for the enterprise program. The CNA instructors cover education for multiple locations so it will be necessary for some learners to travel to another facility to accommodate the enterprise program and the instructor's capacity.

Are there people in my skills lab or clinical who aren't employees of the same location as me?

Yes, there is a great likelihood that you would be grouped with employees at Sanford, GSS or interns who aren't all employed at the same facility as you. This would be very similar to how a community college would arrange clinical training to take place within a long-term care facility.

Will I be a CNA after completing all of the training required for my position at Sanford/GSS?

The Sanford Health Nursing Assistant Training Program meets the requirements to sit for the state certification exam. You must pass the state certification skills demonstration and the written/oral exam before you can be considered a certified nursing assistant.

What happens if I am not successful on my first attempt when taking the exam?

You are allowed up to three attempts to pass the state certification exam. The knowledge portion of the exam can be completed either written or oral. If you do not pass on the final attempt, then you will need to speak with your clinical instructor for next steps.

Once I pass the exam, what do I need to do to start working as a CNA?

Notify your CNA instructor (if they are not the person providing the state exam) and provide your certification results to your HR representative. You are entered into the state CNA registry and your hiring manager can schedule you as a CNA. There are requirements to maintain your certification including hours worked and continued education in-services. Please visit the state nursing assistant registry website for details on maintaining your nursing assistant certification.

Is there a work commitment?

There is the expectation that by Sanford/GSS investing in participants' development that they would continue employment through our organization. Participants in the program agree to six-months of employment upon completion.

Who do I contact if I have questions?

If you have general orientation questions, contact your respective LEAD Center education team. If you have specific questions about the CNA training program or certification, please contact the Employee Service Center.

Addendum A

Minimum CNA Training Program Hourly Requirements by State

**Current as of June 2020*

States of Sanford/GSS Presence	Total Minimum Training Hours Required	Additional States	Total Minimum Training Hours Required
Arizona	120	<i>Alabama</i>	75
Arkansas	90	<i>Alaska</i>	140
Colorado	75	<i>California</i>	150
Florida	120	<i>Connecticut</i>	100
Hawaii	100	<i>Delaware</i>	150
Idaho	120	<i>District of Columbia</i>	120
Indiana	105	<i>Georgia</i>	85
Iowa	75	<i>Illinois</i>	120
Kansas	90	<i>Louisiana</i>	80
Kentucky	75	<i>Maine</i>	180
Minnesota	75	<i>Maryland</i>	100
Montana	75	<i>Massachusetts</i>	75
Nebraska	75	<i>Michigan</i>	75
New Mexico	75	<i>Mississippi</i>	75
North Dakota	75	<i>Missouri</i>	175
Ohio	75	<i>Nevada</i>	75
Oregon	155	<i>New Hampshire</i>	100
South Dakota	75	<i>New Jersey</i>	90
Tennessee	75	<i>Pennsylvania</i>	80
Texas	100	<i>Rhode Island</i>	100
Washington	85	<i>South Carolina</i>	100
West Virginia	120	<i>Wyoming</i>	75
Wisconsin	120		

Our Mission, Vision and Values

Our Mission

Dedicated to sharing God's love through the work of health, healing and comfort.

Our Vision

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

Our Values

Calling

Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.

Courage

Having strength to persevere, innovate, use our voices and take action.

Family

Celebrating the connection and commitment we have to each other through it all.

Community

Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.

Service

Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of both organizations.

Resolve

Adhering to systems that align actions to excellence, efficiency and purpose.

Advancement

The pursuit of individual and organizational growth and development.