

Sanford Health Nursing Assistant Training Program

Course Syllabus

Student Name:

Instructors:

State Coordinator, Phone and Email:

Clinical Learning and Development Specialist, Phone and Email:

Facility Phone Number and Director of Nursing Services:

Office Hours:

Monday through Friday, 8am – 5pm and by appointment

Excluding Sanford Health and Good Samaritan Society Holidays

Information Technology Help:

TechPOINT (877) 949-5678 Option 2

Human Resources and Payroll:

Employee Service Center (877) 949-5678 Option 1

Nursing Assistant Training Resources Website:

<https://sanfordcareers.com/Sanford-NA-Program/>

This course syllabus outlines the Sanford Health Nursing Assistant Training Program that students will use to get CNA certification.

If you have any questions on the syllabus, please reach out to your State Coordinator or hiring location.

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Course Description

- Designed to train and prepare Sanford Health / Good Samaritan Society employees to learn basic nursing assistant skills and to successfully pass a state practical skills competency and knowledge exam.
- Successful completion of the training program and state exams will result in the employee earning a Certified Nursing Assistant (CNA) designation. Nursing assistant course topics include safety, communication, interpersonal skills, infection control, basic resident rights, basic nursing assistant skills, personal care, nursing assistant role, physical health, mental health, illness, and the aging process.
- The total number of program hours vary and are dependent on individual state requirements. The minimum requirement is 75 hours.

Course Content

This is a hybrid course which includes computer-based training (CBTs): online courses, videos, quizzes, and exams.

Courses must be completed in sequence to meet the learning objectives of each level.

Additionally, the program requires Supervised Practical Training (Referred to as: Hands-on training, In-person skills lab or Clinical). **Travel may be required to meet these training needs.**

Course Objectives

Upon successful completion of this course, student will:

Demonstrate novice level competence in the Core Curriculum topics of:

- Communication & Interpersonal Skills
- Safety & Emergency Procedures
- Promotion of Resident Independence
- Infection control
- Respecting Resident rights

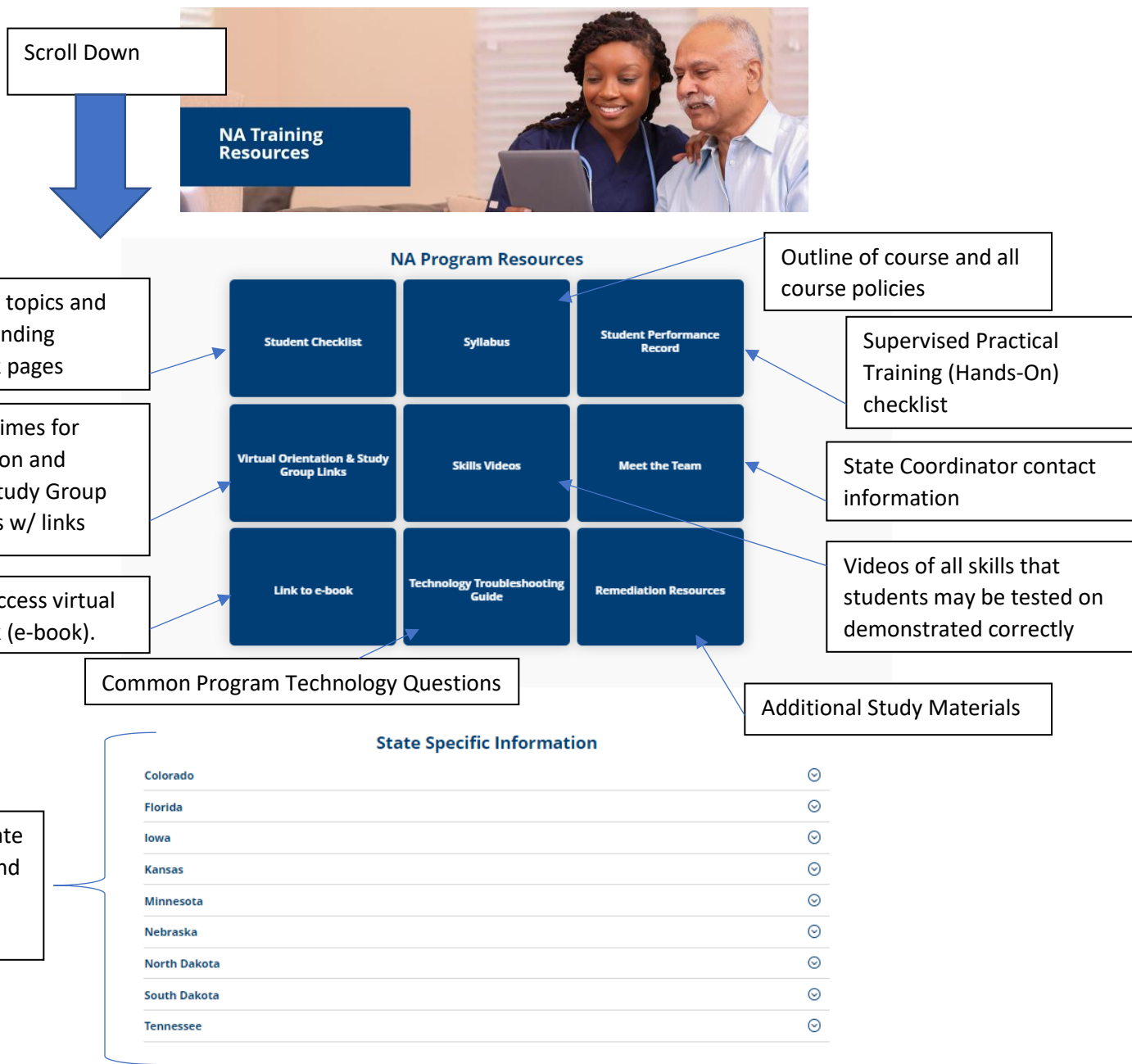
Apply the following at a novice level:

- Demonstrate the ability to perform basic nursing assistant and personal care skills.
- Use effective communication and interpersonal skills with clients, families, and staff.
- Awareness of mental health and social service needs of residents. Demonstrates the ability to care for residents, including following an individualized care plan for the client's physical, cognitive, spiritual, emotional, and social needs.
- Implement knowledge regarding care for residents with cognitive impairments, including Alzheimer's and dementia Care
- Perform basic restorative services.

Course Resources

This section outlines the various tools and support services that are provided for students. The majority of resources can be accessed from the NA Training Program Website.

NA Training Program Website link: <https://sanfordcareers.com/Sanford-NA-Program/>



Textbook

Students will be given access to a virtual textbook (e-book):

Sorrentino, S.A. & Remmert, L.N. (2021). Mosby's Textbook for Nursing Assistants, 10th ed. Elsevier. ISBN: 978-0323655606

No login or access account is required. Hard copies of the textbook are not provided.

To access the book use the 'Blue Button' from the NA Resources website (as pictured above). This is the recommended process. Or copy and paste the link below into a web browser:

bc.vitalsource.com/tenants/sanfordhealthplancornerstone/books/9780323655620

State Specific Candidate Handbook

The State handbook should be reviewed by the student prior to any in-person training. Students will need to bring a copy of the state handbook and any program documents to all in-person trainings.

Course Policies

Students will be expected to adhere to the policies within this course syllabus as well as any/all Sanford Health and Good Samaritan Society employee policies.

Completion Timeline / Academic Agreement



The Academic Agreement be reviewed and all signatures (student, hiring manager, and instructor) must be completed **prior to the start of the course**. The Academic Agreement does not create an employment contract. Nothing in this Course Syllabus or Academic Agreement alter the at-will nature of employment.

- The instructor will develop an academic agreement for each individual student.
- Failure to meet program expectations and timelines will result in removal from the program and possible termination of employment.

- If a student is unable to meet the deadlines or training dates, they must communicate this concern to their instructor when the academic agreement is initiated. If extenuating circumstances occur after the agreement is in place, students should contact their instructor as soon as possible.

Students must successfully complete all requirements of the NA Program to sit for the state exam:

- Full-time employees must complete the requirements within 30 days of hire.
- Part-time employees must complete the requirements within 60 days of hire. A minimum of 16 hours per week must be dedicated to the CNA program.
- Failure to obtain state certification within 120 days may result in dismissal from the program.

Academic Honesty

A student may not allow others to do coursework for them. Any required testing may be monitored or proctored. State certification guidelines must be followed during testing. Dishonesty will result in a student being removed from this course.

Time and Attendance Policy

Students must work on coursework during the agreed upon hours arranged between the hiring manager and student.

If an employee was hired full-time, the course requires full-time weekly learning hours.

If an employee was hired part-time, they must work on this course the agreed upon hours with the instructor and the employer and a minimum of 16 hours per week.

Instructor must be notified of an absence at least two hours in advance.

Arriving more than 15 minutes late to a scheduled in-person training will result in student being sent home and counted as an unexcused absence.

If a student is a No Call / No Show for state testing this will be considered an unexcused absence for the student.

Students should follow their facilities guidelines regarding timecard entries and payroll policies. It is the expectation that students will record all time worked.



Any payment for CNA program training hours that are completed is arranged between the student and their hiring location/employer.

The expected hours of training are listed within each section in the Student Checklist.

All employment rules and regulations must be followed in order to stay in the course.

For continued employment purposes, students must show satisfactory progress in the course.

Student/Instructor Communication

Email is the primary form of communication. While in the program student are expected to check email on a **daily basis**.

While students are enrolled in this course, they must respond to weekly check-in communication from their instructor stating their progress and amount of hours spent studying course material.

Instructors will attempt to return student's phone calls and/or emails within 24 hours during the business week. Instructor's office hours are normally Monday through Friday 8 a.m. to 5 p.m.

Students are required to respond to all instructor communication within 24 hours during the business week.

If additional support is needed appointments will be made to facilitate the student's learning. These appointments may be virtual.

Instructors may not be directly available for questions on weekends or holidays depending on schedule.

If a student fails to communicate weekly, they will be removed from the course.

Grading Policy

Students are graded throughout the online coursework via quiz questions incorporated throughout the curriculum and exams after each level (1-4). The questions are completed in English and require a passing score of 80% correct or higher to proceed.

End of Level exams are closed book exams (no notes or other study materials are permitted) and must be completed in one sitting. There is not an option to save the exam and return to it later. Student must ensure they have allocated sufficient time to complete the exams once they are started.

End of Level exams may be proctored at the instructor's discretion.

Anytime a score of 80% or higher is not achieved students are required to review their incorrect answers, it is recommended that students review incorrect answers after all tests are completed.

If an 80% is not achieved on the Level 1, 2 and 3 exam within three attempts, students must meet with their assigned state coordinator for remediation.

There is a comprehensive final exam at the end of Level 4 (exam is 100 questions with a 150 minute time limit). The final exam must be passed with 80% or higher correct within three attempts to complete the training program successfully and to be eligible for state testing. Students who fail to achieve an 80% on the Level 4 exam after three attempts will be removed from the course.

If students do not score a 60% or higher on the first attempt of the Level 4 exam, they are required to complete an appeals form to be signed by their DNS and state coordinator before subsequent attempts will be deployed.

Students are required to contact their state coordinator if they have exhausted their test attempts and should not proceed forward in the curriculum.

All program coursework, skills and clinical must be completed successfully to be eligible to take the state certification exam.

Remediation Plan

A student may receive a remediation plan for academic concerns, failing to follow due dates, professional misconduct, unsafe practice, lack of required communication, failing a state test attempt, and/or lack of satisfactory progress.

- If a student receives a remediation plan, it must be acknowledged and the signature agreement page must be returned to instructor within two business days.
- The activities within the remediation plan must be completed and returned to the instructor within the specified timeframe.
- Failing to follow the remediation plan will result in being removed from the course.

Disciplinary Action

If disciplinary action is needed, instructors will implement the following policy

- **1st offense:** first warning given by instructor. The violation must be corrected immediately.
- **2nd offense:** a final warning given by instructor. The violation must be corrected immediately.
- **3rd offense:** removed from the program

Examples of what would be considered an “offense” may include but not limited to:

- Missing a due date
- Missing an in-person training day without notifying instructor at least two hours in advance
- Failing a test attempt (either program final exam or state test)
- Lack of communication
- Unprofessional or unsafe conduct

Course Completion & State CNA Exams

Not everyone who begins the CNA course will be successful. State certification testing is difficult and requires proficient nursing assistant knowledge and skills to be successful.

Some states do not allow nursing assistants to work after failing state testing and Good Samaritan Society/Sanford Health reserves the right to remove a student from work until they have successfully become certified.

- A prospective CNA must be dedicated and willing to put in the necessary time to study and prepare to pass the state certification skills competency and knowledge exam. All online curriculum levels must be completed, skills training, clinical training and final exam in Level 4 must be passed.
- State exam test scheduling is based on the student's readiness to test. If the student meets all of the requirements to test but the CNA instructor feels that the student needs more time to study prior to state testing, the state testing will be delayed per the instructor's discretion.
- If a student fails a state testing attempt, the student will be required to follow a remediation plan developed by their instructor. Once successful remediation is completed then retesting will be scheduled.
- Some locations will require a student to pay for a second/third attempt of the state exam. When the student passes and becomes certified, there is reimbursement available.
- **The state knowledge exam can be completed as an audio option. This is encouraged for any students that may benefit from hearing the exam read aloud to them by a computer program during state testing. Students must indicate this preference prior to testing.**

Failed Course Attempt

- The Sanford Health Nursing Assistant Training Program will be offered as a **one-time resource** for employees.
- If a student does not successfully pass the training program and / or the state certification exam within 120 days of their nursing assistant hire date, they will be removed from the program.
- **Readmission into the program for a failed attempt is not an option.**
- External CNA training programs are available as an external resource for students with a failed course attempt.

Any external resources are outside of the Sanford CNA program and are up to the student to explore or the hiring location to arrange within their discretion.

HIPAA

Health Insurance Portability and Accountability Act (HIPAA) guidelines will be followed including the use of smart phones/watches.



It is considered abuse to utilize technology to photograph or video residents/clients and their personal private information. Additional HIPAA regulations may be required per specific state.

Disability Services

The ADAAA (Americans with Disabilities Act Amendment Act) is a civil rights law that protects individuals with disabilities from discrimination in the workplace. The Sanford CNA training program adheres to all accommodation policies as set forth by Sanford Health.

All students with a qualifying medical condition are eligible to request reasonable accommodations.

Please use the link below to visit the Human Resources page that discusses ADA accommodations, the request process, and all necessary forms.

[ADA accommodation Process](#)

Or students can contact the Human Resources department at:

Email: accommodations@sanfordhealth.org

Phone: 877-949-5678 Opt. 1

Students that have a documented ADA accommodation, and they wish to use it for state testing, are required to complete the forms required by the testing company in their state. Speak with your State Coordinator if you need assistance locating these forms.

Please note: Tests are administered by outside entities. These companies retain all authority over granting accommodations on testing. The Sanford

Health / Good Samaritan Society CNA training program must abide by their decisions for testing procedures.

Professional Dress

Students are required to wear clean, well-fitting scrubs for all in person training. Some facilities have specific colors assigned to specific job roles; students should check with facility leadership before purchasing scrubs.



Students are expected to follow their facility's dress code and always wear their assigned name tag.

Name tags should be placed on the upper right shoulder. Name tags need to identify student status.

Jewelry may present an infection control risk. Any Jewelry worn must adhere to Sanford Health / Good Samaritan Society dress code standards.

Cost of Course

Course is paid by the student's employer. Sanford Health/Good Samaritan Society employees participate in this CNA program, based on the need for certification in their job role.

Remote Learning

Facilities or instructors will schedule students in the location for online learning.

If extenuating circumstances exist remote learning must be approved by facility leadership.

If a hiring location leader approves remote learning for a student, the student must have adequate internet bandwidth and must have their own laptop/desktop computer to complete the content remotely.



Payment and time-clocking procedures for any time worked remotely should be discussed and negotiated with home facility and hiring manager prior to any remote work being conducted.

Nursing Assistant vs Certified Nursing Assistant (CNA)

Until a nursing assistant student becomes certified, they must work within the nursing assistant role. **Students may not perform tasks outside of the assigned nursing assistant duties.**

Once a student meets the requirements necessary to have resident/patient contact, the hiring location must **pair an uncertified nursing assistant with a preceptor** for any floor training hours scheduled.

The uncertified nursing assistant is not able to work independently until they complete their state CNA certification.

Precepted On-the-Job Training Policy

Federal and state regulations require that uncertified nursing assistants receive training in specific topics prior to having contact with residents/patients.

These training standards are built into the Sanford Health Nursing Assistant Training Program. For this reason, Levels 1, 2, & 3 of the online content must be completed prior to completion of Supervised Practical Training or in-person skills training.”

Supervised Practical Training requirements and activities vary by state. Supervised Practical Training activities may include time spent in a lab or clinical setting. In accordance with state law and facility policy, after in-person skills training has been completed with an approved CNA instructor, the nursing assistant may start some on-the-job training with a preceptor in their hiring location (this is sometimes referred to as ‘floor training’).

These floor training hours are as time permits, based on the academic agreement and continued progress within the course.

If a student’s training progress in the course is not meeting the agreement terms, floor training can be denied to ensure compliance within the training program.

Clinical training hours DO NOT replace precepted orientation hours.



Failure to meet program expectations and timelines will result in removal from the program and possible termination of employment.

This syllabus is subject to change at the instructors' discretion.

Revised: 2/14/24