

**PROGRAM COORDINATOR'S  
TOOLBOX:**

**A Guide to Basic Nursing Assistant  
Training Program Operation**

# PROGRAM COORDINATOR TOOLBOX

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### **PURPOSE**

This document has been developed as a guide containing information that will assist Program Coordinators and Instructors in the operation of their respective Basic Nursing Assistant Training Program (BNATP). This tool includes information on developing a new BNATP and maintaining compliance once a program is established. You will be directed to various websites for information, forms and documents. Information located on some sites may not be repeated in this document due to space limitations.

It is advisable to review this guide on a regular basis, as updates will be added when available.

### **HELPFUL ACRONYMS:**

BNAT	Basic Nursing Assistant Training
BNATP	Basic Nursing Assistant Training Program
BNATP Code	Program code number assigned by the Department to Approved BNATP
CAP	Corrective Action Plan
CEP	Competency Evaluation Program
CFR	Code of Federal Regulations
CMS	Centers for Medicare & Medicaid Services
CNA	Certified Nursing Assistant
CNAEA	CNA Educators Association
CPR	Cardiopulmonary Resuscitation
HCWR	Health Care Worker Care Registry
IBHE	Illinois Board of Higher Education
IDPH	Illinois Department of Public Health; Department
ISBE	Illinois State Board of Education
LTC	Long Term Care
NATCEP	Nurse Aide Training Competency Evaluation Program also known as the Illinois Nurse Assistant/Aide Training Competency Evaluation Program
SIUC NAT	Southern Illinois University Carbondale, Nurse Aide Testing
SSN	Social Security Number

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**NATCEP CONTACT INFORMATION**

**Illinois Department of Public Health**  
 Education and Training Section  
 525 W. Jefferson Street, 4th Floor  
 Springfield, IL 62761

Fax: 217-557-3363  
 Website: [www.dph.illinois.gov](http://www.dph.illinois.gov)

Connie Jensen Acting Section Chief <a href="mailto:connie.jensen@illinois.gov">connie.jensen@illinois.gov</a>	Jennifer Kempiners, PSA <a href="mailto:jennifer.kempiners@illinois.gov">jennifer.kempiners@illinois.gov</a> 217-785-5569	Frances Collins, RN, PSA State Training Coordinator 217-785-5132
Lori Brown, RN, PSA Education and Training 217-785-9172		

**Health Care Worker Registry (HCWR)**  
 525 W. Jefferson Street, 4th Floor  
 Springfield, IL 62761

Phone: 217-785-5133  
 Fax: 217-524-0137  
 Email: [DPH.HCWR@illinois.gov](mailto:DPH.HCWR@illinois.gov)  
 Website: [hcwrpub.dph.illinois.gov](http://hcwrpub.dph.illinois.gov)

**Nurse Aide Testing**  
 Southern Illinois University Carbondale  
 1840 Innovation Drive, Suite 103  
 Carbondale, IL 62903

Phone: 618-453-4368  
 Toll free: 877-262-9259  
 Fax: 618-453-4300  
 Email: [wednat@siu.edu](mailto:wednat@siu.edu)  
 Website: [nurseaidetesting.com](http://nurseaidetesting.com)

Dr. Thomas Hovatter Project Coordinator <a href="mailto:cobra7@siu.edu">cobra7@siu.edu</a> 877-262-9259	Darin Barham Psychometrist <a href="mailto:dbarham@siu.edu">dbarham@siu.edu</a> 877-262-9259	Julia Ross-Ringering Education Coordinator Northern Region <a href="mailto:Julia.Ringering@siu.edu">Julia.Ringering@siu.edu</a> 618-521-2760
Mary Corry Education Coordinator Central/Southern Region <a href="mailto:Mary.Corry@siu.edu">Mary.Corry@siu.edu</a> 618-521-0088		

**Illinois Board of Higher Education**  
 1 N. Old State Capitol Plaza, Suite 333  
 Springfield, IL 62701

Phone: 217-782-2551  
 Fax: 217-782-8548

Michelle Shaver Support Staff <a href="mailto:Shaver@ibhe.org">Shaver@ibhe.org</a> 217-558-2514
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**Illinois State Board of Education**  
100 N. 1st Street  
Springfield, IL 62777

Phone: 217-782-4321  
Toll Free: 866-262-6663

Annie Brooks Principal Consultant College and Career Readiness IL State Board of Education abrooks@isbe.net 217-524-4832
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### **Certified Nursing Assistant Educators Association**

Officers' Contact Info can be found at:  
cnaeducators.org

### **Other Contact Info**

Kara Helton Supportive Living Facilities Healthcare and Family Services Kara.Helton@illinois.gov	Lynda Kovarik Assisted Living Facilities IL Dept of Public Health Lynda.Kovarik@illinois.gov
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### **PROGRAM COORDINATOR** – 77 Illinois Administrative Code, Section 395.165

The PROGRAM COORDINATOR is a registered nurse responsible for the planning, implementation, evaluation and overall coordination of a BNATP. This includes verifying proper completion and submission of forms and documents related to the BNATP operation. Maintaining current contact information including telephone number, fax number and email address is vital to a successful BNATP. A change in Program Coordinator requires written notification to the Department within 5 business days. Email notification is acceptable.

All correspondence from the Department and SIUC Nurse Aide Testing Project will be directed to the Program Coordinator. Please make sure the contact information on Page 1 of the Master Schedule is current. Program Coordinators are expected to disseminate received reports and updates in a timely manner to the instructors in their respective BNATPs. This promotes program improvement and compliance with the rules and regulations.

Please include the BNAT Program name and Program Code number on all correspondence to the Department, including electronic mail. Emails without a Program number included in the subject line will experience a delay in response.

**\*\* Reminder to Program Coordinators:** BNATP Instructors and Evaluators who completed the original Train the Trainer (TtT) course and Evaluator Workshop **prior to and including 2010, were required to first complete** an online Train the Trainer Refresher course and an Evaluator Refresher class. If Refresher courses were not completed in 2014 and 2015, the Instructor/Evaluator cannot teach in a program or

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evaluate nurse aides who need to have skills checked for recertification. These individuals, meeting the criteria indicated above, must repeat a Train the Trainer course (not Refresher) and an Evaluator Workshop (not Refresher). (See 77 IL Administrative Code, Part 395, Sections 395.160 a)2)C) and 395.160 a)4).)

**\*\*Refresher courses for 2016.** Train the Trainer and Evaluator Refresher courses offered in **2016**, are required for Instructors and Evaluators who completed the original Train the Trainer course and Evaluator Workshop in **2011**. Train the Trainer Refresher courses are completed online. Evaluator Refresher courses are face-to-face sessions conducted at designated community colleges throughout the state.

- The final **Train the Trainer Refresher course started in April, 2016 and will conclude in May**. Additional TtT Refresher courses **may** be scheduled later on in the year.
- Evaluator Refresher courses will be scheduled following conclusion of the Train the Trainer Refresher courses ending in May.

**Courses may be found at [www.cnaeducators.org](http://www.cnaeducators.org)-click on "Refresher"**

### **RULES AND REGULATIONS: STATE AND FEDERAL**

**Basic Nurse Aide Training Programs in Illinois are responsible to comply with both State and Federal regulations.**

**Federal Regulations:** [www.cms.gov](http://www.cms.gov). → **Regulations and Guidance** → **Guidance** → **Manuals** → **Internet-Only Manuals** → **100-07 State Operations Manual** → **Chapter 4 Program Administration and Fiscal Management** → **4132 NATCEPs and CEPs**.

**Code of Federal Regulations:** [www.ecfr.gov](http://www.ecfr.gov) → **Title 42** → **Part 483** → **Part 483.1 to 483.480 Requirements for States and Long Term Care Facilities** → **Subpart D** — Requirements for Nurse Aide Training and Competency Evaluation Programs.

### **Federal Regulations for Long Term Care Facilities:**

[http://cms.hhs.gov/manuals/Downloads/som107ap\\_pp\\_guidelines\\_ltc.pdf](http://cms.hhs.gov/manuals/Downloads/som107ap_pp_guidelines_ltc.pdf). This is the State Operations Manual Appendix PP – Guidance to Surveyors for Long Term Care Facilities. It is important for Instructors and Evaluators to be aware of the services LTC facilities are required to provide in order to supply the most up-to-date information to their students.

**IDPH State Regulations:** [www.dph.illinois.gov](http://www.dph.illinois.gov) is the new web site for the Department. To easily locate licensure rules for Nurse Aide Training Programs, go to **[www.nurseaidetesting.com](http://www.nurseaidetesting.com)**. Click on "Illinois Administrative Code" under the Program Coordinators and Instructors tab. **Click on IL Administrative Code, Part 395**. This is the Code for Nurse Aide Training Programs including program operation and BNATP curriculum requirements section.

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Other licensure regulations that may be helpful are **Skilled Nursing and Intermediate Care Facilities Code** (77 Illinois Administrative Code, Part 300) and **Health Care Worker Background Check Code** (77 Illinois Administrative Code, Part 955). Links to these sections may also be found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com) under the Program Coordinators and Instructors tab.

**Health Care Worker Background Check, Web Portal, Portal Registration Authority (PRA):** 77 Illinois Administrative Code, Part 955 Health Care Worker Background Check Code: <http://www.ilga.gov/commission/jcar/admincode/077/07700955sections.html>. Please contact the HCWR staff for specific instructions. All BNATP's should be connected to the IDPH web portal. Contact [Sally.Norris@illinois.gov](mailto:Sally.Norris@illinois.gov) regarding web portal access.

### **TB Skin Test Requirements:**

Since the students' clinical experiences may place them into "direct contact" with high-risk individuals, Program Coordinators must have knowledge pertaining to TB screening and prevention. Reference the following rules in the Illinois Administrative Code regarding TB testing:

1. 77 Illinois Administrative Code, Section 300.1025 Tuberculin Skin Test Procedures

Tuberculin skin tests for employees and residents shall be conducted in accordance with the Control of Tuberculosis Code (77 Illinois Administrative Code 696).

(Source: Amended at 36 Ill. Reg. 15267, effective October 2, 2012)

2. 77 Illinois Administrative Code, Section 696.140 Screening for Tuberculosis Infection and Disease

TB surveillance is conducted by county/local Health Departments. Contact your local Health Department with any questions.

### **SOCIAL SECURITY NUMBER INFORMATION**

**It is IDPH policy that an individual must have a valid Social Security Number in order to take the state written competency exam. There are no exceptions!**

For Social Security Number questions, Program Coordinators should review the Social Security Administration web site at <http://www.ssa.gov/employer/ssnvhighgroup.htm>

### **BNAT PROGRAM TYPE DEFINITIONS**

Use the following as a guide to determine the program type of your BNATP. These BNAT Program Type Definitions were developed by IDPH and SIUC in order to define programs consistently, to increase validity of comparisons based on program type and



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to clarify which rules and regulations pertain to specific BNATPs. A BNATP is classified as one of the following:

- **COLLEGE**
  - Sponsored by a community college Adult students, secondary students
  
- **SECONDARY**
  - Sponsored by a high school, an area vocational/career center or community college.
  
  - High school programs must have designated space to conduct classes, including lab practice, if theory is taught at the school. Students may also have instruction at facilities or area career centers.
  
  - High school students attend during regular high school hours.
  
- **VOCATIONAL**
  - Sponsored by a vocational career center/school or private entity.
  
  - Educational institution privately owned and operated which holds a valid certificate of approval or certificate of exemption issued by the Illinois Board of Higher Education. Reference: Private Business and Vocational Schools Act [105 ILCS 425] and Private Business and Vocational Schools (23 Ill. Adm. Code 451).
  
  - Enrolled students may include secondary school students, attending during regular school hours.
  
  - Also adult students.
  
- **FACILITY**
  - Sponsored by a facility licensed by the Department under the Nursing Home Care Act [210 ILCS 45].
  
  - IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP.
  
  - IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

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- **HOME HEALTH**

- Sponsored by a Home Health Agency licensed by the Department under the Home Health Agency Licensing Act [210 ILCS 55].
- IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP and is charged a fee to attend the class.
- IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

- **HOSPITAL**

- Sponsored by a hospital licensed by the Department under the Hospital Licensing Act [210 ILCS 85].
- IBHE approval of the BNATP is also required if admission to the program is open to anyone other than employees of the facility who meet the admission requirements of the BNATP and is charged a fee to attend the class.
- IBHE approval is not required if program is only offered to the facility employees at no cost to the employee.

*NOTE: Vocational programs with high school students are considered Secondary programs. Private programs will now be typed as Vocational because of required IBHE approval as private business and vocational schools.*

**NEW BNATP APPROVAL** – 77 Illinois Administrative Code, Sec 395.110.

Written approval from the Department is required prior to the start date of a new BNATP class. The Department assigns a program code once approval has been granted. A Program Sponsor may have several program codes when classes are taught at various locations. Examples of when a separate program code is required:

- Program Sponsor is establishing an additional program with the Theory site at a new location.
- Program Sponsor is offering classes to high school/secondary students during regular high school hours and also offering classes to adult students.
- Difference in total number of Theory and Clinical hours between class offerings of same Program Sponsor such as day and evening classes.

The NATCEP New Program Submission Checklist and BNATP Facility & Equipment/Supplies Form, both located on [www.nurseaidtesting.com](http://www.nurseaidtesting.com), are the forms to complete and submit to the Department. The checklist has a detailed listing of

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additional forms and documents. Questions and requests for additional information can be directed to Jennifer Kempiners, Education and Training Section, IDPH either in writing or via email. Following are some thoughts that may be helpful when completing this process:

1. Incomplete submissions will be returned to the Program Sponsor.
2. Allow 90 days from the date that the complete submission is received by the Department for new program approval, denial or request for additional information.
3. Organizing the documents of your submission in the same order as on the checklist, separating the sections with a colored sheet of paper and using a binder clip will help with the review by the Department. It is not necessary to submit documents in a binder or in sleeve protectors.
4. Obtain required certificates of approval from other agencies (such as ISBE or IBHE) to be included in the program application. Facility-based programs (Nursing Home, Home Health Agency and Hospital) are required to have approval from IBHE if they will be admitting students other than their employees and are charging a fee to take the course.
5. IBHE approves Private Business/Vocational Schools and ISBE approves Secondary school programs. Both IBHE and ISBE approvals are renewed **annually**. Programs approved by either agency must submit a copy of the approval letter to Department.
6. Objectives and Content:
  - Ensure that your syllabus is complete. There are websites with guidelines for preparing a syllabus if your educational entity does not have a standard form for you to use. All sections/classes with the same BNATP code number should use the same basic syllabus.
  - Textbook choices are abundant. The Department and SIUC NAT do not recommend or endorse any specific textbook. A detailed review and comparison of several different textbooks by the Program Coordinator and Instructors using pre-determined criteria will help narrow the choices. Consider your student's abilities and capabilities.
  - Having sound program policies and procedures stated in your syllabus will lead to a stronger and more solid program. The attendance policy, including make-up guidelines, will be reviewed closely. When developing your policies and procedures, consider all aspects of program operation and instruction in both Theory and Clinical environments. Some of these may include admission requirements, classroom and homework assignments,

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attendance and tardiness, student behaviors and expectations, dress code, cell phone and computer usage, grading system, cheating, etc.

7. Allocation of BNAT Program Hours worksheet, found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com) lists the minimum number of Theory hours that must be dedicated to each module. Indicate the number of hours your BNATP will dedicate to each module in the blank column; do not use a range of hours.

Lab time/practice is included in the Theory hours. Time on the Allocation of Hours form must equal Theory hours indicated on Page 1 of Master Schedule.

8. The Methodology section may seem to be a repeat. It is actually an expansion of what is found in your syllabus since you are being asked to provide a detailed listing of any/all audiovisual and multi-media materials being used. The BNATP Facility & Equipment/Supplies Form is to be completed and attached to the New Program Submission Checklist. Access to medical equipment and supplies for student practice and demonstration of the required skills outlined in the model program must be provided to the students by the BNATP; reference 77 IL Administrative Code, Sections 395.050 Lab Environment & 395.170 (f).
9. Each individual Instructor must be approved in each BNATP in which they teach. See the Instructor Approval section for additional information.
  - Facility-based programs must identify the Approved Outside Evaluator. This individual shall not be an Instructor approved for this BNATP or have any fiduciary relationship with the Clinical site(s), if the facility is managed/owned by a corporation that has other facilities.
  - Instructors in BNATPs who are approved by ISBE or IBHE still require approval by the Department.
  - A copy of each Evaluation Tool to be used in the BNATP is to be submitted. These should include, but are not limited to:
    - Instructor and Program Evaluation forms completed by the student to evaluate the instructor(s) and the BNATP. This may be a combined form.
    - Clinical Skills Checklist which should include more skills than just the required 21 Performance Skills that must be evaluated by an Approved Evaluator. Provide a list/check-off sheet for additional skills of which students will be evaluated. The nursing assistant will learn approximately 200 skills in a BNATP so there are many choices. Remember, students have **three opportunities** to successfully complete each of the 21 Performance Skills.

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- Written Final Examination must be comprehensive and a balance of questions covering all modules/units; it must include questions pertaining to Resident Rights. Questions about tasks not included in the Model BNATP curriculum are to be excluded. Using the Allocation of BNAT Program Hours as a worksheet can help you assess this balance. Remember to submit the answer key! More than one version of a Final Examination can be used by a BNATP. All Final Examination questions must be Multiple Choice.
- Clinical Performance Evaluation Form is the document the Clinical Instructor will use to evaluate your student in the clinical setting. Will clinical be a pass/fail or will your student earn a clinical grade? Evaluate the student on areas such as, interaction with residents, follows directions, punctuality, etc. The form should include a signature line for your student to acknowledge receipt of the evaluation and a space for comment by the student.

Submit a Clinical Site Agreement for each facility that will be used as a clinical site. This Agreement is a contract that is signed and dated by the Program Sponsor representative and the facility representative, which grants written permission for the use of the facility and/or equipment not owned or operated by the Program Sponsor.

The Agreement should include a statement that the Program Coordinator will provide a copy of the Master Schedule for each clinical group.

### Notes about the proposed Master Schedule:

- Reference: *IDPH Guidelines for Completing BNATP – Master Schedule* found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com). It is advisable to review these guidelines when preparing the Master Schedule.
- Once the program is approved, Master Schedules must be received by IDPH **15 business days prior to the start of class. Schedules not meeting this requirement will not be approved.**

The current Schedule template is dated 03/2014. Choose the Master Schedule most appropriate to the length of your class offering.

Please refrain from listing all Approved Instructors on every Master Schedule; the Department only needs to see the names of Instructors for that particular schedule.

- Write “pending” for the Program Code Number.
- Write “pending” for the Instructor Code for each of the listed Instructors.

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- This is a proposed Master Schedule; a revision may/will need to be submitted once the BNATP is approved if the dates change from this proposed submission. If this first class offering is cancelled, notify the Department of the cancellation.
- Both Theory and Clinical hours must be calculated to allow for break time. Be realistic in setting up your class schedule. The hours listed in the Theory and Clinical hour columns exclude orientation, break and meal times, pre- & post-conferences, travel time and in-services.
- There must be an Instructor who is approved to teach CPR content designated on the Master Schedule. This cannot be a “group” such as the fire department; approval is based on the individual Instructor’s qualifications.
- The Approved Outside Evaluator must be identified for a facility-based BNATP. This individual cannot be an Approved Instructor with this BNATP.

The Department will send a letter of program approval to the Program Sponsor. Note your BNATP Code Number. **Include the BNATP name and program code number in all correspondence to the Department and SIUC NAT.** You will also receive packets containing information and forms about Instructor Codes and state written competency testing.

### **NOTE: CHANGES MADE TO CURRENT BNATP**

Any changes made to an existing program must be communicated to the Department. **The basic rule of thumb is: if it (form, document or information) was required for initial program approval, then Department approval is required prior to implementation of the change(s).**

Using the appropriate form is recommended, such as using the BNATP Facility & Equipment/Supplies Form for proposed changes in Theory Site and using the Allocation of Hours worksheet for proposed changes in program hours. If the Final Examination is revised, you must provide a copy and answer key for the new exam to the Department.

**INACTIVE STATUS & REACTIVATION OF BNATP** – 77 Illinois Administrative Code, Section 395.140.

A BNATP can submit a written request by email or letter to the Department in order to be placed on inactive status. The Department can place a BNATP on inactive status if there has been no program activity for 24 consecutive months.

The Program Sponsor requesting REACTIVATION of a BNATP is required to complete the same process as for new BNATP approval (77 IL Admin. Code, Section 395.140 (b-d)).

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### **INSTRUCTOR APPROVAL** – 77 Illinois Administrative Code, Sec 395.160.

Any Instructor presenting BNATP curriculum content must have Department approval **prior** to instructing any content area of a BNATP class. If a non-approved individual presents BNATP curriculum content, a Department-approved instructor must repeat the content to the students. BNATPs are required to have a Department Approved Evaluator(s) to test students on the required 21 Performance Skills.

Instructor requirements are outlined in the 77 IL Admin. Code, Section 395.160; these are also found in the *Nursing Assistant Training Performance Skill Evaluation* manual (aka *IDPH Performance Skills Manual* on [www.nurseaidetesting.com](http://www.nurseaidetesting.com)). The Department has 60 business days from the date the request is received to approve, deny approval, or request additional information regarding the Instructor Approval request. Program Coordinators are advised to plan accordingly.

Each Instructor in a BNATP must be approved to teach Theory, Clinical, Alzheimer's and Special Content and shall be an Approved Evaluator. An Instructor shall be a Registered Nurse who has completed a Department-approved Train the Trainer Program and an Approved Evaluator Workshop prior to initial approval. Train the Trainer Programs and the Program Sponsor's post Approved Evaluator Workshop course offerings can be found at [www.cnaeducators.org](http://www.cnaeducators.org). Instructors must have one year of experience as a Registered Nurse by teaching Theory in an accredited RN or LPN training program, or by providing nursing care (personal care and ADLs) to older adults or chronically ill adults in a nursing home or a certified, skilled unit of a hospital. **NOTE: Even if an individual is already approved to teach in a BNATP, Instructor Approval must be requested from and granted by the Department prior to this person teaching in another BNATP.**

### **Procedure to Request Instructor Approval (IDPH)**

The Program Coordinator shall follow this procedure to request approval for each Theory, Clinical, Alzheimer's, Special Content and CPR Instructor prior to the Instructor teaching for each BNATP. This procedure is the same for new instructor approval with an existing BNATP as well as with a new program application.

1. Letter or email requesting the Instructor be approved for Clinical, Theory and Alzheimer's. These content areas are required for all Theory Instructors. Instructors may also be approved to teach CPR or a Special Content subject.
2. Copy of the Instructor's resume including nursing license number; it is helpful to specify which floor/units/area worked, full or part time, type of patient/resident, and month/year employed, or

Copy of Instructor Approval letter from Department for another BNATP; if the instructional areas are different than your request, include additional documentation as needed.

3. Copy of Special Content Instructor license or credentials, if applicable.

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4. Copy of Train the Trainer Program Certificate of Completion, if applicable.
5. Copy of the Instructor's CPR Card, if applicable. Minimum requirement for CPR Instructor approval shall be the equivalent to the health care provider level or health care provider instructor level from a nationally recognized program. Online CPR certification is considered valid only with verification that both the cognitive skills and manual skills demonstration portions have been successfully completed.

Mail: Jennifer Kempiners, PSA  
Education and Training  
IL Department of Public Health  
525 West Jefferson, 4<sup>th</sup> Floor  
Springfield, IL 62761  
Email: [jennifer.kempiners@illinois.gov](mailto:jennifer.kempiners@illinois.gov)

### Obtaining an Instructor Code

Once an Instructor has been approved by the Department, IDPH staff will mail an instructor approval letter to the Program Coordinator. Coordinators will submit a copy of the letter, a copy of their CPR card (if applicable), a completed, signed Scantron (bubble form) to SIUC NAT in order to obtain an Instructor Code. **SIUC NAT issues the Instructor Codes.** Please refer to the *Illinois Nurse Assistant/Aide Training Program Instructor and Evaluator Information Submission Form Guidelines* manual at [www.nurseaidetesting.com](http://www.nurseaidetesting.com). **Even though an Instructor may already have an Instructor Code, it must be associated with your program code so this last step must be completed.**

Approved Evaluators may obtain their Instructor Code independent of a BNATP. Approved Outside Evaluators for facility-based programs or those Evaluators who are recertifying nursing assistants who are no longer active on the HCWR must also meet Clinical, Theory and Alzheimer's Instructor requirements. They must also be approved by the Department and have a four-digit Instructor Code. The BNAT Program Code 7999 will be used to identify these outside/independent evaluators. Refer to *Illinois Nurse Assistant/Aide Training Program Instructor and Evaluator Information Submission Form Guidelines* manual for additional information and the forms.

The Program Coordinator will receive an updated Instructor Code List from SIUC NAT via fax when changes in Instructor status and/or codes have been made.

What to do if:

- Instructor Code column is blank. Required forms/documents need to be submitted by Program Coordinator to SIUC NAT in order for the Instructor Code to be issued or added.



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- Instructor Code column is blank after initial submission by Program Coordinator. Incomplete submission of forms/documents has occurred; SIUC NAT is waiting to receive missing information/forms/documents; Program Coordinator will receive message via phone or email.
- Instructor Code is present; but a “NO” is in the Approved Evaluator column and the Program Coordinator believes this Instructor to be an Approved Evaluator. The Program Coordinator should contact SIUC NAT.

### Requesting a Change in Instructor Status

A Program Coordinator can email a request to change Instructor status to the Education Coordinator at SIUC NAT or to the Department. To ensure that the appropriate action is taken, please review the following options:

1. Removal from the Approved Instructor List. If the Instructor has never taught any portion of BNATP content for designated program number, the Instructor can be removed by emailing this statement: I am requesting that (Instructor's Name & Instructor Code, if applicable) who has never taught in (BNATP name & program code) be removed from the Approved Instructor List. Once the Instructor's information is removed, there will be no record of this Instructor's approval for this program on the database. For the individual to teach or substitute in this BNATP at a later date, re-approval will be necessary unless a copy of the Department approval letter has been kept by the BNATP. To re-add/reactivate this Instructor, the Program Coordinator will need to submit a copy of the approval letter along with required documents/forms to obtain an Instructor Code; the approval information will then be re-entered.
2. Active to Inactive Status. If an Instructor has taught any portion of the BNATP and is no longer teaching, a change to Inactive Status can be requested by emailing this statement: I am requesting that (Instructor's Name & Instructor Code) Instructor's status be changed from Active to Inactive for (BNATP name & program code). This Instructor will remain on the BNATP's Instructor list since students are linked to this Instructor's code. To return to Active Status, a written change in status request can be submitted via email.
3. If the Instructor does not have an Instructor Code issued for this BNATP, a status change from Active to Inactive can still be requested. However, the Program Coordinator is encouraged to complete the process to obtain an Instructor Code for this Instructor. See Option #2. This facilitates the return to Active status at a later date.

**NOTE: Any INACTIVE Instructor is not considered approved to teach until the reactivation is complete as indicated on an updated Instructor Code List faxed to the Program Coordinator.**

## PROGRAM COORDINATOR TOOLBOX

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### **INSTRUCTOR REFRESHER COURSE INFORMATION**

Reminder: Train the Trainer Refresher courses are **ONLINE** courses offered by three (3) Community Colleges. Registration information for courses is located at [www.cnaeducators.org](http://www.cnaeducators.org). Prepare to spend 8 – 15 hours completing the course.

Instructors, who initially completed a Train the Trainer course **prior to-or-in 2010** and did not complete a Train the Trainer and Evaluator Refresher course in 2014 or 2015, must repeat a Train the Trainer course by June 30, 2016. Evaluators have through December 31, 2016 to complete an Evaluator Workshop.

Approved Instructors who met the requirements based on **teaching experience and have not completed a Train the Trainer course** must do so.

### **OFFICIAL FORMS FOR PROGRAM OPERATION**

Using the current version of these official documents and following the instructions are solid steps toward maintaining compliance with the rules and regulations, both federal and state. The required information is requested on the forms and this is the main reason for not altering any of these documents. Submission of these forms and documents according to the timeframes established in the IL Admin. Code is also important in maintaining program compliance. All handwritten forms must be legible; illegible forms will be returned to the BNATP resulting in a delay in a class offering or testing.

**Master Schedule.** 77 IL Admin. Code, Section 395.110(b)(6). Reference: *IDPH Guidelines for Completing BNATP – Master Schedule* found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com).

It is highly advisable when preparing the Master Schedule (version 03/2014) to review the guidelines that contain much more than just the “how-to complete the form”. Some helpful tips:

1. The Master Schedule must be submitted at least 15 business days prior to the Start Date of the class; reference 77 IL Admin. Code, Section 395.170 (a).
2. Notifying the Department promptly of any changes, scheduled or unscheduled, in the Master Schedule is required. This can be done via email to Jennifer Kempiners. A revised Master Schedule must then be sent to the Department. Reference 77 IL Admin. Code, Section 395.170 (c).
3. Time used for orientation, meals, breaks, travel, in-services and conference is to be excluded when calculating Theory and Clinical hours. These hours are to be calculated based on a 60-minute clock hour, not a 50-minute academic hour; reference 77 IL Admin. Code, Section 395.150 (a)(1).

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4. Programs must submit Page 1 of the final Master Schedule, one per clinical group, along with the Official Class Roster when the class is completed. Please note, this is a change in procedure as of 03/2014.

**Official Class Roster.** 77 IL Admin. Code, Section 395.175. Reference: *IDPH Guidelines for Completing BNATP – Official Class Roster* found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com).

The current Roster version is dated 03/2014. Submit Page 1 of the final Master Schedule with the corresponding Official Class Roster for submission to the Department within 30 days after the class End Date. It is imperative that the Department receives a copy of the final Roster(s) for every class conducted. Double-checking all information, including signature lines, is recommended. Unsigned Official Class Rosters will be returned for completion.

Do not place student information on an Official Class Roster if the person is / was recertified.

**Late Completion Form and Instructions.** The Late Completion Roster Form, version dated 03/2014 and Instructions are located on [www.nurseaidetesting.com](http://www.nurseaidetesting.com). This form must be used if a student is completing the course after the End Date of the original class as stated on the Master Schedule. Read the instructions carefully. Contact the Department if you have questions about this procedure. This student's information is NOT to be listed on the Official Class Roster; this Late Completion Form serves as the Official Class Roster for this student.

**Waiver Application for Health Care Workers.** The waiver application form and informational documents pertaining to the waiver application procedure can be found on <http://www.idph.state.il.us/nar/home.htm>. This information should be presented to potential students prior to enrollment in a BNATP; reference 77 IL Admin. Code, Section 395.171. Questions about the waiver application should be directed to HCWR staff at 217-785-5133.

Program Coordinators and Instructors should inform students at the beginning of class that certain convictions, referred to as “disqualifying offenses” will require a waiver being granted by the Department. Disqualifying convictions are listed in the IL Administrative Code, Part 955. The waiver process usually takes 4 to 5 weeks, starting with Department receipt of the waiver application.

Informing prospective students of disqualifying convictions is not meant to discourage individuals from entering the health care field as a nursing assistant. The more informed the students, the smoother program operation will be for all.

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### **CLINICAL SITE SELECTION**

There are approximately 950 nursing facilities in Illinois. Program Coordinators should consider these facilities first when choosing a clinical site. There must be ample opportunities for the students to actively provide direct personal care during the scheduled clinical hours. Many of the competency evaluations of the mandated 21 Performance Skills must be demonstrated on a resident in the clinical setting.

Long Term Care Skilled and Intermediate Care Facilities that are not restricted are appropriate. Designated skilled care or “extended care” units of hospitals are also appropriate as clinical sites. Assisted Living facilities, group homes and Home Health Agencies cannot be used for the clinical experience. A medical unit of a hospital may be a clinical site but should only be considered after area nursing homes have been contacted and visited by program staff. Contact the Department with specific questions.

The facility administrator whose signature is required on Page 1 of each Master Schedule can provide the Provider number (starts with #14...) and verification that the facility is not restricted from having nursing assistant students. The restriction status of the facility can also be verified by contacting the Department. Communication with the facility administrator by the Program Coordinator is important to ensure notification if a restriction notice is received during a scheduled clinical experience. Restrictions are in effect for a 2-year period.

If a facility becomes restricted:

- After the Start Date noted on the Master Schedule, the clinical group scheduled at that facility will be allowed to attend/complete the clinical experience. This is at the discretion of the Program Coordinator who may consider the reason for the restriction.
- For a facility-based program, the Program Coordinator will need to contact the Department regarding the continuation of any class-in-progress and the status of the BNATP.
- The facility administrator can submit a waiver request to the Department.

**Note:** The facility restriction also applies to re-certifications of lapsed CNA’s.

### **BNATP PASSING GRADE/SCORE**

The IL Administrative Code does not state what the passing score and/or grading scale for a BNATP should be. This is to be determined by the BNATP as a program policy.

Consider the following when determining either the passing score and/or grading scale for your BNATP:

1. How are the requirements for passing your program stated in your syllabus?

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2. Are the passing score and grading scale objective?
3. Are these clear to both students and Instructors?
4. Is it “in writing” and are the students required to sign a document stating that they have read and understand the grading policy?
5. Is this policy verbally explained to them? When?
6. Does it clearly state:
  - a. The average score that must be maintained throughout the course on each assignment; and/or
  - b. The overall (running) average that must be maintained; and/or
  - c. The average that must be obtained to successfully complete the course?
7. How and when are grades and progress reviewed and discussed with individual students?
8. If you are considering a revision to your passing score or grading scale, what are the reasons cited for the proposed revision?
9. What are the Program Cluster Scores for the BNATP?
10. What effect do extra credit assignments have on your passing score and grading scale?
11. What is the pass/fail rate of your BNATP?
12. If the Overall Mean Program Cluster Score was below 80%, how does this relate to the current passing score and the grading scale for the BNATP?
13. What is the relationship between your passing score, your Overall Mean Program Cluster Score and the pass/fail rate of your BNATP?
14. How consistent are each of the Instructors with the grading/scoring practices?
15. In what ways are academic freedom practiced in your program?

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**COMPETENCY TESTING** – 77 Illinois Administrative Code, Section 395.400;  
42 CFR § 483.154.

An individual who has successfully completed an approved BNATP in Illinois is eligible to be competency tested. There are two components to the competency examination: a Performance Skills evaluation and a state written examination.

All program Instructors are responsible for assuring that their BNATP students are competent to demonstrate the performance skills listed on the clinical skills checklist of each respective BNATP. This clinical skills list shall include, but not be limited to, the required 21 Performance Skills.

**Performance Skills Evaluation.** The *Nursing Assistant Training Performance Skills Evaluation* manual (aka *IDPH Performance Skills Manual*) includes instructions for administering the performance skills portion of the NATCEP. The 21 Performance Skills that the CNA student must demonstrate are identified and outlined in the manual.

**Purpose of Performance Skills DVD.** The purpose of the Performance Skills DVD is to prepare registered nurses who meet the minimum BNATP Instructor requirements to be approved as an Approved Evaluator. The standards and the steps of each manual skill are detailed in the Performance Skills Manual; the DVD is designed to portray the steps as written in the manual. The DVD is not intended as an instructional tool for nursing assistant students because the skills are not demonstrated in their entirety. Its intended viewing audience is RN's who want to become Approved Evaluators.

**Online Registration for the State Written Competency Examination.** Program Coordinators will need to have a Login ID and password for every Program Code that you administer. To obtain a Login ID and password, you will need to contact **SIUC Nurse Aide Testing**. Program Coordinators will create online Rosters for students in order for them to register for the State Examination. In order to create a student roster, you will need to obtain the student's Social Security Number, current email address, and date of birth. There is a printable sheet for these instructions available at [www.nurseaidetesting.com](http://www.nurseaidetesting.com) under Exam Registration.

**To Create a Roster:**

Go to <https://inace.nurseaidetesting.com/inace>

Sign in using your Program Coordinator Login ID and password.

Click the Rosters tab.

Click Create Roster.

Enter the Program's Completion Date (the Graduation Date).

Type in the Lead Instructor's code and click Save.

NOTE: A saved roster is not recognized by the system until it is submitted.

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Click the Applicants button to add and edit applicant information.

Click Add an Applicant.

Fill in the following information: Name, Social Security Number, email and date of birth.

Click the Roster Link to continue adding applicants until all are included.

**No changes can be made after the roster is submitted.**

**Click Submit only after all data is saved and checked to verify that the listed students have successfully completed your program.**

### **Student Instructions:**

Go to <https://inace.nurseaidetesting.com/inace/>

Click on Create an Account.

Type in your email, Social Security Number and date of birth.

Click on Check Eligibility or Continue.

Fill in the information to create an account and Click Create Account.

The store will open automatically.

Click on Credit Card or Voucher payment method button.

Find the Exam you want and verify the exam date and location. (Students can also request a Written Test here after online testing is effective). Click Add to Cart.

If paying by Credit or Debit:

Click Check Out. Fill in card holder's billing data. Click Pay Now.

If paying with a voucher:

Enter the voucher number. Click Apply. Click Check Out.

Your receipt appears. Click print your receipt or click Send as Email. Verify that exam date and location are in the Exam Information area of your receipt.

Students must present a valid photo ID and if taking a computer-based exam, they will need their login and password.

- Test applicants are required to have a valid Social Security Number to take the written portion of the competency exam. **There are no exceptions.**
- Students shall be allowed to choose the site where they will test. They can check their exam status at [www.nurseaidetesting.com](http://www.nurseaidetesting.com) → Nurse Aide Students → Exam Schedule Status.
- Information about requesting special needs testing conditions can be found at [www.nurseaidetesting.com](http://www.nurseaidetesting.com) under Special Accommodations. Special accommodations are based on the Individualized Education Plan (IEP) that an individual must provide in order to identify the specific learning disability and the accommodations that are requested and/or provided at the training level. Accommodations most often provided are extended time (either time and a half or

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double time), a reader, and separate testing area. The request is to be made by a qualified professional, usually from the disability support services area of your institution. Specific questions can be directed to SIUC NAT.

- Written state test examination results (pass, fail or no show) may be mailed to the Program Coordinator along with the Program Cluster Scores Report for each testing group. Checking the names and results of those listed can be beneficial to a BNATP. Students have been known to miscode BNAT Program Numbers on testing material.

Notify SIUC NAT immediately:

- If there are names of students appearing on the results list who were not your students; and/or
- If any of your students' names are missing from your list.
- Identify students who fail the exam. This allows you to contact them promptly, especially if an opportunity for review is provided by your BNATP before they retake the exam.

Reference 77 IL Administrative Code, Section 395.400.

### **PROGRAM CLUSTER SCORES REPORTS**

The Program Coordinator will receive Program Cluster Scores Reports containing different types of testing information throughout the year. Some will provide overall program testing statistics and others will be specific as identified by the lead theory Instructor Code.

A Program Coordinator will receive a Cluster Scores Report:

- Every month that a test applicant(s) has identified the BNATP as the training program on a test application. An overall summary of scores is provided for the Program Code number and reports are provided for each lead theory Instructor Code identified.
- The Annual Program Cluster Scores Report is mailed to the Program Coordinator in January. These results are from the previous calendar year, January through December. The annual report with the overall program scores is used to determine if the Department requires a CAP submission. This report reflects the overall program scores, not individual Instructor scores.

*Program Cluster Score Report Information Sheet* that is a guide to understanding the Program Cluster Scores Report is available on [www.nurseaidetesting.com](http://www.nurseaidetesting.com).



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### **CORRECTIVE ACTION PLAN**

A Corrective Action Plan template is located on [www.nurseaidetesting.com](http://www.nurseaidetesting.com). The Department may request that a BNATP develop a plan of correction to address a finding of non-compliance (IL Admin. Code 77, Section 395.190 (b)).

A BNATP may also be required to develop, submit and implement a Corrective Action Plan based on the Annual Program Cluster Scores Report. The Annual Program Cluster Scores Report is the report from January to December of a given year and is comprised of first-time testers' scores. The need to prepare a CAP is not based on individual Instructor's annual scores. The breakdown of the program's overall scores by Instructor can also be used for program improvement if used as part of the program's own evaluation process.

To determine if your BNATP will be required to submit a CAP, compare your BNATP's overall annual program score, with the following parameters:

1. Mean Score of less than 80%; and/or
2. Any Test Content Cluster score less than 75%, regardless of mean score.

Low cluster scores and non-implementation of the CAP may result in a monitoring visit by the Department or SIUC NAT staff and may have an adverse effect on the continued approval of your BNATP. Questions can be directed to the Department.

### **MONITORING VISIT**

Department staff and/or an SIUC NAT Education Coordinator may conduct an unannounced Monitoring Visit of your BNATP.

The on-site visit may include, but not be limited to:

1. Observation of the theory/lab and clinical instructional areas;
2. Evaluation of instructional methods in the theory, lab and/or clinical areas;
3. Interviews with students, Instructors and Program Coordinators;
4. Evaluation of Performance Skills as demonstrated by students and/or Instructors;
5. Review and discussion of the Program's Cluster Scores Reports;
6. Discussion of Program Operation and Corrective Action Plan(s); and
7. Assessment of the Program's documentation and documentation procedures.

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### **CNA RECERTIFICATION PROCEDURE**

Information regarding the recertification of the CNA is located in the *Nursing Assistant Training Performance Skill Evaluation* manual found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com). Nursing assistants requesting recertification must first contact the Health Care Worker Registry at 217-785-5133 or at [IDPH.HCWR@illinois.gov](mailto:IDPH.HCWR@illinois.gov).

**HEALTH CARE WORKER BACKGROUND CHECK.** 77 IL Admin. Code, Section 395.171 and Section 955.

Programs must provide information to their students on the Health Care Worker Background Check Act and the Health Care Worker Background Check Code in accordance with 77 Illinois Administrative Code, Section 395.171 and Part 955. All programs are required to initiate a fingerprint-based criminal history records check (FEE\_APP) **prior** to entry of an individual into the training program. Section 955.110 provides the following definition:

*“INITIATE” – obtaining from a student, applicant, or employee his or her social security number, demographics, a disclosure statement, and an authorization for the Department of Public Health or its designee to request a fingerprint-based criminal history records check; transmitting this information electronically to the Department of Public Health or its designee; conducting Internet searches on certain web sites from links provided through the Health Care Worker Registry, and having the student's, applicant's, or employee's fingerprints collected directly by a livescan vendor and transmitted electronically to the Department of State Police. (Section 15 of the Act) Contact the Health Care Worker Registry staff with questions concerning the Health Care Worker Background Check process and procedures. New Program Coordinators should make this contact at your earliest convenience.*

### **DOCUMENTS & FORMS LOCATION LIST**

The location of documents and forms pertinent to BNATP operation and referenced in the Program Coordinator Toolbox are listed below.

SIUC NAT – [www.nurseaidetesting.com](http://www.nurseaidetesting.com)

- Performance Skills Videos
- Competency Exam Application Submission Forms & Documents (click on Forms)
- IDPH NA Training Program Curriculum/2006 IL Nurse Aide Task List Matrix

IDPH forms and other resources pertinent to BNAT program operation can be found on [www.nurseaidetesting.com](http://www.nurseaidetesting.com) under Program Coordinators & Instructors, Forms.

- Program Coordinator Toolbox – includes NATCEP Contact Information (Rev.10/16)
- New Program Submission Checklist 02.2014

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- BNATP Facility & Equipment/Supplies Form 03.2014
- BNATP Model Program 2013
- Allocation of BNAT Program Hours 2013
- Instructor Training/Refresher Requirements
- NATCEP Resources for BNATP Instructors
- IDPH Guidelines for Completing BNATP – Master Schedule and Official Class Roster
- Master Schedule form(s) and Official Class Roster form
- Instructor and Evaluator Information Submission Form Guidelines (instructor code)
- Approved Outside Evaluator Not Affiliated with a BNATP Instructor Code Request Form
- Program Cluster Score Report Information Sheet
- Corrective Action Plan template includes instructions
- Late Completion Roster Form & Instructions
- IDPH Performance Skills Manual – May 2009 (*aka Nursing Assistant Training Performance Skills Evaluation manual*)
- IDPH 2010 Illinois Nurse Aide Task List Survey

IDPH Health Care Worker Registry – <http://www.idph.state.il.us/nar/home.htm>.

- CNA Facts
- Search for CNAs on the Registry
- Application forms: Foreign Nurse, Military Personnel, Nursing Student and Out of State CNA
- Waiver Application Facts and Waiver Application

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