

Utilize Cluster Score Summaries to Improve Test Scores



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Objectives

- Analyze Cluster Score Summaries
- Reflect on Instruction
- Improve Program Pass Rates
- Utilize for Instructor Evaluation

Who Can Access Test Reports?

- Only Program Coordinators (PCs) can access reports.
- Nurse Aide Testing office will contact New PCs for account creation.

Test Reports for Instructors

- PCs are responsible for distributing this information to the instructors.
- Instructors should receive cluster score reports r/t their students.
- The instructor should contact the PC for their reports if not received.

Report Usage

Instructor Evaluations

- Look at reports to see how instructor is performing.
- Compare instructor performance to other instructors.
- Remediation to improve content presentation and assessments.

Instructor Reflection

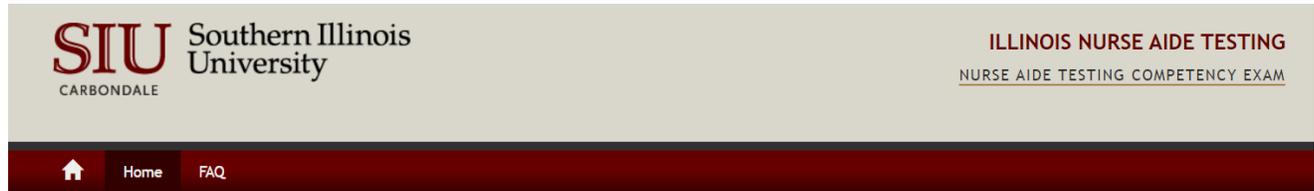
- How are students are doing in each Duty/Cluster area overall.
- Which areas are below or close to the standard Goals?
- What specific Tasks asked about on exam are students missing?
- Comparing high and low performers to identify specific areas that need work.

Creating Test Questions and Study Guides

- Modeling final exam after State Exam
- Review tests, quizzes, and activities for Duty Area Tasks
- Create a Study Guide to utilize as a student project.

How to Find Reports

1. Log into INACE at <https://inace.nurseaidetesting.com/> & Sign In



Nurse Aide Test Competency Exam

SIGN IN

Login ID

Password

[Forgot Login ID?](#) [Forgot Password?](#)

Sign In

Don't have an account? [Create an account »](#)

2. Go to the Reports Tab and Select Report and Chose 1 or 2

REPORTS TAB: There are three types of reports.



Reports

• Select the report you would like to generate by clicking on the link below.
• Reports are available for computer-based exams ONLY.

1. **Program Cluster Scores Summary Report**
Produce a Program Cluster Scores Summary report. → Shows duty area results of individual tests.
2. **Aggregate Program Cluster Scores Summary Report**
Produce an Aggregate Program Cluster Scores Summary report. → Shows duty area results combining multiple tests.
3. **Exams Report**
Produce an Exams report. → Details students who took the exam and result only.

3. Check Show Clusters Box

• Reports are available for computer-based exams ONLY.

Program: 1988 - INAT

BOX MUST be selected
to get detailed reports showing the tasks asked about for each duty area on exam.

Show Clusters

Instructor Code: 1234
0123
4567

If you want results for a **specific instructor** select the applicable instructor code.

Select All Instructor Codes

Earliest Exam Start Date: Earliest Exam Start Date... Enter the date range of tests you want to review.

Latest Exam Start Date: Latest Exam Start Date...

Generate Report

NOTE - If you did not check Show Clusters Box the Report will be as shown below with no other information.

Program Cluster Scores Summary Report

- Program Name: ABC CNA Academy
- Instructor Code: 0123
- Test Date: 10/13/24
- Total Number Tested from this Program: 1
- Mean % Score for this Location: 65.33
- Form Number: INAT004-8

Scores by Cluster for this Location/Instructor

Test Content Cluster	Percent of Items	Mean
Communicating Information	16%	66.67%
Performing Basic Nursing Skills	29%	68.18%
Performing Personal Care Skills	21%	43.75%
Performing Basic Restorative Skills	21%	68.75%
Providing Mental Health and Social Skills	5%	100.00%
Providing Resident's Rights	6%	80.00%

Example Program Cluster Score Summary Report (Individual Student Report for One Student)

Top Portion shows:

Program Cluster Scores Summary Report DETAILS

Program Name: ABC Academy	
Instructor Code: 0123	Instructor Code Listed on Roster
Test Date: 12/21/23	
Total Number Tested from this Program: 1	# of Students on Report
Mean % Score for this Location: 88.00	Test Score for Student
Form Number: INAT004-10	Test # Student Took

Next you will see:

- Percentage Breakdown by Content Cluster (AKA Duty Area)
- To left is the number of questions per Cluster on the exam out of 75
- Mean is the students average score in specific Cluster. Example: Student got 75% (8 out of 12) of questions in Communicating Information correct.
- The Standard Goal for each duty area is listed to the right of the mean.

What do you do with this information in this section?

Evaluate each Cluster to see if the MEAN is ABOVE or BELOW GOAL
 If it is below the Goal the Cluster/Duty area that needs improvement.
 If areas meet Goals look at areas nearest Standard Goal.
 If it is above the Goal ask yourself if there is room for improvement.

You have now identified specific sections to review.

Scores by Cluster for this Location/Instructor

Test Content Cluster	<u># of Questions</u>	Percent of Items	Mean	<u>Goals</u>
Communicating Information	<u>12</u>	16%	75.00%	<u>50%</u>
Performing Basic Nursing Skills	<u>22</u>	29%	72.73%	<u>70%</u>
Performing Personal Care Skills	<u>16</u>	21%	68.75%	<u>70%</u>
Performing Basic Restorative Skills	<u>16</u>	21%	68.75%	<u>70%</u>
Providing Mental Health and Social Skills	<u>4</u>	5%	50.00%	<u>50%</u>
Providing Resident's Rights	<u>5</u>	6%	60.00%	<u>50%</u>

Diving into the Detailed Report: Identify & Note Specific Tasks Missed in Each Section

What is great about a detailed report is that it gives you the opportunity to look at specific tasks asked about on the State Exam.

To help identify what you are looking at in the report below the

Cluster/Duty Areas and the **tasks missed are in red.**

More than one question could be asked about the same task this is denoted with an *.

If you count the “No. Answered” in each section they will add up to the Number of questions total in each Cluster/Duty Area on the Exam.

Example: Communicating Information No. Answered = 12 questions.

Scores by Task for this Location/Instructor

COMMUNICATING INFORMATION

Task	No. Answered	No. Missed	% Missed
Assist with unit discharge procedure.	1	0	0.00%
Calculate, report and record food and fluid intake.	1	1	100.00%
Calculate, report and record output.	1	0	0.00%
Check current documentation of resident status and care.	1	0	0.00%
Communicate need for changes in care plan.	1	1	100.00%
Communicate with dementia residents.	1	0	0.00%
Communicate with limited English proficient resident.	1	0	0.00%
Communicate with resident with hearing disorder.	1	1	100.00%
Instruct resident in use of body mechanics.	1	0	0.00%
Inventory and label personal property.	1	0	0.00%
Reinforce instructions from other health professionals to resident and family.	1	0	0.00%
Report unsafe conditions.	1	1	100.00%

PERFORMING BASIC NURSING SKILLS

Task	No. Answered	No. Missed	% Missed
* Adjust bed and side rails.	2	1	50.00%
Assist with care for decubitus ulcer.	1	0	0.00%
Clean and disinfect unit.	1	0	0.00%
Collect clean catch urine specimen.	1	0	0.00%
Collect routine urine specimen.	1	0	0.00%
* Collect stool specimen.	2	1	50.00%
Follow licensed staff's instructions for providing assistance to a resident who has ingested a hazardous substance.	1	0	0.00%
Follow licensed staff's instructions for providing assistance to a resident with burns.	1	1	100.00%
* Follow safety, emergency, and disaster procedures.	1	0	0.00%
Initiate CPR on resident (adult, child, infant).	1	1	100.00%
Measure and record temperature.	2	0	0.00%
* Position bed and place needed equipment within reach of resident.	1	1	100.00%
Prioritize order of care for residents with various needs.	2	0	0.00%
Provide assistance to a resident who has fallen.	1	0	0.00%
Provide for environmental safety.	1	1	100.00%
Report the need to adjust environmental factors in unit (heat).	1	1	100.00%
Stock and store equipment and supplies.	1	0	0.00%
Straighten unit.	1	0	0.00%

PERFORMING PERSONAL CARE SKILLS

Task	No. Answered	No. Missed	% Missed
Administer perineal care.	1	0	0.00%
Assess body alignment of a resident.	1	1	100.00%
Assist resident in performing oral hygiene.	1	1	100.00%
Assist resident in using bedpan.	1	1	100.00%
Assist resident in using bedside commode.	1	0	0.00%
Assist resident in using toilet.	1	0	0.00%
Assist resident in using urinal.	1	1	100.00%
Assist resident with other personal grooming.	1	1	100.00%
Feed adult resident.	1	1	100.00%
Give a.m. care.	1	1	100.00%
Give p.m. care.	1	0	0.00%
Place alternating-pressure mattress on bed.	1	0	0.00%
Provide care for resident with fever. Provide	1	1	100.00%
care for terminally ill resident. Provide skin	1	0	0.00%
care to resident.	1	0	0.00%
Shave resident.	1	1	100.00%

PROVIDING MENTAL HEALTH AND SOCIAL SKILLS

Task	No. Answered	No. Missed	% Missed
Apply reality orientation technique.	1	0	0.00%
Direct resident to recreational activities.	1	0	0.00%
React to resident's emotional needs.	1	0	0.00%
Work with residents to maintain their thinking abilities.	1	0	0.00%

PROVIDING RESIDENT'S RIGHTS

Task	No. Answered	No. Missed	% Missed
Assist resident in making personal choices (individual needs).	1	0	0.00%
Assist resident in personal communication (letter writing, phone calls etc.).	1	0	0.00%
Demonstrate professional ethics.	1	0	0.00%
* Maintain confidentiality of resident information according to HIPAA guidelines.	2	1	50.00%

What to Do Next: Analyze Cluster Score &/or Aggregate Cluster Score Summary Reports

1. Evaluate Scores by Cluster located at the beginning of the report identify if MEAN is ABOVE or BELOW Standard GOAL.

- If it is below the Goal the Cluster/Duty the area needs improvement.
- If areas meets Goal look at areas near Standard Goal.
- If it is above the Goal determine if there is room for improvement.

2. For **Cluster Score Summary (individualized) Reports** review **individual tests** to identify tasks missed by high (above 85%) and low (below 75-60%) performers. Tasks missed by both identifies specific tasks that need to be addressed by the program.

For **Aggregate Cluster Score Summary (combined) Reports** identify tasks missed most frequently.

- **An easy way to do this would be to copy an paste report(s) into an Excel Spreadsheet**
Delete questions not being focused on. Once that is complete delete the columns with the No. Answered, No. Missed, and the % Missed leaving you with only the missed tasks.

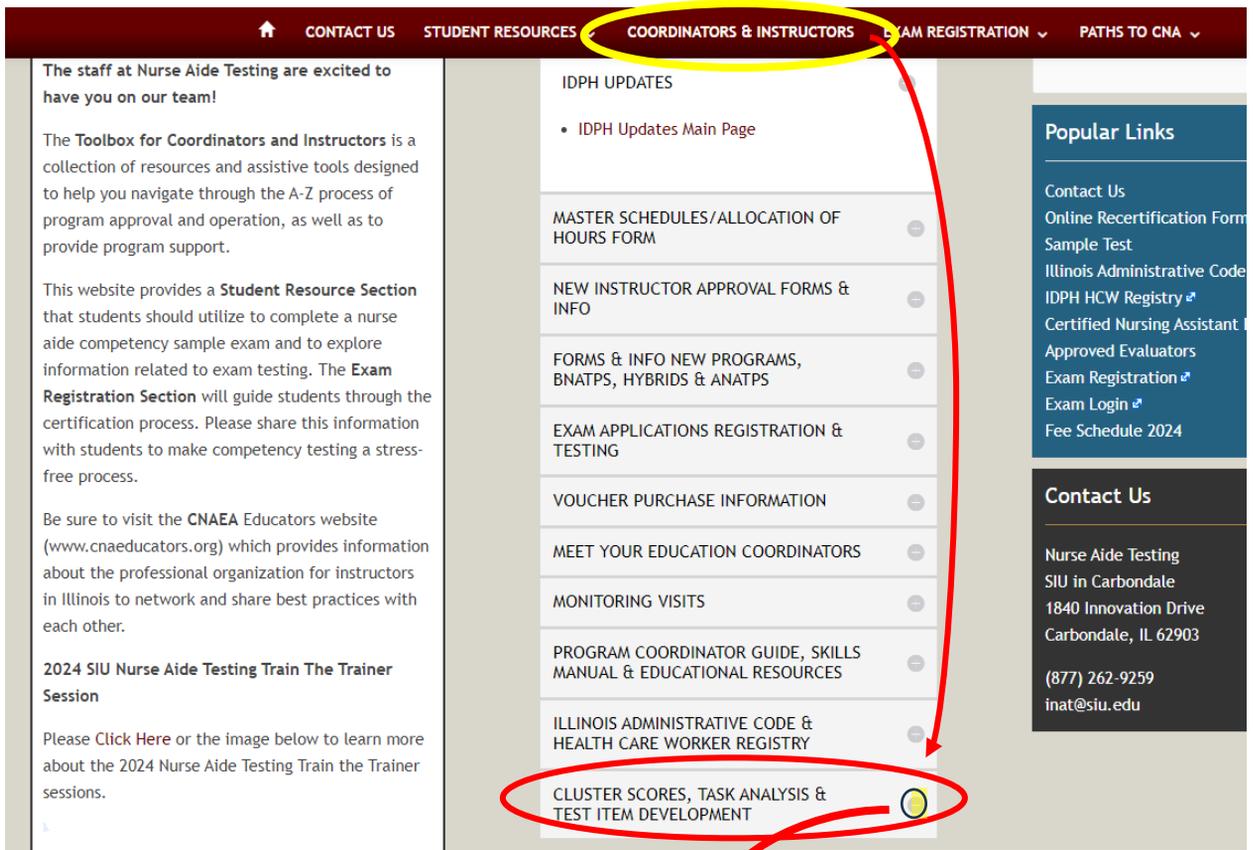
3. **Reflect on Instruction** determine if the task was covered in:

- a. content lesson plan
 - b. assessments (quizzes, tests, skills, & activities)
 - c. clinical setting
 - d. final exam
 - e. State Exam prep
- If not, it needs to be added.
 - If so, this could indicate students are not learning the content or it was forgotten.

Identifying & Implementing Changes: Using Duty Area Task Analysis Sheets for Specific Tasks on Exam

Duty Area Task Analysis Sheets r/t questions asked on the Exam (see Scores by Task) are a great resource to assist in identification of the expected knowledge, skills and attributes a student must have.

Step 1. Look up the [Duty Area Task Analysis sheets](#) (linked here) or found on the Nurse Aide Testing website (see pics below) under Coordinators & Instructors > Cluster Scores, Task Analysis, & Test Item Development > Duty Area Task Analysis Sheets r/t Tasks Asked about on the State Exam.



Analyze Tasks Asked About on Exam/Develop Test Questions

- [Duty Area Task Analysis Sheets r/t Tasks Asked About on Exam](#)
- [Learn About Developing Test Questions](#)
- [Multiple Choice Test Writing](#)
- [Checklist for Evaluating Multiple Choice Test Questions](#)
- [Submit a Test Question for the Exam](#)

Links

- [2016 Test Item Development Power Point Presentation](#)
- [Duty Area A Communicating Information Task Analysis](#)
- [Duty Area B Performing Basic Nursing Skills Task Analysis](#)
- [Duty Area C Performing Personal Care Skills Task Analysis](#)
- [Duty Area D Performing Basic Restorative Skills Task Analysis](#)
- [Duty Area E Providing Mental Health & Social Services Task Analysis](#)
- [Duty Area F Providing Resident's Rights Task Analysis](#)

Step 2. Select Cluster (Duty Area) on exam the specific task asked about is categorized under. An Adobe Pdf of ALL tasks in the Cluster/Duty Area will open.

Sheets Will Open to First Task in Duty (Cluster) Area

Feed adult resident.

DUTY AREA:

PERFORMING PERSONAL CARE SKILLS

TASK: C 001

Observe and report body alignment of a resident.

Step 3. Find the Duty Area Task Sheet for Missed Task

To Find the Sheet Quickly Copy Control + C) and Paste (Control + V) Task into Search Tool in upper righthand corner or Type the Task name.

Assist resident in using bedside commode.	1	0	0.00%
Assist resident in using toilet.	1	0	0.00%
Assist resident in using urinal.	1	1	100.00%
Assist resident with other personal grooming.	1	1	100.00%
Feed adult resident.	1	1	100.00%
Give a.m. care.	1	1	100.00%
Give p.m. care.	1	0	0.00%
Place alternating-pressure mattress on bed.	1	0	0.00%

DUTY AREA:	PERFORMING PERSONAL CARE SKILLS
TASK: C 025	Feed adult resident
STANDARD:	Adult resident fed in accordance with facility guidelines/procedures & intake recorded, Successful intake of meal without choking or aspirating.
CONDITIONS:	Facility guidelines, Dietary data, Resident data, Hand washing, Positioning for meal, Heimlich maneuver, Food tray, Utensils, Intake book, Pen, Resident

KNOWLEDGE (NEED TO KNOW)	SKILLS (NEED TO DO)	ATTITUDES/SAFETY
Resident's medical condition, Heimlich maneuver, Diet order, LDC, If they need assistance or self-feeder, Any special orders from S.T. or family or dietician, aspiration/swallowing precautions, allergies, how to perform oral hygiene before/after feeding.	Talk to resident, Feed small amounts slowly, Allow time to swallow/clear mouth, Offer sips between bites, Record intake and output, Clean resident, Sit resident up to eat, Check food temperature with a thermometer, Follow order from RNs, LPNs, check care plan, oral hygiene.	Safety-small amts, Slow pace, Check food/liquid temp, Feed resident w/ dignity/respect, Recognize resident's right to refuse, Make sure mouth/airway are clear, Recognize resident mood/behaviors, Monitor, supervise, Be aware of resident & use proper swallowing precautions.

Step 4. Read Standards, Conditions, Knowledge, Skills & Attitudes

Standard is the expectation for a competent nursing assistant (NA).

Conditions explains what the NA should be familiar with r/t the task.

Knowledge is what the student needs to know about the task.

Skills show the student knows how to perform the task and related duties.

Attitudes/Safety demonstrates that the NA is following Resident Rights, implementing safety measures r/t the task.

Step 5. Highlight Content that Needs to be Incorporated into the Course

Example: Can student utilize knowledge and understanding of the content to apply it in the clinical setting. The student should not only be aware of what they need to do right but what they need to do when something goes wrong.

Step 6. Brainstorm Situations Applicable to Highlighted Content

While you do not know the exact question on the exam this provides pertinent information that may help guide instruction. Examples:

- A resident is on Swallowing Precautions and begins to choke what should the NA do?
- The resident has difficulty swallowing r/t a right sided stroke which side of the tongue should the food be directed?
- What techniques are used for feeding assistance?
- How does a NA prevent burns when feeding a resident?
- The resident has food on face what should the NA do?
- A resident on a pureed diet has a regular tray what should the NA do?

Step 7. Update Applicable Areas

Content Lesson Plan

- Include content listed in duty area sheets.
- Used student-centered methodology of presentation.
- Avoid Death by PowerPoint and Sage on the Stage where little student interaction is involved.
- Students should be talking more than the instructor when learning.
- Incorporate strategies that include all types of student learning styles: videos, note taking, have items on hand to provide visual examples of what you are talking about, create mnemonics, record lessons for review later, hands-on, discussions, presentations, teach back, paired and group work.
- Include case studies, state an incident, and have students come up with ways it may have occurred, and role play what is right and wrong.

Assessments (Quizzes, Tests, Skills, & Activities)

- Incorporate new quiz and test questions specific to the tasks students are missing.
- Demonstrations and return demos to assess learning and incorporation of specific content.
- Review skills using interactive activities opposed to lecture.
- Incorporate mini pop-up assessments, recall of information is a fantastic way to reinforce learning.

Clinical Setting

- If the skill is not done or seen often in the clinical setting provide practice time in lab.
- Make a point to incorporate tasks students are missing on Exam into clinical time.
- Add task review to post conference.
- During down time have some review cards handy with practice questions r/t tasks.

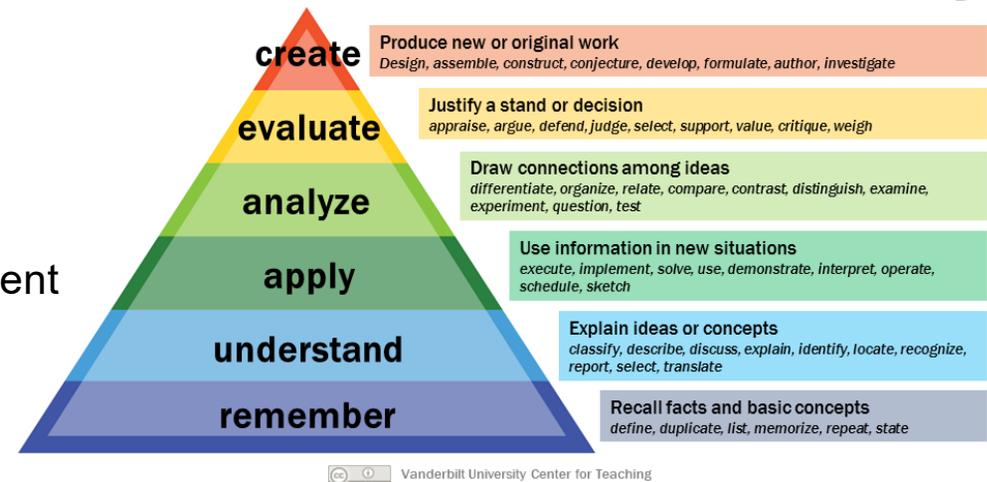
Final Exam

- Schedule a time for instructors to review Final Exam.
- Strive to mimic set-up and tasks asked about on the State Exam.
- Use [Test Writing Tools](#) under [Test Item Development](#) on [NurseAideTesting.com](#)
- Use only multiple-choice format.
- Questions are: Concise.

Focused on 1 Thing
Clearly Stated
Application Level
In Positive Form
A Direct Question
An Incomplete Statement

See [Checklist for Evaluating M/C Items](#)

Bloom's Taxonomy



State Exam Prep

- Modeling Final Exam after State Exam will provide more review related to tasks specific to questions on the State Exam.
- Create Review Games specific to Duty Area Tasks on the Exam.
- Create a Study Guide ([See Example Study Guide linked here](#)) using the Tasks asked about on the Exam. This can decrease anxiety r/t testing because student will know what Tasks will be asked about on the exam and can be better prepared.