NCSBN
National Council of State Boards of Nursing

NCSBN RESEARCH BRIEF
Volume 46 | July 2010

Report of Findings from the 2009 Job Analysis of Nurse Aides Employed in Nursing Homes/Long-term Care, Hospitals/Acute Care and Community/ Home Health Care Settings

Report of Findings from the

2009 JOB ANALYSIS OF NURSE AIDES

Employed in Nursing Homes/Long-term Care, Hospitals/ Acute Care and Community/Home Health Care Settings

National Council of State Boards of Nursing, Inc. (NCSBN®)

Mission Statement

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Printed in the United States of America

ISBN# 978-0-9826465-1-9

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ACKNOWLEDGMENTS

This study would not have been possible without support from a large number of certified entry-level nurse aides/nursing assistants (NAs) and their supervising nurses from across the U.S. The time and attention they gave to completing the survey is greatly appreciated and the information they provided has increased our understanding of the work performed by NAs. NCSBN also acknowledges the NCSBN NNAAP™ & MACE™ Examinations department for their review and support of this research endeavor. In addition, the authors gratefully acknowledge the assistance of Melissa Franke and Melissa Snyder in the preparation of this document, which was essential for the completion of this study.

EXECUTIVE SUMMARY

Background of Study

The National Council of State Boards of Nursing (NCSBN®) is responsible for assisting its members, the boards of nursing in the U.S. and its territories in the mission of public protection through safe nursing practice. Care provided by certified entry-level nurse aides/nursing assistants (NAs) (defined for this study as individuals, regardless of title, who assist with the delivery of direct nursing care to clients/patients/residents) directly impacts client safety and influences the quality of care provided by licensed nurses. As nursing practice changes, activities performed by NAs may change. Job analyses provide a means of identifying these changes.

Methodology

A number of steps are necessary to conduct an analysis of the work performed by certified entry-level NAs. The methodology used to carry out the 2009 Job Analysis of NAs study included: selecting a panel of subject matter experts (SMEs), all of whom supervised or performed the work of NAs; developing 115 activities that NAs currently perform; creating a survey instrument for NAs and nurse aide/assistant evaluators (NAEs), with the 115 activity statements; completing the sample selection and data collection procedures; adding an assurance of confidentiality response to the surveys; obtaining approval to conduct the study; obtaining and collating survey response rates; and determining the degree to which participants were representative of the population of certified entry-level NAs.

Methodology Reviewers

Chosen for their psychometric expertise in practice/job analysis and certification examination development, three methodology reviewers examined the methodologies and procedures utilized in this study. All three reviewers indicated these methodologies were psychometrically sound, legally defensible and in compliance with professional testing standards.

Panel of Subject Matter Experts (SMEs)

A panel of 10 registered nurses (RNs) and one certified entry-level NA was assembled to assist with the job analysis. Panel members worked with and/or supervised the work of NAs who had one year or less of experience postcertification, or were certified entry-level NAs themselves. Panel members represented all four NCSBN geographic areas and major employment settings where NAs work.

The panel reviewed the existing category structure describing the types of activities performed by certified entry-level NAs and developed a current list of activities performed within each category of the structure based on recent data gathered by SMEs.

Survey Development

A total of 115 NA activity statements were incorporated into a job analysis survey. The survey also included questions about NAs' work settings, past experiences and demographics. There were two surveys created; one was developed for NAs and the other for NAEs, who are licensed nurses who supervise NAs. The 115 activity statements were common across both survey forms.

Survey Process

Sample Selection

The sample for the current study was selected from a variety of health care settings where NAs were employed. A total of 6,500 contacts were identified in nursing home/long-term care, hospital/acute care and community/home health care settings.

Mailing Procedure

There were three paper surveys distributed among 6,500 health care setting directors. Each packet contained a cover letter, two NA surveys and one NAE survey. Instructions were given to provide the NA surveys to certified entry-level NAs and the NAE survey to licensed nurses (RNs or licensed practical/vocational nurses [LPN/VNs]) who supervise NAs.

In addition to the survey, potential survey participants received the presurvey notice and two survey reminders, with the goal of increasing the response rate. The survey was conducted from October 2009 through December 2009.

Confidentiality

All potential participants were promised confidentiality with regard to their participation and responses. Files containing mailing information were kept separate from the data files. Preassigned codes were used to facilitate cost-effective follow-up mailings while maintaining data confidentiality. The study protocol was reviewed and approved by NCSBN's CEO for compliance with organizational guidelines for research studies involving human subjects.

Return Rates

Of the 6,500 total health care settings that were sent surveys, 485 facilities opted out of the study due to a lack of certified entry-level NAs, lack of time or could not participate for other reasons. A total of 21 surveys were returned due to incorrect addresses. The adjusted total number of surveys sent was 5,994. A total of 638 health care facilities returned NA surveys, of which 378 returned both NA surveys, resulting in 1,016 total surveys. A response rate of 10.65% was observed at the facility level for NAs.

For the NAE survey mailed to the same health care settings, a total of 666 surveys were returned for a setting return rate of 11.11%.

The surveys sent were unsolicited, and a lack of a national registry made it difficult to identify certified entry-level NAs. Given 1,016 returned NA surveys, the estimated standard error was .03 and .04 for the NAE survey, which suggests that the results are reliable.

2009 Nurse Aide Job Analysis Nonresponder Study

In order to ensure the validity of the results, NCSBN conducted a study to see if there were any systematic differences between those who responded and those who did not. The results suggest that there is no systematic bias between the responder and nonresponder cohorts.

Demographics, Experiences and Work Environments of Participants

Demographics/Past Experiences

The majority (91.5%) of all NA responders were female; 65.4% were White, 17.6% were African-American and 8.7% were of Latino or Hispanic descent.

A majority of NAs (58.2%) reported working an average of one year or less. NAEs reported five years or less of supervisory experience (31.2%).

Work/Employment Setting

The majority of respondents (43.7% of NAs and 58.1% of NAEs) in this study reported working in a skilled care unit. Only 0.5% of NAs and 0.2% of NAEs reported working in an operating room. Most respondents considered their NA title as certified nursing assistant (40.3% of NAs and 40.7% of NAEs).

Client Health Conditions and Ages

NAs and NAEs reported caring most frequently for clients with stable chronic conditions (68.3% of NAs and 41.6% of NAEs), clients with end-of-life conditions (62.6% of NAs and 39.0% of NAEs) and clients with behavior/emotional conditions (53.9% of NAs and 36.3% of NAEs). The majority of NAs and NAEs reported caring for older adult clients aged 65 to 85 (81.1% of NAs and 62.6% of NAEs) and elder adult clients aged 85 and older (52.4% of NAs and 28.4% of NAEs).

Shifts Worked

The shifts most commonly worked by NAs and NAEs were eight- to 12-hour shifts (55.1% of NAs and 80.7% of NAEs) during the day. Only 5.6% of NAs and 4.4% of NAEs reported working rotating shifts.

Time Spent in Different Categories of NA Activities

NAs reported spending the greatest amount of time in activities of daily living (23.2%), client rights/ethical legal behavior (19.2%) and member of health care team (17.4%).

NAE License and Administrative Responsibilities

Most NAEs (64.7%) had an RN license and 30.6% indicated that they had an LPN/VN license. NAE responders (23.7%) reported a position title of director or assistant director and 21.6% of the NAEs reported being a charge nurse. The largest reporting cohort of NAEs (17.6%) reported supervising seven or more certified entry-level NAs.

Activity Statement Performance Findings

Reliability

Reliability indices were calculated to assess the capability of the survey to coherently measure the activities relevant to safe and effective work of certified entry-level NAs. Cronbach's reliability estimates were calculated for both surveys' importance rating scales. Both instruments (NA and NAE) exhibited a reliability value of 0.99, which indicated high-level reliability. These high reliability values indicate the surveys were reliably measuring the activities necessary for competent entry-level NA work.

Activity Performance

Responders were asked to rate whether they performed each of the activities. This data was captured by subtracting the percent of responders who selected not performed from 100%. For those NAs who worked one year or less, the percentage of activity performance ranged from 51.7% to 100%. For the NAEs, the rating ranged from 52.5% to 100%.

Importance of Activity Performance

Responders were asked to rate the overall importance of performing each nursing activity considering client safety and/or threat of complications or distress using a five-point scale: 0 (not performed), 1 (not important), 2 (minimally important), 3 (moderately important), 4 (very important) to 5 (extremely important). For certified entry-level NAs, the average importance ratings ranged from 3.81 to 4.95, and for the NAEs the range was 3.45 to 4.93.

Summary

Responders to the 2009 Job Analysis of NAs Study found the activities listed in the survey to be representative of the authorized duties they performed in their work settings. Therefore, we can conclude that there were no significant changes in the job activities performed by NAs in the four years since the previous job analysis was conducted.

Conclusions

The 2009 Job Analysis of NAs used several methods to describe the work of certified entry-level NAs in the U.S.: (1) document reviews; (2) daily logs of certified entry-level NAs; (3) SMEs; and (4) a large-scale survey. The reliability and validity of the survey instruments was quite good. Based on this evidence, the findings of this study can be used to evaluate and support an NA test plan.

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2009 JOB ANALYSIS OF NURSE AIDES

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National Council of State Boards of Nursing, Inc. (NCSBN®)

BACKGROUND OF STUDY

The National Council of State Boards of Nursing (NCSBN®) is responsible to its members, the boards of nursing in the U.S. and its member board territories for the preparation of psychometrically sound and legally defensible licensure and certification examinations. The periodic performance of job analysis studies assists NCSBN in evaluating the validity of the test plan that guides content distribution of the certification examination. Furthermore, job analysis studies have long been recognized by measurement and testing professions as important sources of validity evidence for licensure examinations (APA, AERA and NCME, 1999; Raymond, 2001). Because the U.S. health care industry is rapidly changing, job analysis studies are traditionally conducted approximately every five years. The previous nurse aide job analysis was conducted in 2005.

This analysis of the work performed by nurse aides/nursing assistants (NAs) in nursing homes/long-term care, hospitals/acute care and community/home health care settings is the latest in a series of NA job analyses performed by NCSBN. Results of NA job analyses may be used by boards of nursing as they regulate the authorized duties of assistive personnel or the nurses overseeing them, by educational programs as they plan curricula for nurses and their assistants, and by entities involved in the assessment of NA competencies.

METHODOLOGY

A number of steps are necessary to perform an analysis of the work of certified entry-level NAs. This section provides a description of the methodology used to conduct the 2009 Job Analysis of NAs study. Descriptions of subject matter expert (SME) panel processes, survey development, sample selection and data collection procedures are provided, as well as information about assurance of confidentiality, response rates and the degree to which participants were representative of the population of certified entry-level NAs.

Methodology Reviewers

A total of three methodology reviewers, chosen for their expertise in practice/job analysis and certification exam development, examined the methodologies and procedures utilized in this study. All three reviewers indicated this methodology was psychometrically sound, legally defensible and in compliance with industry standards for job analysis. *See Appendix A for a listing of methodology reviewers.*

SMEs

A panel of 10 registered nurses (RNs) and one certified entry-level NA was assembled to assist with the job analysis. The SMEs worked with and/or supervised the work of certified entry-level NAs who had one year or less of experience postcertification or were certified entry-level NAs themselves. They represented all four NCSBN geographic areas of NCSBN's constituents and the major work settings where NAs are employed. *See Appendix B for a listing of SMEs.*

The SMEs performed several tasks crucial to the success of the job analysis study. They asked certified entry-level NAs, whom they supervised, to submit detailed daily logs describing the activities they performed on the job. Additionally, SMEs were asked to submit job descriptions, and orientation and professional evaluations from their work settings. Using activity logs, past activity statements, job descriptions, performance evaluation documents, as well as their own knowledge of certified entry-level NA work, the SMEs identified the category structure describing the types of activities performed by certified entry-level NAs. They were careful to review and modify the current category structure to ensure that it was clear, understandable and logical.

Once the list of categories was created, the SMEs worked to create a list of activities performed by the certified entry-level NA. Each activity was reviewed for applicability to the work of certified entry-level NAs and the relationship to the delivery of safe nursing care to members of the public. Care was taken to create the activity statements at approximately the same level of specificity and to avoid redundancy.

Survey Development

A number of processes were used to create, evaluate and refine the survey instrument used for the 2009 Job Analysis of NAs study. The activity statements were created by the SMEs described in the previous section of this report.

There were 115 NA activity statements that were incorporated into a job analysis survey. The survey also included questions about the NA's work setting, past experiences and demographics. A total of two surveys were developed. Of these two surveys, one was developed for certified entry-level NAs and the other was developed for nurse aide/nursing assistant evaluators (NAEs).

The NA survey contained six sections. Section one focused on the type of work environment. Section two contained activity statements that described the role of the NA. Section three asked about the last day of work for the NA. Section four focused on NA education and training. Section five asked for personal background information. Section six allowed responders to write comments or suggestions about the study.

The NAE survey contained three sections. Section one focused on the work environment. Section two contained the same activity statements that described the role of the NA. Section three contained an area for comments.

Due to the difference in nature of work among NAs and NAEs, the authors developed two separate

surveys for the groups to gather demographic information relevant to each. Despite the slight differences in demographic information asked, the 115 NA activity statements were common across both survey forms. *The surveys can be found in Appendices F.1 and F.2.*

Survey Process

Sample Selection

The sample of 6,500 nursing directors was randomly selected from the data set sent by a mailing agency. The data set contained the current addresses and contact names of nursing directors in hospitals, nursing homes, and long-term care and home health care facilities. The breakdown of the sample according to the facilities in which the nursing directors are employed is as follows: 1,400 hospitals (21.5%), 3,950 nursing homes (60.8%), 150 long-term care facilities (2.3%) and 1,000 home health care facilities (15.4%).

Each of the 6,500 packages contained three surveys. The nursing directors were instructed to give the package to the NAE, who was to fill out one survey by himself/herself and give the other two to NAs who had less than 12 months of experience post-certification. This method was chosen because a national registry of NAs according to their certification date was not available.

Mailing Procedure

A total of three paper surveys were distributed among 6,500 health care facility directors. Each packet contained a cover letter, two NA surveys and one NAE survey. Instructions were given to provide the NA surveys to entry-level NAs, who were certified for one year or less. The NAE survey was given to a nurse who supervises NAs. In addition to surveys, the facilities received one presurvey notice and two reminder notices. The survey was conducted from October 2009 through December 2009.

Confidentiality

All potential participants were promised confidentiality with regard to their participation and responses. Files containing mailing information were kept separate from the data files. Preassigned codes were used to facilitate cost-effective follow-up mailings while maintaining data confidentiality. The study protocol was reviewed and approved by NCSBN's CEO for compliance with organizational guidelines for research studies involving human subjects.

Return Rates

Of the 6,500 total health care settings that were sent the packet of surveys, 485 facilities opted out of the survey, citing such reasons as too busy to participate or having no entry-level NAs in their facilities. A total of 21 surveys were returned due to incorrect addresses. The adjusted total number of surveys sent was 5,994. A total of 638 health care settings returned the NA surveys, of which 378 returned both NA surveys, resulting in 1,016 total surveys. A response rate of 10.65% was observed at the facility level for NAs.

For the NAE survey mailed to the same health care settings, a total of 666 surveys were returned for a setting return rate of 11.1%.

The surveys sent were unsolicited and a lack of a national governing structure made it difficult to identify certified entry-level NAs. Given that 1,016 returned NA surveys and 666 returned NAE surveys, the estimated standard error was .03 (NA) and .04 (NAE), which suggests that the results can be interpreted reliably.

2009 Nurse Aide Job Analysis Nonresponder Study

In order to ensure the validity of the results, NCSBN conducted a secondary survey sent to nonresponders to determine if those NAs not responding would have rated the survey activity statements differently than responders. If there are no systematic differences in responders versus nonresponders, we have further evidence to validate the findings from the 2009 Job Analysis of NAs study. The nonresponders rated the activity statements similar to the responders, lending support for the validity of the results. *See Appendix E for a full report of the nonresponder study* and *Appendix G for the nonresponder survey.*

Summary

The SMEs, consisting of a panel of 10 RNs and one NA, who worked with certified entry-level NAs or served as a certified entry-level NA, met in July 2009 in Chicago to provide the foundation for the 2009 Job Analysis of NAs. The SMEs identified the category structure describing the types of activities performed by certified entry-level NAs. Once the list of categories was created, the SMEs worked to create a list of activities performed by the certified entry-level NA. Each activity was reviewed for applicability to work performed by certified entry-level NAs and the relationship to the delivery of safe nursing care to members of the public. In the end, there were 115 activity statements. A total of two survey instruments for data collection were developed and revised based on those activity statements. The surveys were mailed from October 2009 through December 2009. After the surveys were received, the nonresponder study was conducted in January 2010. The response rates for all the surveys were satisfactory. A higher rate could have been obtained if the national registry of the recently certified NAs had existed because in that case, NCSBN could have better targeted entry-level personnel. Overall, there were no significant changes in the job activities since the 2005 Job Analysis of NAs.

DEMOGRAPHICS, EXPERIENCES AND WORK ENVIRONMENTS OF PARTICIPANTS

Demographics/Past Experiences

Demographic information, including gender, and racial and ethnic backgrounds, are presented next, followed by descriptions of responders' work environments, including settings, shifts worked and client characteristics.

Gender

The majority (91.5%) of NA survey responders reported being female. *See Figure 1.*

Race/Ethnicity of Certified Entry-Level NAs

NA respondents were ethnically diverse, with 65.4% reporting being White. The responders reported their race/ethnicity as follows: 17.6% as African-American, 3.5% as Asian (Indian and other combined), 8.7% as Hispanic or Latino descent, 1.7% as Native American and 0.5% as Pacific Islander. *See Figure 2 for race/ethnicity of NAs.*

NA Experience and NAE Supervisory Experience

Directors of hospitals, nursing homes, and long-term care and home health care facilities were asked to provide the survey to first-year NAs; 58.2% of the respondents fell into this category. Subsequent analyses evaluate differences in importance ratings among the years experience categories. *See Figure 3.* Less than a third of the NAEs (31.2%) indicated that they have five or less years of experience supervising NAs. *See Figure 4.*

Work Settings

Facilities

The following major NA work setting types were identified: hospital/acute facilities, nursing home/long-term care settings and community/home health care settings. Most NAs and NAEs reported working in an extended care facility (26.7% of NAs and 25.7% of NAEs) or medical/surgical unit work environment (11.2% of NAs and 15.6% of NAEs) within the hospital/acute care settings. *See Table 1.* In nursing home/long-term care settings, many

Figure 1. Gender of NAs

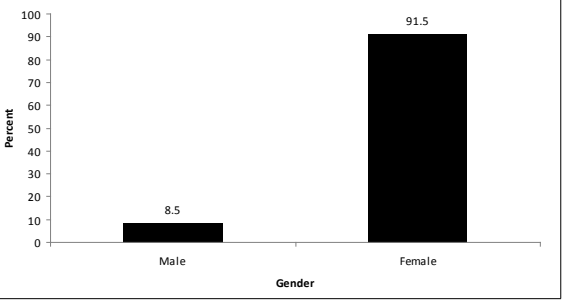


Figure 2. Race/Ethnicity of NAs

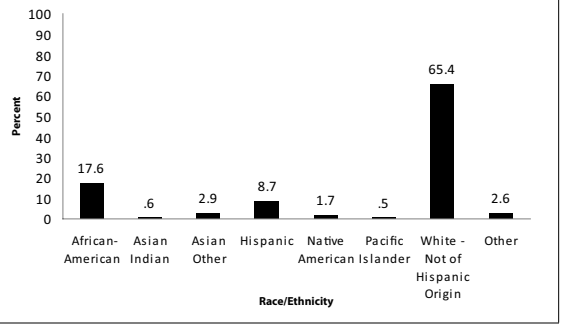


Figure 3. Years Experience

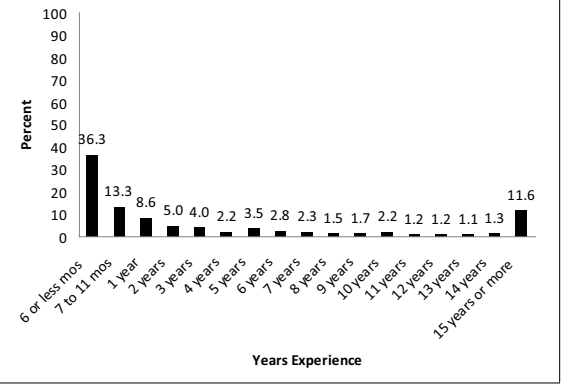
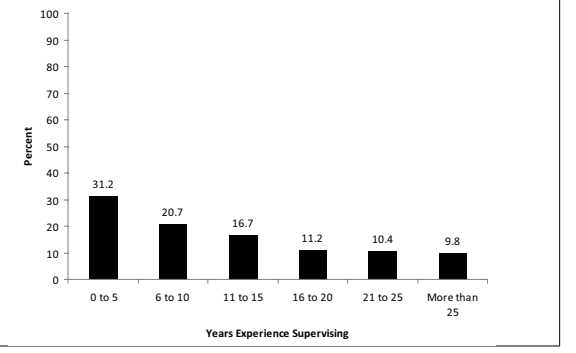


Figure 4. NAE Years Experience Supervising



respondents worked in a skilled care unit (43.7% of NAs and 58.1% of NAEs). *See Table 2*. Not many respondents indicated that they worked in the community/home health care setting. The highest percentage category within this setting type was home health care in client's residence (9.4% of NAs and 7.8% of NAEs). *See Table 3*.

Respondents were also asked what best describes the job title they held. For the NA survey, respondents were asked to select one NA title among several in a list; for the NAE survey, respondents were asked to select all of the job titles for which they supervised. A total of 40.3% of NAs and 40.7% of NAEs identified certified nursing assistant, while 37.9% of NAs and 43.8% of NAEs selected certified nurse aide as the work title they held or supervised. *See Table 4*.

Table 1. Hospital/Acute Care Setting

Hospital or Acute Care Setting	NA	NAE
Central supply	1.5%	0.5%
Chemical dependency unit	0.7%	0.2%
Emergency room	2.1%	2.1%
Extended care facility/Rehabilitation unit	26.7%	25.7%
Inpatient hospice care	3.9%	5.3%
Intensive care unit	2.1%	2.0%
Intermediate care/Step-down unit	2.0%	3.2%
Labor and delivery unit	1.0%	1.1%
Medical/surgical unit (includes subspecialties like orthopedics, oncology, etc.)	11.2%	15.6%
Nursery	0.8%	0.6%
Operating room	0.5%	0.2%
Pediatric unit	0.8%	1.1%
Postpartum/maternity unit	0.4%	1.4%
Psychiatric unit	1.8%	2.3%
Recovery room	0.5%	0.6%
Other	8.9%	5.7%

Note: Respondent could make multiple selections.

Table 2. Nursing Home/Long-term Care Setting

Nursing Home/Long-term Care	NA	NAE
Assisted living facility	19.7%	11.0%
Intermediate care unit	10.4%	18.6%
Personal care unit	15.4%	7.7%
Skilled care unit	43.7%	58.1%
Sub-acute unit	5.1%	8.7%
Other	4.7%	7.1%

Note: Respondent could make multiple selections.

Client Health Conditions

NAs reported caring most frequently for clients with stable chronic conditions (41.67%), acutely ill clients (41.3%), clients at end of life (39.0%), and clients with behavioral and emotional conditions (36.3%). NAEs reported caring most frequently for stable chronic clients (68.3%), clients at end-of-life (62.6%), and clients with behavioral and emotional conditions (53.9%). The ability to give multiple answers allowed for percentages to total more than 100%. *See Figure 5*.

Client Ages

The majority of NAs reported caring for adult clients aged 65 to 85 (62.6%) and adults over the age of 85 (28.4%). NAEs reported caring for adult clients aged 65 to 85 (81.1%) and adults over the age of

Table 3. Community/Home Health Care Setting

Community/Home Health Care	NA	NAE
Clinic/outpatient unit/ambulatory surgical care	2.1%	0.6%
Home health care in client's residence	9.4%	7.8%
Hospice care in client's residence	3.6%	3.0%
Other	6.5%	1.4%

Note: Respondent could make multiple selections.

Table 4. NA Job Title

Title	NA	NAE
Care partner	0.2%	1.2%
Certified home health aide	2.6%	3.2%
Certified medication aide	0.8%	6.5%
Certified medication technician	0.2%	2.4%
Certified nurse aide	37.9%	43.8%
Certified nursing assistant	40.3%	40.7%
Charge aide	0.9%	1.1%
Dietary aide	0.0%	0.9%
Home health aide	1.1%	4.8%
Homemaker	0.1%	1.4%
Medication aide	0.3%	3.0%
Medication technician	0.3%	1.2%
Nurse aide/assistant	9.7%	23.1%
Orderly	0.0%	1.1%
Patient care technician	2.2%	4.1%
Personal or patient care attendant	0.7%	3.6%
Psychiatric aide	0.4%	1.1%
Other	2.3%	6.9%

Note: Respondent could make multiple selections.

85 (52.4%). *See Figure 6.* NAs were asked to only provide one answer. NAEs, because they generally supervise multiple NAs, were given the ability to provide multiple answers, thus allowing for percentages to total more than 100%. *See Figure 6.*

Figure 5. Client Health Conditions

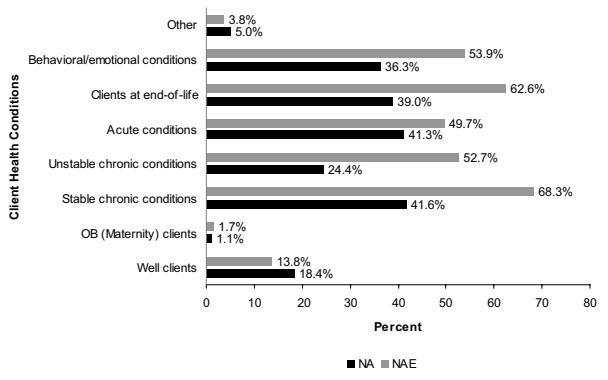


Figure 6. Client Ages

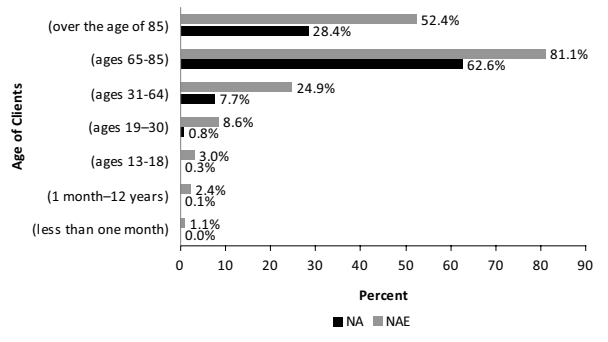
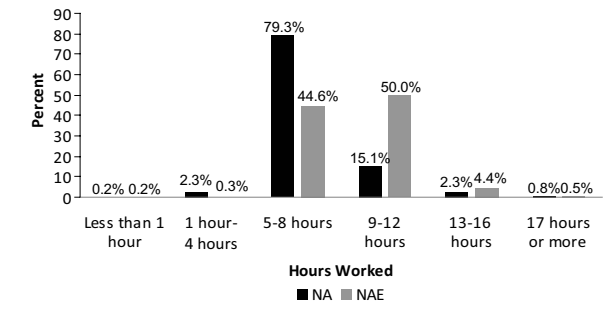


Figure 7. Shifts Worked by NAs



Shifts and Hours Worked

The shifts most commonly worked by NAs were days (55.1%) and nights (27.7%). Only 5.6% of NA respondents reported working rotating shifts. A total of 80.7% of NAEs selected day shifts. *See Table 5.* The majority of NA and NAE respondents worked five- to eight-hour shifts (79.3% of NAs and 44.6% of NAEs) or nine-to 12-hour shifts (15.1% of NAs and 50% of NAEs). *See Figure 7.*

Time Spent in Different Categories of NA Activities

The NA responders in the current study were asked to record the number of hours spent performing specific categories of activities. *See Table 6.* The hours spent were averaged. The proportion was created to represent the average percentage of time respondents spent in each of the activities by summing the average ratings and dividing each of the seven activities by that sum. NA respondents indicated that more time was spent in activities of daily living than any other category. *See Table 6.*

NAE License, Title and Supervision

Unique questions were asked on the NAE survey about types of license and position title. Most NAE respondents (64.7%) selected RN as the type of license they held. *See Table 7.* Respondents we allowed to select all licenses that apply. Director/assistant director (23.7%) and charge nurse (21.6%) were the most frequently selected titles; a few (1.7%) selected team leader as their title. *See Table 8.* There was a diverse distribution of the number of certified entry-level NAs NAEs supervised, ranging from six (6.1%) to seven or more (17.6%). *See Table 9.*

Summary

The certified entry-level NAs responding to the 2009 Job Analysis of NAs Survey were primarily white females with one year or less

of experience. The majority worked straight day or night shifts in skilled care units in a long-term care or nursing home facility. The responders cared mostly for clients with stable, chronic conditions who were 65 years of age or older.

Table 5. Shifts Worked

Work Shift	NA	NAE
Rotating shift	5.6%	4.4%
Days (8-, 10-, or 12-hour shift)	55.1%	80.7%
Evenings (8-, 10-, or 12-hour shift)	27.7%	9.2%
Nights (8-, 10-, or 12-hour shift)	8.1%	3.7%
Other	3.4%	2.0%

Table 6. NA Activity Category

Activity	Average	St. Dev.	Total %
Activities of daily living	4.21	2.60	18.8
Basic nursing skills	2.93	2.72	13.1
Restorative skills	2.74	2.65	12.3
Psychosocial care skills	2.91	2.93	13.0
Communication	2.94	2.88	13.1
Client rights/ethical/legal behavior	3.48	3.29	15.6
Member of the health care	3.16	3.02	14.1

Table 7. NAE License Held

License	% Selected
RN	64.7
LPN/VN	30.6
Other	4.8

Table 8. NAE Title

Position Title	%
Charge nurse	21.6
Coordinator	4.1
Director/assistant director	23.7
Head nurse/unit manager	8.4
Inservice educator	7.7
Staff LPN/VN	7.0
Staff RN	6.9
Supervisor	10.7
Team leader	1.7
Other	8.1

Table 9. Number Supervised

Number entry-level supervise last shift	%
None	15.0
One	16.5
Two	16.1
Three	10.4
Four	9.5
Five	8.7
Six	6.1
Seven or more	17.6

ACTIVITY STATEMENT PERFORMANCE FINDINGS

Findings relative to the activities performed by NAs are presented in this section of the report. The methods used to collect and analyze activity statement findings, the representativeness of activity statements, NA performance and importance of the activities will be discussed.

Overview of Methods

In the 2009 Job Analysis of NAs Survey for certified entry-level NAs, NAEs were asked to provide overall importance ratings for each activity statement. They were asked to rate the overall importance of the activity considering client safety and/or threat of complications or distress on a scale of 1 to 5. A zero rating was reserved for those who did not perform the activity. The five-point importance scale ranged from 1 being not important to 5 being extremely important. The responder ratings were analyzed in terms of frequency and importance. Frequency of performance was estimated by analyzing the number of responders who selected the zero rating. After removing zero ratings, the average importance ratings were calculated.

Activity Performance Characteristics

Reliability

Reliability indices were calculated to assess the capability of the survey to measure the activities relevant to safe and effective work of certified entry-level NAs. Cronbach's alpha coefficients were calculated on importance ratings for the NA and NAE surveys. Alpha coefficients range from zero to one; a value of 0.70 or greater is considered adequate (Cronbach, 1951). As seen in Table 10, the results of the reliability values for the job analysis scale and survey forms suggests that the survey was very reliable, approaching the theoretical maximum value.

Table 10. Reliability Estimates

	Importance		
Survey	**N Items**	**N Cases**	**Scale Reliability**
NA	115	96	0.99
NAE	115	76	0.99

Frequency of Activity Performed

Responders were asked to rate the activity as zero if the NA did not perform it in their setting. A percentage was calculated by summing the number of zero ratings for an activity and dividing by the total number of respondents for each activity. A total of four categories were created for these evaluations: NAs with one year or less experience, NAs with two to 10 years experience, NAs with more than 10 years experience and NAE respondents.

When reviewing the data, an emphasis was placed on the certified entry-level NAs (those with one year or less experience) cohort and the NAE cohort. For the certified entry-level NA cohort, activity 107, *Asks for help when needed*, was performed by 100.0% of the respondents. Conversely, only 51.7% of the certified entry-level NA cohort performed activity 26, *Perform cardiopulmonary resuscitation (CPR)*. In evaluating the NAE cohort's perceptions of NAs, the following three activities were performed by 100.0% of their NAs: *Follow Standard/Universal precautions (e.g., hand washing, personal protective equipment [PPE], isolation guidelines); Respect client's need for privacy/confidentiality;* and *Follow code of ethics for nurse aides*. Alternatively, the NAEs indicated that only 52.5% of their NAs performed activity 31, *Apply and monitor restraints*.

With respect to the relationship between the certified entry-level NA cohort and the NAE cohort, the percent performing an activity had a high correlation ($r=.85$, $p<.01$). *Figure 8 shows one year or less NA and NAE groups' percent performing ratings across the 115 activities, and Table 11 shows the information about the percent performing certain activities across different NA years experience cohorts and the NAE cohort. Appendix C contains ratings sorted from low to high, based on the newly certified cohort.*

Importance of Activity Performance

Responders were asked to rate the importance of each activity with respect to the maintenance of client safety and/or threat of complications or distress. Average importance ratings were calculated by averaging the 1 to 5 importance ratings. Because the zero rating (not performed) is not considered part of the importance continuum, it was removed before calculating average importance. A total of four categories were created for this: NAs with one year or less experience, NAs with two to 10 years experience, NAs with more than 10 years experience and NAE respondents.

When reviewing the data, an emphasis was placed on the certified entry-level NAs (those with one year or less experience) cohort and the NAE cohort. For the certified entry-level NA cohort, activity 5, *Perform nail care*, had the lowest average importance rating of 3.81. Conversely, activity 19, *Follow Standard/Universal precautions (e.g., hand washing, personal protective equipment [PPE], isolation guidelines)*, had the highest average rating of 4.95. In evaluating the NAE cohort's importance ratings, activity 34, *Assist nurse with dressing change*, was rated least important at 3.45. Similar to the NAs, NAEs ranked activity 19, *Follow Standard/Universal precautions (e.g., hand washing, personal protective equipment [PPE], isolation guidelines)*, with the highest average rating of 4.93. *See Table 11 for percent performing activity ratings.*

With respect to the relationship between the certified entry-level NA cohort and the NAE cohort, average importance ratings had a high correlation ($r=.90$, $p<.01$). *See Figure 9 and Table 12 for average importance ratings. Appendix C contains importance ratings sorted from low to high based on the newly certified cohort.*

Activity performance and importance by work setting was evaluated to confirm the NA's role is consistent in three major work settings. The work settings were hospitals/acute care; nursing home/long-term care; and community/home health care. The three work settings showed little difference with respect to percent performed and average importance ratings. Between hospitals/acute care settings and nursing home/long-term care settings, the largest difference for percentage not performing an activity was activity 51 (17.2% difference), *Perform and record pulse oximetry*. For the average importance ratings, the largest difference was on activity 6 (0.26 difference), *Assist with grooming needs (e.g., shaving, hair care, cosmetics). See Table 13.*

Figure 8. Performance Ratings

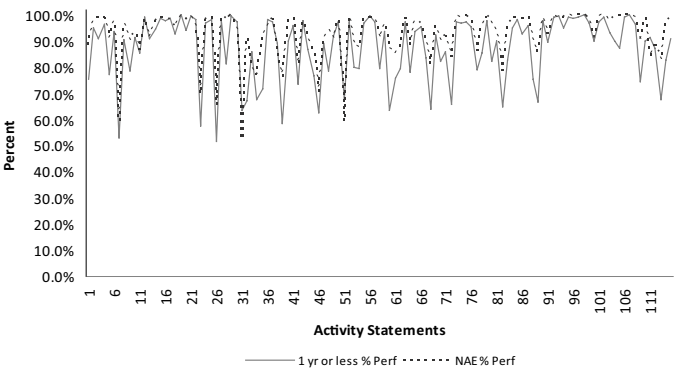


Figure 9. Average Importance Ratings

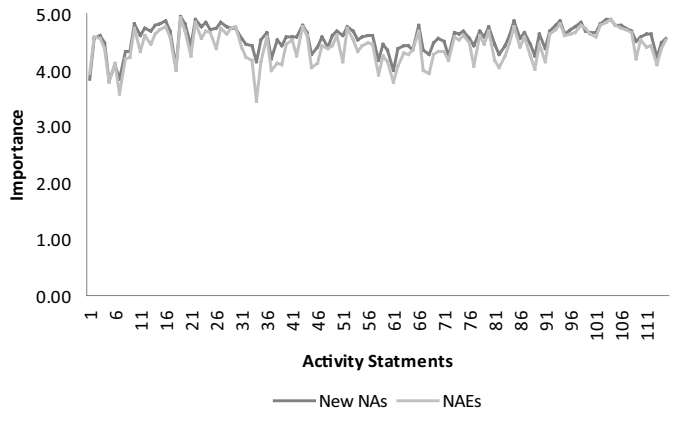


Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
1	Provide foot care	554	24.50%	75.50%	236	23.70%	76.30%	191	22.00%	78.00%	652	11.30%	88.70%
2	Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	555	5.20%	94.80%	239	5.90%	94.10%	195	3.10%	96.90%	661	1.20%	98.80%
3	Provide or assist client with shower/ bath (e.g., partial, whirlpool, bed bath)	557	9.20%	90.80%	239	5.90%	94.10%	193	7.30%	92.70%	658	0.90%	99.10%
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	554	3.60%	96.40%	238	4.20%	95.80%	192	5.20%	94.80%	654	1.10%	98.90%
5	Provide nail care	553	22.60%	77.40%	234	21.40%	78.60%	195	15.40%	84.60%	658	8.50%	91.50%
6	Assist with grooming needs (e.g., shaving, hair care, cosmetics)	555	6.30%	93.70%	237	7.20%	92.80%	189	5.80%	94.20%	656	2.40%	97.60%
7	Assist client to fill out meal menu	554	46.90%	53.10%	237	45.60%	54.40%	193	39.90%	60.10%	652	40.60%	59.40%
8	Assist with meal set-up	554	9.60%	90.40%	237	7.20%	92.80%	190	10.50%	89.50%	657	3.00%	97.00%
9	Assist with supplemental nutrition	549	21.50%	78.50%	237	17.70%	82.30%	192	17.70%	82.30%	658	9.40%	90.60%
10	Feed client who cannot feed self	558	8.80%	91.20%	238	10.90%	89.10%	192	13.50%	86.50%	660	6.20%	93.80%
11	Identify special diets (e.g., low sodium, pureed, diabetic)	552	14.50%	85.50%	238	14.30%	85.70%	193	12.40%	87.60%	657	13.20%	86.80%
12	Provide client with fluids	556	1.10%	98.90%	239	2.50%	97.50%	193	4.10%	95.90%	658	1.20%	98.80%
13	Verify/confirm client receives correct diet	554	9.20%	90.80%	238	6.70%	93.30%	192	10.90%	89.10%	657	8.20%	91.80%
14	Change incontinence products for all ages	552	5.30%	94.70%	239	8.80%	91.20%	193	5.20%	94.80%	657	2.30%	97.70%
15	Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	557	1.30%	98.70%	238	4.20%	95.80%	194	5.70%	94.30%	657	0.80%	99.20%
16	Provide pericare (e.g., continent/ incontinent)	560	2.50%	97.50%	238	5.00%	95.00%	194	4.10%	95.90%	655	0.90%	99.10%
17	Assist client with proper body alignment and positioning	555	1.40%	98.60%	238	4.20%	95.80%	195	7.70%	92.30%	658	2.30%	97.70%
18	Provide physical comfort measures (e.g., back rubs)	554	7.40%	92.60%	237	13.10%	86.90%	194	11.90%	88.10%	655	4.60%	95.40%

Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	557	0.20%	99.80%	242	0.40%	99.60%	202	0.00%	100.00%	660	0.00%	100.00%
20	Identify biohazardous waste and dispose of properly	555	5.80%	94.20%	240	3.80%	96.30%	204	6.90%	93.10%	657	1.70%	98.30%
21	Keep client's area clean and neat	555	0.50%	99.50%	240	0.40%	99.60%	203	1.50%	98.50%	656	0.50%	99.50%
22	Apply and respond to client safety alarms	548	2.00%	98.00%	240	5.80%	94.20%	200	7.00%	93.00%	657	4.40%	95.60%
23	Clear foreign-body airway obstruction (FBAO)	545	42.60%	57.40%	238	42.00%	58.00%	199	38.20%	61.80%	648	30.10%	69.90%
24	Follow oxygen safety guidelines (e.g., no smoking)	559	3.00%	97.00%	240	5.40%	94.60%	202	7.40%	92.60%	657	1.80%	98.20%
25	Identify client before providing each service/care	557	1.60%	98.40%	241	3.30%	96.70%	199	3.50%	96.50%	658	0.50%	99.50%
26	Perform cardiopulmonary resuscitation (CPR)	551	48.30%	51.70%	235	36.60%	63.40%	199	35.20%	64.80%	654	34.10%	65.90%
27	Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	556	2.30%	97.70%	240	4.20%	95.80%	201	4.00%	96.00%	659	0.60%	99.40%
28	Respond to actual/potential disaster or emergency situations per protocol	551	18.90%	81.10%	240	12.50%	87.50%	203	13.80%	86.20%	657	2.00%	98.00%
29	Use proper body mechanics	554	0.50%	99.50%	239	0.80%	99.20%	199	1.00%	99.00%	656	0.20%	99.80%
30	Answer call light promptly	560	2.70%	97.30%	241	7.10%	92.90%	202	8.90%	91.10%	653	6.00%	94.00%
31	Apply and monitor restraints	550	36.50%	63.50%	240	37.90%	62.10%	198	42.90%	57.10%	657	47.50%	52.50%
32	Apply and remove anti-embolism hose	544	32.70%	67.30%	232	27.20%	72.80%	200	25.50%	74.50%	659	8.50%	91.50%
33	Assist client with turning, coughing and deep breathing	552	14.30%	85.70%	238	15.10%	84.90%	200	17.50%	82.50%	659	19.90%	80.10%
34	Assist nurse with dressing change	552	32.40%	67.60%	240	25.00%	75.00%	201	23.90%	76.10%	658	22.90%	77.10%
35	Care for body after death	555	28.10%	71.90%	238	23.10%	76.90%	204	23.00%	77.00%	657	8.20%	91.80%
36	Check client status routinely during shift	550	1.60%	98.40%	237	3.40%	96.60%	203	4.90%	95.10%	655	4.10%	95.90%

Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
37	Make bed (e.g., occupied, unoccupied)	553	2.90%	97.10%	240	3.30%	96.70%	201	4.50%	95.50%	656	1.50%	98.50%
38	Observe for color, movement and sensation (CMS) of extremities	554	11.00%	89.00%	238	11.30%	88.70%	198	13.60%	86.40%	659	15.50%	84.50%
39	Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	554	41.50%	58.50%	239	31.40%	68.60%	201	39.30%	60.70%	657	23.70%	76.30%
40	Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	554	10.10%	89.90%	240	11.30%	88.80%	201	9.50%	90.50%	657	1.70%	98.30%
41	Provide client-specific care	548	4.20%	95.80%	238	4.20%	95.80%	200	4.00%	96.00%	658	0.90%	99.10%
42	Provide ostomy care (e.g., emptying collection device)	547	26.70%	73.30%	238	26.50%	73.50%	198	25.30%	74.70%	657	18.90%	81.10%
43	Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	552	2.20%	97.80%	240	3.80%	96.30%	203	5.90%	94.10%	657	2.30%	97.70%
44	Provide urinary catheter care	552	13.40%	86.60%	241	17.80%	82.20%	200	16.50%	83.50%	656	8.50%	91.50%
45	Transport client (e.g., off unit or to another setting)	548	23.20%	76.80%	237	14.80%	85.20%	199	20.10%	79.90%	657	14.50%	85.50%
46	Collect and label stool, urine or sputum specimens	552	37.30%	62.70%	239	26.40%	73.60%	200	29.00%	71.00%	658	29.00%	71.00%
47	Estimate and record amount/ percentage of meal intake	555	10.80%	89.20%	241	12.00%	88.00%	204	13.70%	86.30%	656	9.00%	91.00%
48	Measure and record client's weight and/or height (e.g., standing and lying)	551	21.60%	78.40%	240	14.60%	85.40%	200	16.00%	84.00%	655	5.30%	94.70%
49	Measure and record intake and output	552	8.20%	91.80%	239	11.70%	88.30%	198	16.20%	83.80%	655	8.90%	91.10%
50	Observe and report signs and symptoms of pain	555	2.90%	97.10%	240	2.90%	97.10%	202	3.50%	96.50%	655	1.70%	98.30%
51	Perform and record pulse oximetry	549	32.60%	67.40%	238	28.60%	71.40%	202	34.20%	65.80%	656	40.50%	59.50%
52	Recognize and report signs and symptoms of client's changing condition	557	2.90%	97.10%	240	0.00%	100.00%	201	3.00%	97.00%	657	0.60%	99.40%
53	Take and record client's vital signs (VS)	552	19.90%	80.10%	241	12.00%	88.00%	202	16.80%	83.20%	655	11.60%	88.40%

Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
54	Assist client in bowel and/or bladder training	551	20.70%	79.30%	242	20.70%	79.30%	200	15.50%	84.50%	660	12.10%	87.90%
55	Assist client to ambulate with a device (e.g., cane, walker, crutches)	554	3.10%	96.90%	241	5.00%	95.00%	201	6.50%	93.50%	659	1.50%	98.50%
56	Allow client to do things at his/her own pace	553	0.40%	99.60%	241	0.80%	99.20%	201	2.50%	97.50%	656	0.80%	99.20%
57	Assist client with ambulating	553	2.50%	97.50%	239	2.90%	97.10%	200	4.00%	96.00%	657	1.20%	98.80%
58	Assist client with recreational activities	554	20.40%	79.60%	238	17.60%	82.40%	200	15.50%	84.50%	656	8.70%	91.30%
59	Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	552	6.50%	93.50%	241	8.30%	91.70%	201	9.00%	91.00%	658	3.00%	97.00%
60	Assist client with the application and removal of prosthetic and orthotic devices	551	36.50%	63.50%	240	28.80%	71.30%	199	30.70%	69.30%	657	12.80%	87.20%
61	Assist or encourage family to help with client's care	551	24.10%	75.90%	240	20.00%	80.00%	198	21.70%	78.30%	656	14.80%	85.20%
62	Encourage client and family to contribute to and follow plan of care	551	20.30%	79.70%	239	20.90%	79.10%	202	18.80%	81.20%	658	12.50%	87.50%
63	Encourage client to be independent	551	2.50%	97.50%	240	2.50%	97.50%	200	4.50%	95.50%	658	0.80%	99.20%
64	Perform passive or active assisted range of motion exercises	552	21.90%	78.10%	241	14.50%	85.50%	201	17.40%	82.60%	657	11.30%	88.70%
65	Provide individualized care based on client's preference and schedule	547	6.60%	93.40%	241	7.50%	92.50%	199	6.50%	93.50%	644	1.70%	98.30%
66	Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	551	4.40%	95.60%	241	12.00%	88.00%	202	9.40%	90.60%	644	3.70%	96.30%
67	Assist client to participate in groups and other activities	554	16.60%	83.40%	238	16.40%	83.60%	202	21.80%	78.20%	641	10.00%	90.00%
68	Assist client with issues related to death and dying	547	36.20%	63.80%	241	34.90%	65.10%	200	38.00%	62.00%	640	18.80%	81.30%
69	Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	553	8.00%	92.00%	241	10.00%	90.00%	201	10.40%	89.60%	642	4.20%	95.80%

Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
70	Implement strategies to care for the angry or potentially violent client	554	17.90%	82.10%	241	17.00%	83.00%	199	22.60%	77.40%	640	9.70%	90.30%
71	Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	547	14.30%	85.70%	240	14.60%	85.40%	198	15.20%	84.80%	641	8.00%	92.00%
72	Participate in client's behavior modification program	549	34.40%	65.60%	241	32.80%	67.20%	199	28.60%	71.40%	645	16.00%	84.00%
73	Promote client self-esteem and dignity	550	2.70%	97.30%	241	1.20%	98.80%	199	3.00%	97.00%	643	0.50%	99.50%
74	Promote client's feeling of acceptance	548	3.10%	96.90%	238	3.80%	96.20%	198	2.50%	97.50%	643	0.90%	99.10%
75	Promote client's feeling of security	549	2.90%	97.10%	239	1.30%	98.70%	200	2.00%	98.00%	643	0.50%	99.50%
76	Provide a client-centered environment	544	4.40%	95.60%	237	4.60%	95.40%	197	4.60%	95.40%	639	2.50%	97.50%
77	Provide client assistance in resolving grievances and disputes	549	21.10%	78.90%	239	25.10%	74.90%	197	21.80%	78.20%	642	13.90%	86.10%
78	Provide comfort and care for dying client	554	14.80%	85.20%	241	13.70%	86.30%	200	12.00%	88.00%	641	3.60%	96.40%
79	Provide emotional support	551	2.20%	97.80%	238	1.70%	98.30%	201	3.50%	96.50%	640	0.60%	99.40%
80	Recognize and report signs that client might be suicidal	553	17.70%	82.30%	240	13.80%	86.30%	198	15.20%	84.80%	637	3.00%	97.00%
81	Use reality orientation (e.g., time, place, person)	551	10.00%	90.00%	239	10.90%	89.10%	198	10.60%	89.40%	640	6.10%	93.90%
82	Use validation therapy	546	35.00%	65.00%	241	39.00%	61.00%	194	37.60%	62.40%	634	21.50%	78.50%
83	Report client's cultural/religious/ spiritual preferences and needs (e.g., food, clergy)	550	17.30%	82.70%	239	20.10%	79.90%	199	15.60%	84.40%	640	4.10%	95.90%
84	Respect client's religious and cultural beliefs and practices	553	5.20%	94.80%	239	2.90%	97.10%	199	6.50%	93.50%	640	1.10%	98.90%
85	Document or record information accurately	550	1.60%	98.40%	241	1.70%	98.30%	199	1.50%	98.50%	643	0.80%	99.20%
86	Identify and report barriers to communication	550	7.30%	92.70%	240	5.40%	94.60%	196	5.60%	94.40%	641	1.60%	98.40%
87	Observe and report behavioral changes	550	4.00%	96.00%	239	1.70%	98.30%	200	2.00%	98.00%	639	0.30%	99.70%
88	Recognize the need for an interpreter	548	24.60%	75.40%	239	22.60%	77.40%	197	21.30%	78.70%	639	10.50%	89.50%

Table 11. Percent Performing Activity Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
89	Reinforce client and family education	546	33.30%	66.70%	238	29.00%	71.00%	195	28.70%	71.30%	638	13.90%	86.10%
90	Use active listening skills	547	2.40%	97.60%	238	2.10%	97.90%	200	3.00%	97.00%	640	0.80%	99.20%
91	Use approved medical terminology in written and verbal communication	546	10.60%	89.40%	238	13.00%	87.00%	196	15.30%	84.70%	637	7.20%	92.80%
92	Use courtesy in communication	553	0.70%	99.30%	241	0.40%	99.60%	195	0.00%	100.00%	639	0.20%	99.80%
93	Follow client's plan of care	552	0.50%	99.50%	239	1.70%	98.30%	201	1.50%	98.50%	635	0.90%	99.10%
94	Follow Health Insurance Portability and Accountability Act (HIPAA)	547	5.10%	94.90%	238	3.80%	96.20%	202	4.50%	95.50%	635	0.90%	99.10%
95	Identify self to client by name and job title	549	0.70%	99.30%	237	0.80%	99.20%	200	1.00%	99.00%	639	0.20%	99.80%
96	Provide explanation of care to client	547	1.30%	98.70%	241	0.80%	99.20%	200	0.50%	99.50%	638	0.30%	99.70%
97	Respect and maintain security of client's personal belongings	552	0.70%	99.30%	237	0.00%	100.00%	201	1.00%	99.00%	643	0.20%	99.80%
98	Respect client's need for privacy/ confidentiality	550	0.20%	99.80%	240	0.00%	100.00%	201	0.00%	100.00%	643	0.00%	100.00%
99	Respect client's personal choices, including advanced directives	552	3.10%	96.90%	238	7.60%	92.40%	202	2.50%	97.50%	639	2.00%	98.00%
100	Promote client's right to be free of restraints	549	10.20%	89.80%	238	12.60%	87.40%	199	9.50%	90.50%	645	9.50%	90.50%
101	Respect client's right to refuse care	550	2.90%	97.10%	238	1.30%	98.70%	200	2.00%	98.00%	645	0.30%	99.70%
102	Follow code of ethics for nurse aides	549	0.70%	99.30%	238	1.30%	98.70%	199	0.00%	100.00%	642	0.00%	100.00%
103	Report and record unusual incidents (e.g., errors, injuries, falls)	557	6.60%	93.40%	241	3.30%	96.70%	204	5.90%	94.10%	644	1.90%	98.10%
104	Report any suspected neglect, mistreatment or abuse	555	10.10%	89.90%	239	7.10%	92.90%	196	6.10%	93.90%	637	0.30%	99.70%
105	Report suspicious workplace activity which involves other employees, former employees, clients or visitors	555	12.60%	87.40%	238	8.40%	91.60%	196	7.70%	92.30%	644	0.50%	99.50%
106	Accept and complete authorized duties	552	0.90%	99.10%	241	1.70%	98.30%	192	0.00%	100.00%	645	0.20%	99.80%
107	Ask for help when needed	551	0.00%	100.00%	238	0.40%	99.60%	190	1.60%	98.40%	643	0.20%	99.80%
108	Assist co-workers	551	3.60%	96.40%	240	2.50%	97.50%	192	4.20%	95.80%	646	1.10%	98.90%

Table 11. Percent Performing Activity Ratings													
Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
109	Assist with admission, discharge and transfer	552	25.40%	74.60%	239	20.50%	79.50%	193	17.10%	82.90%	642	10.00%	90.00%
110	Attend and participate in staff education	549	9.80%	90.20%	239	5.00%	95.00%	195	6.70%	93.30%	642	1.10%	98.90%
111	Participate in client rounds	550	8.70%	91.30%	236	9.30%	90.70%	192	15.10%	84.90%	641	15.80%	84.20%
112	Participate in end-of-shift report	547	12.60%	87.40%	237	11.40%	88.60%	192	14.60%	85.40%	642	11.50%	88.50%
113	Participate in performance improvement and cost containment programs	544	32.50%	67.50%	236	32.20%	67.80%	191	27.70%	72.30%	639	16.70%	83.30%
114	Suggest additions or needed changes to client's plan of care to health care team	548	17.50%	82.50%	235	13.60%	86.40%	194	13.90%	86.10%	642	2.50%	97.50%
115	Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	547	9.10%	90.90%	237	3.80%	96.20%	191	8.40%	91.60%	643	0.90%	99.10%

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
1	Provide foot care	418	3.83	0.05	180	3.80	0.08	122	4.18	0.08	578	3.95	0.04
2	Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	526	4.55	0.03	225	4.61	0.04	154	4.58	0.05	653	4.58	0.03
3	Provide or assist client with shower/ bath (e.g., partial, whirlpool, bed bath)	506	4.60	0.03	225	4.61	0.04	144	4.51	0.06	652	4.57	0.02
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	534	4.49	0.03	228	4.47	0.05	149	4.38	0.07	647	4.38	0.03
5	Provide nail care	428	3.81	0.05	184	3.76	0.08	136	3.96	0.09	602	3.79	0.04
6	Assist with grooming needs (e.g., shaving, hair care, cosmetics)	520	4.10	0.04	220	4.20	0.06	143	4.31	0.08	640	4.12	0.04
7	Assist client to fill out meal menu	294	3.84	0.06	129	3.80	0.1	90	4.09	0.11	387	3.58	0.06
8	Assist with meal set-up	501	4.33	0.04	220	4.36	0.05	136	4.41	0.07	637	4.21	0.04
9	Assist with supplemental nutrition	431	4.34	0.04	195	4.23	0.07	129	4.36	0.08	596	4.22	0.04
10	Feed client who cannot feed self	509	4.81	0.02	212	4.76	0.04	134	4.79	0.05	619	4.74	0.02
11	Identify special diets (e.g., low sodium, pureed, diabetic)	472	4.62	0.03	204	4.46	0.06	136	4.54	0.07	570	4.32	0.04
12	Provide client with fluids	550	4.74	0.02	233	4.69	0.04	151	4.72	0.05	650	4.60	0.03
13	Verify/confirm client receives correct diet	503	4.70	0.03	222	4.51	0.05	137	4.66	0.06	603	4.45	0.03
14	Change incontinence products for all ages	523	4.79	0.02	218	4.70	0.04	149	4.70	0.05	642	4.65	0.03
15	Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	550	4.82	0.02	228	4.72	0.04	148	4.81	0.04	652	4.71	0.02
16	Provide pericare (e.g., continent/ incontinent)	546	4.86	0.02	226	4.80	0.03	152	4.85	0.03	649	4.76	0.02
17	Assist client with proper body alignment and positioning	547	4.68	0.03	228	4.61	0.04	147	4.75	0.04	643	4.59	0.03
18	Provide physical comfort measures (e.g., back rubs)	513	4.05	0.04	206	4.05	0.07	139	4.26	0.08	625	3.99	0.04

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	556	4.95	0.01	241	4.92	0.02	160	4.94	0.02	660	4.93	0.01
20	Identify biohazardous waste and dispose of properly	523	4.81	0.02	231	4.78	0.03	150	4.81	0.04	646	4.68	0.02
21	Keep client's area clean and neat	552	4.43	0.03	239	4.42	0.05	156	4.51	0.06	653	4.24	0.03
22	Apply and respond to client safety alarms	537	4.91	0.01	226	4.85	0.03	146	4.84	0.03	628	4.84	0.02
23	Clear foreign-body airway obstruction (FBAO)	313	4.75	0.03	138	4.69	0.06	99	4.80	0.05	453	4.56	0.04
24	Follow oxygen safety guidelines (e.g., no smoking)	542	4.83	0.02	227	4.78	0.04	148	4.82	0.04	645	4.69	0.03
25	Identify client before providing each service/care	548	4.71	0.03	233	4.80	0.03	151	4.74	0.04	655	4.67	0.03
26	Perform cardiopulmonary resuscitation (CPR)	285	4.75	0.04	149	4.80	0.04	104	4.70	0.07	431	4.37	0.05
27	Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	543	4.84	0.02	230	4.83	0.03	154	4.81	0.05	655	4.73	0.02
28	Respond to actual/potential disaster or emergency situations per protocol	447	4.77	0.03	210	4.76	0.04	140	4.72	0.05	644	4.64	0.03
29	Use proper body mechanics	551	4.73	0.02	237	4.72	0.04	156	4.82	0.04	655	4.73	0.02
30	Answer call light promptly	545	4.73	0.02	224	4.72	0.04	143	4.76	0.04	614	4.76	0.02
31	Apply and monitor restraints	349	4.56	0.04	149	4.55	0.06	92	4.61	0.07	345	4.41	0.05
32	Apply and remove anti-embolism hose	366	4.46	0.04	169	4.35	0.07	115	4.40	0.08	603	4.22	0.03
33	Assist client with turning, coughing and deep breathing	473	4.43	0.04	202	4.39	0.06	127	4.46	0.07	528	4.17	0.04
34	Assist nurse with dressing change	373	4.14	0.05	180	4.09	0.08	124	4.09	0.1	507	3.45	0.05
35	Care for body after death	399	4.54	0.04	183	4.5	0.06	126	4.44	0.07	603	4.15	0.04
36	Check client status routinely during shift	541	4.65	0.03	229	4.66	0.04	152	4.64	0.05	628	4.59	0.03

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
37	Make bed (e.g., occupied, unoccupied)	537	4.19	0.04	232	4.20	0.07	149	4.19	0.07	646	3.98	0.04
38	Observe for color, movement and sensation (CMS) of extremities	493	4.53	0.04	211	4.52	0.05	131	4.65	0.05	557	4.13	0.04
39	Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	324	4.43	0.05	164	4.45	0.07	94	4.52	0.08	501	4.09	0.05
40	Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	498	4.58	0.03	213	4.56	0.05	144	4.54	0.06	646	4.44	0.03
41	Provide client-specific care	525	4.60	0.03	228	4.56	0.04	152	4.53	0.06	652	4.53	0.03
42	Provide ostomy care (e.g., emptying collection device)	401	4.59	0.04	175	4.51	0.06	115	4.49	0.06	533	4.26	0.04
43	Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	540	4.80	0.02	231	4.74	0.03	149	4.82	0.03	642	4.77	0.02
44	Provide urinary catheter care	478	4.67	0.03	198	4.68	0.04	133	4.67	0.06	600	4.62	0.03
45	Transport client (e.g., off unit or to another setting)	421	4.28	0.05	202	4.19	0.06	124	4.23	0.08	562	4.04	0.04
46	Collect and label stool, urine or sputum specimens	346	4.40	0.05	176	4.43	0.06	112	4.49	0.07	467	4.13	0.05
47	Estimate and record amount/ percentage of meal intake	495	4.59	0.03	212	4.52	0.05	138	4.59	0.06	597	4.42	0.03
48	Measure and record client's weight and/or height (e.g., standing and lying)	432	4.41	0.04	205	4.28	0.06	132	4.48	0.07	620	4.37	0.03
49	Measure and record intake and output	507	4.60	0.03	211	4.49	0.06	129	4.56	0.06	597	4.43	0.03
50	Observe and report signs and symptoms of pain	539	4.68	0.03	233	4.69	0.04	154	4.61	0.06	644	4.61	0.03
51	Perform and record pulse oximetry	370	4.61	0.04	170	4.54	0.05	99	4.48	0.09	390	4.15	0.05
52	Recognize and report signs and symptoms of client's changing condition	541	4.77	0.02	240	4.80	0.03	153	4.77	0.04	653	4.75	0.02
53	Take and record client's vital signs (VS)	442	4.69	0.03	212	4.68	0.04	131	4.60	0.05	579	4.53	0.03

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
54	Assist client in bowel and/or bladder training	437	4.54	0.03	192	4.42	0.06	135	4.52	0.06	580	4.32	0.03
55	Assist client to ambulate with a device (e.g., cane, walker, crutches)	537	4.59	0.03	229	4.50	0.05	148	4.58	0.05	649	4.44	0.03
56	Allow client to do things at his/her own pace	551	4.61	0.03	239	4.53	0.04	155	4.60	0.05	651	4.47	0.03
57	Assist client with ambulating	539	4.61	0.03	232	4.54	0.04	149	4.54	0.05	649	4.46	0.03
58	Assist client with recreational activities	441	4.16	0.05	196	4.10	0.07	135	4.25	0.08	599	3.90	0.04
59	Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	516	4.46	0.03	221	4.40	0.05	144	4.44	0.06	638	4.25	0.04
60	Assist client with the application and removal of prosthetic and orthotic devices	350	4.35	0.05	171	4.30	0.06	110	4.31	0.08	573	4.14	0.04
61	Assist or encourage family to help with client's care	418	4.00	0.05	192	4.07	0.08	117	3.86	0.11	559	3.78	0.05
62	Encourage client and family to contribute to and follow plan of care	439	4.37	0.04	189	4.32	0.07	129	4.26	0.08	576	4.07	0.04
63	Encourage client to be independent	537	4.42	0.04	234	4.44	0.05	151	4.49	0.06	653	4.29	0.03
64	Perform passive or active assisted range of motion exercises	431	4.42	0.04	206	4.33	0.06	131	4.36	0.08	583	4.27	0.04
65	Provide individualized care based on client's preference and schedule	511	4.36	0.04	223	4.34	0.05	148	4.29	0.08	633	4.35	0.03
66	Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	527	4.79	0.02	212	4.70	0.05	142	4.61	0.06	620	4.70	0.02
67	Assist client to participate in groups and other activities	462	4.34	0.04	199	4.24	0.07	125	4.26	0.07	577	3.98	0.04
68	Assist client with issues related to death and dying	349	4.27	0.05	157	4.31	0.08	96	4.28	0.10	520	3.94	0.05
69	Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	509	4.49	0.03	217	4.47	0.05	142	4.36	0.08	615	4.27	0.04
70	Implement strategies to care for the angry or potentially violent client	455	4.55	0.03	200	4.51	0.06	119	4.52	0.07	578	4.31	0.04

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
71	Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	469	4.51	0.03	205	4.52	0.05	130	4.36	0.09	590	4.33	0.03
72	Participate in client's behavior modification program	360	4.24	0.05	162	4.31	0.07	110	4.29	0.09	542	4.17	0.04
73	Promote client self-esteem and dignity	535	4.67	0.03	238	4.69	0.04	153	4.60	0.05	640	4.60	0.03
74	Promote client's feeling of acceptance	531	4.64	0.03	229	4.65	0.04	153	4.54	0.05	637	4.52	0.03
75	Promote client's feeling of security	533	4.68	0.03	236	4.67	0.04	155	4.58	0.05	640	4.61	0.03
76	Provide a client-centered environment	520	4.57	0.03	226	4.54	0.05	147	4.44	0.06	623	4.49	0.03
77	Provide client assistance in resolving grievances and disputes	433	4.42	0.04	179	4.40	0.06	118	4.35	0.08	553	4.06	0.05
78	Provide comfort and care for dying client	472	4.69	0.03	208	4.69	0.04	137	4.70	0.05	618	4.62	0.03
79	Provide emotional support	539	4.57	0.03	234	4.58	0.05	154	4.56	0.05	636	4.47	0.03
80	Recognize and report signs that client might be suicidal	455	4.78	0.03	207	4.73	0.04	132	4.68	0.06	618	4.68	0.03
81	Use reality orientation (e.g., time, place, person)	496	4.46	0.04	213	4.40	0.06	142	4.32	0.08	601	4.17	0.04
82	Use validation therapy	355	4.28	0.05	147	4.18	0.07	96	4.28	0.09	498	4.05	0.05
83	Report client's cultural/religious/ spiritual preferences and needs (e.g., food, clergy)	455	4.44	0.04	191	4.39	0.06	129	4.36	0.07	614	4.24	0.04
84	Respect client's religious and cultural beliefs and practices	524	4.61	0.03	232	4.62	0.04	144	4.52	0.05	633	4.47	0.03
85	Document or record information accurately	541	4.86	0.02	237	4.82	0.03	153	4.77	0.04	638	4.77	0.02
86	Identify and report barriers to communication	510	4.57	0.03	227	4.58	0.04	144	4.55	0.05	631	4.41	0.03
87	Observe and report behavioral changes	528	4.66	0.02	235	4.72	0.04	153	4.67	0.05	637	4.59	0.03
88	Recognize the need for an interpreter	413	4.45	0.04	185	4.50	0.06	117	4.32	0.08	572	4.24	0.04
89	Reinforce client and family education	364	4.24	0.05	169	4.24	0.07	107	4.15	0.09	549	4.01	0.04
90	Use active listening skills	534	4.64	0.03	233	4.52	0.05	149	4.58	0.05	635	4.45	0.03

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
91	Use approved medical terminology in written and verbal communication	488	4.37	0.04	207	4.37	0.06	128	4.44	0.07	591	4.14	0.04
92	Use courtesy in communication	549	4.69	0.02	240	4.70	0.04	154	4.70	0.04	638	4.63	0.02
93	Follow client's plan of care	549	4.80	0.02	235	4.72	0.04	155	4.73	0.04	629	4.71	0.02
94	Follow Health Insurance Portability and Accountability Act (HIPAA)	519	4.87	0.02	229	4.81	0.03	151	4.85	0.03	629	4.83	0.02
95	Identify self to client by name and job title	545	4.63	0.03	235	4.68	0.04	154	4.67	0.04	638	4.61	0.03
96	Provide explanation of care to client	540	4.71	0.03	239	4.71	0.04	156	4.65	0.04	636	4.65	0.03
97	Respect and maintain security of client's personal belongings	548	4.76	0.02	237	4.72	0.04	155	4.68	0.04	642	4.67	0.02
98	Respect client's need for privacy/ confidentiality	549	4.84	0.02	240	4.82	0.03	158	4.77	0.04	643	4.78	0.02
99	Respect client's personal choices, including advanced directives	535	4.70	0.02	220	4.70	0.04	154	4.60	0.05	626	4.73	0.02
100	Promote client's right to be free of restraints	493	4.66	0.03	208	4.62	0.05	139	4.60	0.05	584	4.64	0.03
101	Respect client's right to refuse care	534	4.66	0.03	235	4.58	0.04	153	4.56	0.05	643	4.60	0.02
102	Follow code of ethics for nurse aide	545	4.82	0.02	235	4.77	0.03	156	4.79	0.04	642	4.78	0.02
103	Report and record unusual incidents (e.g., errors, injuries, falls)	520	4.90	0.02	233	4.80	0.03	151	4.80	0.03	632	4.85	0.02
104	Report any suspected neglect, mistreatment or abuse	499	4.90	0.02	222	4.91	0.02	145	4.88	0.03	635	4.91	0.01
105	Report suspicious workplace activity which involves other employees, former employees, clients or visitors	485	4.80	0.02	218	4.75	0.03	142	4.74	0.04	641	4.79	0.02
106	Accept and complete authorized duties	547	4.79	0.02	237	4.71	0.04	152	4.71	0.04	644	4.73	0.02
107	Ask for help when needed	551	4.73	0.02	237	4.68	0.04	146	4.66	0.04	642	4.72	0.02
108	Assist co-workers	531	4.69	0.02	234	4.71	0.04	144	4.66	0.04	639	4.66	0.02
109	Assist with admission, discharge and transfer	412	4.51	0.04	190	4.48	0.06	125	4.52	0.06	578	4.20	0.04
110	Attend and participate in staff education	495	4.58	0.03	227	4.49	0.05	142	4.58	0.05	635	4.53	0.03

Table 12. Average Importance Ratings

Activity #	Activity	1 Year or less NA			2 to 10 Year NAs			More than 10 Year NAs			Nurse Aide Evaluator		
		N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.	N	Avg. Import	Std. err.
111	Participate in client rounds	502	4.65	0.03	214	4.54	0.05	128	4.55	0.06	540	4.41	0.04
112	Participate in end-of-shift report	478	4.63	0.03	210	4.53	0.05	129	4.47	0.07	568	4.43	0.03
113	Participate in performance improvement and cost containment programs	367	4.23	0.05	160	4.28	0.08	110	4.25	0.09	532	4.09	0.04
114	Suggest additions or needed changes to client's plan of care to health care team	452	4.47	0.04	203	4.42	0.05	133	4.42	0.07	626	4.37	0.03
115	Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	497	4.55	0.03	228	4.59	0.05	137	4.55	0.06	637	4.53	0.03

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
1	Provide foot care	21.70%	213	3.81	0.07	24.20%	336	3.91	0.05	22.80%	78	3.79	0.11
2	Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	5.50%	258	4.60	0.04	3.20%	430	4.58	0.03	9.90%	91	4.65	0.07
3	Provide or assist client with shower/ bath (e.g., partial, whirlpool, bed bath)	8.00%	252	4.59	0.04	8.70%	407	4.66	0.03	4.00%	97	4.75	0.05
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	5.20%	257	4.47	0.05	2.70%	433	4.60	0.03	4.00%	96	4.57	0.08
5	Provide nail care	22.60%	209	3.84	0.07	19.10%	361	3.90	0.05	19.80%	81	3.94	0.11
6	Assist with grooming needs (e.g., shaving, hair care, cosmetics)	7.40%	251	4.14	0.06	4.90%	423	4.19	0.04	8.10%	91	4.40	0.09
7	Assist client to fill out meal menu	38.00%	168	3.92	0.08	48.10%	230	3.92	0.07	42.00%	58	4.16	0.12
8	Assist with meal set-up	9.60%	246	4.38	0.05	7.70%	410	4.37	0.04	12.00%	88	4.47	0.08
9	Assist with supplemental nutrition	19.30%	217	4.35	0.06	18.90%	357	4.39	0.04	25.30%	74	4.47	0.09
10	Feed client who cannot feed self	7.30%	254	4.78	0.04	6.30%	420	4.84	0.02	12.70%	89	4.76	0.07
11	Identify special diets (e.g., low sodium, pureed, diabetic)	10.70%	241	4.68	0.05	14.00%	382	4.66	0.03	18.60%	83	4.76	0.07
12	Provide client with fluids	1.50%	270	4.73	0.04	0.90%	442	4.76	0.03	3.90%	98	4.77	0.06
13	Verify/confirm client receives correct diet	7.00%	252	4.71	0.04	8.10%	409	4.75	0.03	13.90%	87	4.79	0.05
14	Change incontinence products for all ages	7.70%	251	4.78	0.03	3.60%	429	4.80	0.02	10.80%	91	4.74	0.06
15	Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	0.70%	272	4.81	0.03	0.70%	443	4.84	0.02	4.00%	97	4.80	0.05
16	Provide pericare (e.g., continent/ incontinent)	3.30%	265	4.83	0.03	1.30%	443	4.89	0.02	5.90%	95	4.87	0.03
17	Assist client with proper body alignment and positioning	1.80%	268	4.71	0.03	0.70%	441	4.69	0.03	4.00%	96	4.69	0.06
18	Provide physical comfort measures (e.g., back rubs)	8.10%	249	4.14	0.06	7.40%	414	4.10	0.05	6.90%	95	4.25	0.1

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	0.40%	272	4.96	0.01	0.20%	446	4.95	0.01	1.00%	101	4.98	0.01
20	Identify biohazardous waste and dispose of properly	3.00%	262	4.82	0.03	5.80%	419	4.80	0.02	4.00%	96	4.84	0.05
21	Keep client's area clean and neat	0.70%	269	4.53	0.04	0.20%	445	4.46	0.03	1.00%	99	4.65	0.06
22	Apply and respond to client safety alarms	1.50%	266	4.90	0.02	1.40%	435	4.91	0.01	7.00%	93	4.92	0.03
23	Clear foreign-body airway obstruction (FBAO)	35.20%	173	4.73	0.05	42.00%	254	4.79	0.03	33.30%	66	4.79	0.05
24	Follow oxygen safety guidelines (e.g., no smoking)	3.60%	265	4.82	0.03	2.50%	437	4.85	0.02	7.80%	94	4.88	0.03
25	Identify client before providing each service/care	1.10%	271	4.73	0.03	1.60%	440	4.72	0.03	1.00%	101	4.79	0.05
26	Perform cardiopulmonary resuscitation (CPR)	37.50%	170	4.77	0.04	50.90%	218	4.75	0.04	33.70%	67	4.75	0.07
27	Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	3.30%	262	4.85	0.03	2.00%	438	4.84	0.02	1.00%	101	4.88	0.04
28	Respond to actual/potential disaster or emergency situations per protocol	15.50%	229	4.76	0.04	17.90%	363	4.81	0.03	15.80%	85	4.81	0.06
29	Use proper body mechanics	0.70%	269	4.78	0.03	0.40%	444	4.73	0.03	1.00%	101	4.85	0.04
30	Answer call light promptly	1.50%	270	4.76	0.03	0.70%	447	4.74	0.02	14.70%	87	4.83	0.04
31	Apply and monitor restraints	31.00%	185	4.56	0.05	35.10%	287	4.59	0.04	33.00%	67	4.75	0.07
32	Apply and remove anti-embolism hose	32.30%	178	4.47	0.05	31.50%	302	4.48	0.04	36.40%	63	4.51	0.08
33	Assist client with turning, coughing and deep breathing	10.70%	242	4.48	0.05	14.00%	381	4.46	0.04	14.10%	85	4.62	0.08
34	Assist nurse with dressing change	25.70%	202	4.20	0.07	32.10%	300	4.21	0.05	32.00%	68	4.37	0.1
35	Care for body after death	24.60%	205	4.55	0.05	26.50%	328	4.59	0.04	28.00%	72	4.64	0.07
36	Check client status routinely during shift	1.10%	267	4.66	0.04	0.90%	440	4.67	0.03	6.00%	94	4.68	0.06

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
37	Make bed (e.g., occupied, unoccupied)	1.50%	267	4.21	0.06	3.10%	431	4.26	0.04	1.00%	97	4.37	0.08
38	Observe for color, movement and sensation (CMS) of extremities	11.10%	240	4.60	0.05	10.10%	401	4.53	0.04	9.00%	91	4.68	0.07
39	Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	33.70%	181	4.46	0.06	43.40%	252	4.44	0.05	39.00%	61	4.59	0.10
40	Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	11.10%	241	4.63	0.04	9.60%	404	4.61	0.03	17.80%	83	4.69	0.06
41	Provide client-specific care	4.10%	255	4.61	0.04	4.50%	422	4.63	0.03	8.00%	92	4.70	0.05
42	Provide ostomy care (e.g., emptying collection device)	20.30%	212	4.62	0.04	26.40%	323	4.63	0.04	21.20%	78	4.71	0.06
43	Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	3.30%	260	4.80	0.03	1.30%	440	4.81	0.02	2.90%	99	4.78	0.05
44	Provide urinary catheter care	10.40%	240	4.68	0.04	13.90%	384	4.70	0.03	18.80%	82	4.74	0.06
45	Transport client (e.g., off unit or to another setting)	22.20%	207	4.29	0.06	22.60%	343	4.32	0.05	28.30%	71	4.42	0.09
46	Collect and label stool, urine or sputum specimens	28.00%	193	4.45	0.06	39.90%	267	4.41	0.05	37.00%	63	4.49	0.10
47	Estimate and record amount/ percentage of meal intake	9.20%	246	4.62	0.04	9.80%	403	4.62	0.03	15.00%	85	4.74	0.06
48	Measure and record client's weight and/or height (e.g., standing and lying)	15.50%	229	4.47	0.05	22.60%	343	4.43	0.04	21.00%	79	4.52	0.08
49	Measure and record intake and output	6.60%	253	4.63	0.04	8.10%	407	4.62	0.03	12.90%	88	4.68	0.07
50	Observe and report signs and symptoms of pain	2.20%	265	4.65	0.04	3.40%	429	4.70	0.03	3.00%	97	4.65	0.08
51	Perform and record pulse oximetry	19.40%	216	4.62	0.05	36.60%	281	4.62	0.04	23.80%	77	4.61	0.09
52	Recognize and report signs and symptoms of client's changing condition	1.50%	270	4.78	0.03	3.40%	431	4.76	0.02	3.00%	98	4.76	0.05
53	Take and record client's vital signs (VS)	11.90%	238	4.68	0.04	22.60%	343	4.69	0.03	15.30%	83	4.75	0.07

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
54	Assist client in bowel and/or bladder training	20.30%	216	4.54	0.05	18.30%	361	4.58	0.04	20.80%	80	4.60	0.08
55	Assist client to ambulate with a device (e.g., cane, walker, crutches)	4.40%	261	4.67	0.03	2.00%	434	4.60	0.03	3.00%	98	4.73	0.06
56	Allow client to do things at his/her own pace	0.40%	270	4.64	0.04	0.40%	443	4.62	0.03	1.00%	100	4.61	0.06
57	Assist client with ambulating	2.20%	265	4.65	0.04	2.00%	435	4.63	0.03	3.00%	97	4.70	0.05
58	Assist client with recreational activities	20.00%	216	4.21	0.06	17.30%	367	4.21	0.05	20.40%	78	4.44	0.09
59	Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	5.60%	254	4.50	0.05	5.70%	417	4.51	0.03	7.10%	91	4.60	0.07
60	Assist client with the application and removal of prosthetic and orthotic devices	37.40%	169	4.30	0.08	34.50%	290	4.43	0.05	36.30%	65	4.26	0.12
61	Assist or encourage family to help with client's care	18.70%	218	3.98	0.07	26.40%	327	4.03	0.06	18.00%	82	4.15	0.11
62	Encourage client and family to contribute to and follow plan of care	18.50%	220	4.38	0.06	21.20%	349	4.40	0.05	19.80%	81	4.33	0.11
63	Encourage client to be independent	3.00%	260	4.46	0.05	2.50%	433	4.45	0.04	2.00%	99	4.44	0.08
64	Perform passive or active assisted range of motion exercises	23.30%	207	4.43	0.06	19.60%	358	4.45	0.04	17.60%	84	4.52	0.08
65	Provide individualized care based on client's preference and schedule	7.00%	251	4.38	0.05	6.40%	411	4.38	0.04	7.90%	93	4.44	0.09
66	Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	5.90%	254	4.75	0.03	2.50%	431	4.83	0.02	7.90%	93	4.84	0.04
67	Assist client to participate in groups and other activities	20.10%	218	4.42	0.05	10.10%	399	4.39	0.04	17.80%	83	4.42	0.08
68	Assist client with issues related to death and dying	35.40%	173	4.30	0.08	32.70%	296	4.32	0.06	32.00%	68	4.28	0.13
69	Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	7.80%	249	4.51	0.05	7.00%	415	4.54	0.04	8.80%	93	4.54	0.08
70	Implement strategies to care for the angry or potentially violent client	17.00%	225	4.54	0.05	16.40%	372	4.57	0.04	15.80%	85	4.53	0.07

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
71	Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	15.70%	226	4.54	0.05	13.20%	380	4.55	0.04	14.30%	84	4.55	0.07
72	Participate in client's behavior modification program	37.20%	169	4.21	0.08	29.50%	311	4.30	0.05	36.60%	64	4.17	0.12
73	Promote client self-esteem and dignity	2.60%	263	4.66	0.04	2.70%	431	4.69	0.03	4.90%	97	4.69	0.06
74	Promote client's feeling of acceptance	2.60%	261	4.66	0.04	3.20%	427	4.66	0.03	4.00%	95	4.64	0.06
75	Promote client's feeling of security	2.20%	264	4.70	0.03	3.20%	428	4.69	0.03	4.00%	97	4.68	0.06
76	Provide a client-centered environment	4.20%	254	4.58	0.04	4.60%	417	4.58	0.03	7.00%	93	4.60	0.08
77	Provide client assistance in resolving grievances and disputes	21.40%	213	4.45	0.06	19.50%	355	4.47	0.04	17.60%	84	4.43	0.09
78	Provide comfort and care for dying client	13.60%	235	4.66	0.05	13.70%	384	4.72	0.03	15.70%	86	4.69	0.07
79	Provide emotional support	2.60%	263	4.60	0.04	2.30%	432	4.59	0.03	2.90%	99	4.65	0.06
80	Recognize and report signs that client might be suicidal	14.40%	232	4.81	0.04	17.30%	367	4.78	0.03	17.80%	83	4.73	0.08
81	Use reality orientation (e.g., time, place, person)	10.40%	242	4.58	0.05	9.00%	402	4.46	0.04	11.90%	89	4.47	0.08
82	Use validation therapy	32.70%	181	4.28	0.07	32.30%	298	4.32	0.05	31.00%	69	4.32	0.12
83	Report client's cultural/religious/ spiritual preferences and needs (e.g., food, clergy)	14.40%	231	4.45	0.06	17.60%	365	4.48	0.04	17.80%	83	4.49	0.09
84	Respect client's religious and cultural beliefs and practices	4.10%	260	4.64	0.04	5.40%	420	4.63	0.03	6.90%	95	4.65	0.08
85	Document or record information accurately	1.90%	263	4.86	0.02	2.00%	433	4.87	0.02	3.90%	98	4.89	0.03
86	Identify and report barriers to communication	6.60%	253	4.60	0.04	7.50%	409	4.59	0.03	9.80%	92	4.64	0.07
87	Observe and report behavioral changes	3.30%	260	4.69	0.03	4.50%	424	4.67	0.03	8.00%	92	4.72	0.05
88	Recognize the need for an interpreter	17.10%	223	4.48	0.05	25.20%	330	4.48	0.04	18.80%	82	4.54	0.07
89	Reinforce client and family education	30.80%	184	4.30	0.06	33.40%	293	4.25	0.06	29.30%	70	4.11	0.12
90	Use active listening skills	2.20%	261	4.70	0.03	2.50%	430	4.65	0.03	3.00%	98	4.70	0.05

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting

Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
91	Use approved medical terminology in written and verbal communication	10.50%	239	4.52	0.05	10.30%	394	4.36	0.04	9.00%	91	4.53	0.08
92	Use courtesy in communication	0.00%	270	4.72	0.03	0.90%	441	4.69	0.03	0.00%	101	4.73	0.05
93	Follow client's plan of care	0.40%	270	4.78	0.03	0.70%	441	4.82	0.02	1.00%	101	4.84	0.04
94	Follow Health Insurance Portability and Accountability Act (HIPAA)	5.60%	252	4.88	0.02	5.20%	416	4.87	0.02	5.00%	96	4.86	0.04
95	Identify self to client by name and job title	0.40%	267	4.73	0.03	0.90%	437	4.62	0.03	0.00%	100	4.79	0.05
96	Provide explanation of care to client	1.50%	262	4.72	0.03	1.40%	434	4.73	0.03	2.00%	99	4.82	0.04
97	Respect and maintain security of client's personal belongings	0.70%	267	4.76	0.03	0.50%	442	4.78	0.02	2.00%	99	4.85	0.04
98	Respect client's need for privacy/ confidentiality	0.00%	272	4.83	0.03	0.20%	440	4.84	0.02	0.00%	102	4.85	0.04
99	Respect client's personal choices, including advanced directives	1.50%	266	4.69	0.04	3.40%	430	4.72	0.03	2.90%	99	4.79	0.05
100	Promote client's right to be free of restraints	8.10%	248	4.63	0.04	9.50%	399	4.72	0.03	6.90%	94	4.70	0.06
101	Respect client's right to refuse care	3.00%	263	4.66	0.04	2.50%	431	4.67	0.03	2.00%	100	4.67	0.07
102	Follow code of ethics for nurse aide	0.70%	266	4.85	0.02	0.70%	439	4.82	0.02	1.00%	101	4.85	0.04
103	Report and record unusual incidents (e.g., errors, injuries, falls)	4.80%	260	4.89	0.02	6.50%	417	4.91	0.02	8.90%	92	4.89	0.03
104	Report any suspected neglect, mistreatment or abuse	7.40%	250	4.90	0.02	10.80%	397	4.91	0.02	12.90%	88	4.90	0.04
105	Report suspicious workplace activity which involves other employees, former employees, clients or visitors	9.20%	246	4.80	0.03	13.30%	385	4.82	0.02	14.90%	86	4.81	0.04
106	Accept and complete authorized duties	0.70%	266	4.79	0.03	1.10%	438	4.82	0.02	0.00%	101	4.88	0.03
107	Ask for help when needed	0.00%	268	4.74	0.03	0.00%	442	4.75	0.02	0.00%	101	4.79	0.04
108	Assist co-workers	4.10%	259	4.69	0.03	3.90%	424	4.72	0.03	5.00%	96	4.76	0.05
109	Assist with admission, discharge and transfer	17.50%	222	4.54	0.05	27.30%	322	4.55	0.04	27.70%	73	4.62	0.08
110	Attend and participate in staff education	6.80%	247	4.62	0.04	11.10%	393	4.59	0.04	5.00%	95	4.66	0.06

Table 13. Percent Not Performing and Average Importance Ratings Across Work Setting												
Activity #	Activity	Hospital/Acute				Nursing Home				Community/Home Health			
		NP	N	Avg.	SE	NP	N	Avg.	SE	NP	N	Avg.	SE
111	Participate in client rounds	9.00%	243	4.68	0.04	6.80%	413	4.67	0.03	16.80%	84	4.73	0.06
112	Participate in end-of-shift report	11.40%	234	4.66	0.04	11.50%	391	4.63	0.03	16.00%	84	4.68	0.07
113	Participate in performance improvement and cost containment programs	28.20%	191	4.31	0.06	33.60%	289	4.28	0.06	25.00%	75	4.35	0.11
114	Suggest additions or needed changes to client's plan of care to health care team	19.50%	215	4.53	0.05	15.40%	373	4.49	0.04	15.80%	85	4.59	0.08
115	Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	8.30%	243	4.60	0.04	8.90%	401	4.59	0.04	10.90%	90	4.66	0.06

Summary

Responders to the 2009 Job Analysis of NAs Survey found the activities listed in the survey to be representative of the work they performed in their work settings. In general, the importance ratings and their relative rankings given by certified entry-level NAs and NAEs were similar, supporting the validity of the results. The reliability estimates of the survey instruments were very high.

CONCLUSIONS

The 2009 Job Analysis of NAs Survey used several methods to describe the work of certified entry-level NAs in the U.S.: (1) document reviews; (2) daily logs of certified entry-level NAs; (3) SMEs; and (4) a large-scale survey. The reliability and validity of the survey instrument were quite good. Based on this evidence, the findings of this study can be used to evaluate and support an NA test plan.

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APPENDIX A: 2009 NURSE AIDE JOB ANALYSIS METHODOLOGY EXPERTS

Ira Bernstein, PhD, is a professor in the department of clinical sciences at the University of Texas Southwestern Medical Center. He also holds joint appointments at the University of Texas School of Health Professions and at the University of Texas at Arlington. For the last 10 years, Bernstein has served as consulting editor for a number of peer review journals, such as *Behavior Research Methods* and *Educational and Psychological Measurements*. Bernstein is an expert in the field of measurement and psychometrics. He was one of the researchers funded by the NCSBN Joint Research Committee (JRC) in 2009.

Thomas O'Neill, PhD, is vice president of Psychometric Methods and Scoring at the American Board of Family Medicine. With more than 20 years of experience in the certification and licensure industry, O'Neill is nationally recognized as an expert in certification and licensure testing. He is knowledgeable regarding practice/job analyses and issues related to connecting test content to practice. Among the various key positions in licensure and certification programs that O'Neill has held throughout his career, he served as associate director, NCLEX® Examinations, NCSBN, from 2003 to 2008.

Lynn Webb, EdD, is an independent consultant who works with several licensure and certification boards. In this capacity, she has worked with a number of medical licensure organizations and state education departments. Prior to working as an independent consultant, Webb was director of Test Development at the American Board of Psychiatry and Neurology. She is experienced with role delineation studies, job analyses and transforming that information into test specifications. Webb is also a recognized expert in the field of professional licensure. She has served as chairperson of the American Educational Research Association Special Interest Group on Professional Licensure and Certification.

APPENDIX B: SUBJECT MATTER EXPERT PANEL

Area I

Participant: Cyndy Rankin, RN, CRRN, NHA
Nursing Home Administrator

Employer: Life Care Centers of America/Westview Health Care Center
Sheridan, Wyo.

Rankin has been in nursing for 20 years and has taught nurse aides (NAs) for 15 years. As the nursing home administrator, she directs all aspects of the skilled nursing facility.

Participant: Peggy Gilliland
Nursing Education Coordinator and Instructor

Employer: Life Care Center of Littleton
Littleton, Colo.

Gilliland has been in nursing for 39 years and has taught NAs for 10 years. She is the primary instructor for theory and labs for the NA training program.

Area II

Participant: Karen Daering, RN-BC
Clinical Quality Improvement Coordinator

Employer: Linden Grove Inc.
New Berlin, Wis.

Daering has taught NAs for 16 years. She is the primary instructor for the certified nursing assistant (CNA) training program.

Participant: Lyn Kruckeberg, MSN, RN, CNP
Coordinator and Instructor, CNA/HHA Program

Employer: South Central College
North Mankato, Minn.

Kruckeberg has been in nursing for 33 years and has taught NAs for five years. She serves as an instructor for NAs and home health aides (HHAs), and also develops curriculum for basic nursing and HHA courses.

Area III

Participant: Anita Worrell, RN
Director of Nursing

Employer: Cabot Nursing and Rehabilitation
Cabot, Ark.

Worrell has been in nursing for 13 years. She currently manages a staff of 60 in an 89-bed facility.

Participant: Doris Johnson, RN
Director of Nursing

Employer: Lonoke Nursing and Rehab
Lonoke, Ark.

Johnson has been in nursing for 30 years and has taught NAs for just as long. As the director of nursing, she is accountable for all patient care practices by CNAs.

Participant: Dawn Harrison, CNA

Employer: Alliance Care
Lawrenceville, Ga.

Harrison has been in nursing as a CNA for less than a year. She has four years experience working as an HHA and participated in this study to provide her expertise as an entry-level CNA.

Participant: Karen Manglass, RN, BPS
Clinical Director of Home Care Services and School of Nursing Assistants
Director/Program Coordinator/Instructor

Employer: Alliance Care
Lawrenceville, Ga.

Manglass has been in nursing for 32 years and has been teaching NAs for the same amount of time. Her primary role is to hire and supervise CNAs and instructors.

Participant: Maxine Lindsey, RN
Executive Director

Employer: CNA Training Center
Jackson, Miss.

Lindsey has been in nursing for 41 years. She is responsible for overall management of the CNA training school while providing classroom and clinical instruction.

Area IV

Participant: Nancy Roche, RN
Staff Development Coordinator

Employer: Stella Maris
Baltimore, Md.

Roche has been in nursing for 35 years and has taught NAs for eight years. She is currently responsible for the orientation of all new nursing employees, and coordinates and teaches the CNA course.

Participant: Sara Fitzgerald, RN

Employer: Baltimore Washington Medical Center
Glen Burnie, Md.

Fitzgerald has been in nursing for five years and has taught NAs for three years. She works as a supplemental educator and coordinates the care of a 30-bed unit.

APPENDIX C: PERCENT PERFORMANCE RATINGS SORTED BY ENTRY-LEVEL COHORT

Percent Performance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
26	Perform cardiopulmonary resuscitation (CPR)	551	48.30%	51.70%	654	34.10%	65.90%
7	Assist client to fill out meal menu	554	46.90%	53.10%	652	40.60%	59.40%
23	Clear foreign-body airway obstruction (FBAO)	545	42.60%	57.40%	648	30.10%	69.90%
39	Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	554	41.50%	58.50%	657	23.70%	76.30%
46	Collect and label stool, urine or sputum specimens	552	37.30%	62.70%	658	29.00%	71.00%
31	Apply and monitor restraints	550	36.50%	63.50%	657	47.50%	52.50%
60	Assist client with the application and removal of prosthetic and orthotic devices	551	36.50%	63.50%	657	12.80%	87.20%
68	Assist client with issues related to death and dying	547	36.20%	63.80%	640	18.80%	81.30%
82	Use validation therapy	546	35.00%	65.00%	634	21.50%	78.50%
72	Participate in client's behavior modification program	549	34.40%	65.60%	645	16.00%	84.00%
89	Reinforce client and family education	546	33.30%	66.70%	638	13.90%	86.10%
32	Apply and remove anti-embolism hose	544	32.70%	67.30%	659	8.50%	91.50%
51	Perform and record pulse oximetry	549	32.60%	67.40%	656	40.50%	59.50%
113	Participate in performance improvement and cost containment programs	544	32.50%	67.50%	639	16.70%	83.30%
34	Assist nurse with dressing change	552	32.40%	67.60%	658	22.90%	77.10%
35	Care for body after death	555	28.10%	71.90%	657	8.20%	91.80%
42	Provide ostomy care (e.g., emptying collection device)	547	26.70%	73.30%	657	18.90%	81.10%
109	Assist with admission, discharge and transfer	552	25.40%	74.60%	642	10.00%	90.00%
88	Recognize the need for an interpreter	548	24.60%	75.40%	639	10.50%	89.50%
1	Provide foot care	554	24.50%	75.50%	652	11.30%	88.70%
61	Assist or encourage family to help with client's care	551	24.10%	75.90%	656	14.80%	85.20%
45	Transport client (e.g., off unit or to another setting)	548	23.20%	76.80%	657	14.50%	85.50%
5	Provide nail care	553	22.60%	77.40%	658	8.50%	91.50%
64	Perform passive or active assisted range of motion exercises	552	21.90%	78.10%	657	11.30%	88.70%
48	Measure and record client's weight and/or height (e.g., standing and lying)	551	21.60%	78.40%	655	5.30%	94.70%
9	Assist with supplemental nutrition	549	21.50%	78.50%	658	9.40%	90.60%
77	Provide client assistance in resolving grievances and disputes	549	21.10%	78.90%	642	13.90%	86.10%

Percent Performance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
54	Assist client in bowel and/or bladder training	551	20.70%	79.30%	660	12.10%	87.90%
58	Assist client with recreational activities	554	20.40%	79.60%	656	8.70%	91.30%
62	Encourage client and family to contribute to and follow plan of care	551	20.30%	79.70%	658	12.50%	87.50%
53	Take and record client's vital signs (VS)	552	19.90%	80.10%	655	11.60%	88.40%
28	Respond to actual/potential disaster or emergency situations per protocol	551	18.90%	81.10%	657	2.00%	98.00%
70	Implement strategies to care for the angry or potentially violent client	554	17.90%	82.10%	640	9.70%	90.30%
80	Recognize and report signs that client might be suicidal	553	17.70%	82.30%	637	3.00%	97.00%
114	Suggest additions or needed changes to client's plan of care to health care team	548	17.50%	82.50%	642	2.50%	97.50%
83	Report client's cultural/religious/spiritual preferences and needs (e.g., food, clergy)	550	17.30%	82.70%	640	4.10%	95.90%
67	Assist client to participate in groups and other activities	554	16.60%	83.40%	641	10.00%	90.00%
78	Provide comfort and care for dying client	554	14.80%	85.20%	641	3.60%	96.40%
11	Identify special diets (e.g., low sodium, pureed, diabetic)	552	14.50%	85.50%	657	13.20%	86.80%
33	Assist client with turning, coughing and deep breathing	552	14.30%	85.70%	659	19.90%	80.10%
71	Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	547	14.30%	85.70%	641	8.00%	92.00%
44	Provide urinary catheter care	552	13.40%	86.60%	656	8.50%	91.50%
112	Participate in end-of-shift report	547	12.60%	87.40%	642	11.50%	88.50%
105	Report suspicious workplace activity which involves other employees, former employees, clients or visitors	555	12.60%	87.40%	644	0.50%	99.50%
38	Observe for color, movement and sensation (CMS) of extremities	554	11.00%	89.00%	659	15.50%	84.50%
47	Estimate and record amount/percentage of meal intake	555	10.80%	89.20%	656	9.00%	91.00%
91	Use approved medical terminology in written and verbal communication	546	10.60%	89.40%	637	7.20%	92.80%
100	Promote client's right to be free of restraints	549	10.20%	89.80%	645	9.50%	90.50%
40	Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	554	10.10%	89.90%	657	1.70%	98.30%
104	Report any suspected neglect, mistreatment or abuse	555	10.10%	89.90%	637	0.30%	99.70%
81	Use reality orientation (e.g., time, place, person)	551	10.00%	90.00%	640	6.10%	93.90%
110	Attend and participate in staff education	549	9.80%	90.20%	642	1.10%	98.90%
8	Assist with meal set-up	554	9.60%	90.40%	657	3.00%	97.00%
13	Verify/confirm client receives correct diet	554	9.20%	90.80%	657	8.20%	91.80%

Percent Performance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
3	Provide or assist client with shower/bath (e.g., partial, whirlpool, bed bath)	557	9.20%	90.80%	658	0.90%	99.10%
115	Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	547	9.10%	90.90%	643	0.90%	99.10%
10	Feed client who cannot feed self	558	8.80%	91.20%	660	6.20%	93.80%
111	Participate in client rounds	550	8.70%	91.30%	641	15.80%	84.20%
49	Measure and record intake and output	552	8.20%	91.80%	655	8.90%	91.10%
69	Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	553	8.00%	92.00%	642	4.20%	95.80%
18	Provide physical comfort measures (e.g., back rubs)	554	7.40%	92.60%	655	4.60%	95.40%
86	Identify and report barriers to communication	550	7.30%	92.70%	641	1.60%	98.40%
103	Report and record unusual incidents (e.g., errors, injuries, falls)	557	6.60%	93.40%	644	1.90%	98.10%
65	Provide individualized care based on client's preference and schedule	547	6.60%	93.40%	644	1.70%	98.30%
59	Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	552	6.50%	93.50%	658	3.00%	97.00%
6	Assist with grooming needs (e.g., shaving, hair care, cosmetics)	555	6.30%	93.70%	656	2.40%	97.60%
20	Identify biohazardous waste and dispose of properly	555	5.80%	94.20%	657	1.70%	98.30%
14	Change incontinence products for all ages	552	5.30%	94.70%	657	2.30%	97.70%
84	Respect client's religious and cultural beliefs and practices	553	5.20%	94.80%	640	1.10%	98.90%
2	Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	555	5.20%	94.80%	661	1.20%	98.80%
94	Follow Health Insurance Portability and Accountability Act (HIPAA)	547	5.10%	94.90%	635	0.90%	99.10%
76	Provide a client-centered environment	544	4.40%	95.60%	639	2.50%	97.50%
66	Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	551	4.40%	95.60%	644	3.70%	96.30%
41	Provide client-specific care	548	4.20%	95.80%	658	0.90%	99.10%
87	Observe and report behavioral changes	550	4.00%	96.00%	639	0.30%	99.70%
108	Assist co-workers	551	3.60%	96.40%	646	1.10%	98.90%
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	554	3.60%	96.40%	654	1.10%	98.90%
74	Promote client's feeling of acceptance	548	3.10%	96.90%	643	0.90%	99.10%
99	Respect client's personal choices, including advanced directives	552	3.10%	96.90%	639	2.00%	98.00%
55	Assist client to ambulate with a device (e.g., cane, walker, crutches)	554	3.10%	96.90%	659	1.50%	98.50%

Percent Performance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
24	Follow oxygen safety guidelines (e.g., no smoking)	559	3.00%	97.00%	657	1.80%	98.20%
75	Promote client's feeling of security	549	2.90%	97.10%	643	0.50%	99.50%
101	Respect client's right to refuse care	550	2.90%	97.10%	645	0.30%	99.70%
37	Make bed (e.g., occupied, unoccupied)	553	2.90%	97.10%	656	1.50%	98.50%
50	Observe and report signs and symptoms of pain	555	2.90%	97.10%	655	1.70%	98.30%
52	Recognize and report signs and symptoms of client's changing condition	557	2.90%	97.10%	657	0.60%	99.40%
73	Promote client self-esteem and dignity	550	2.70%	97.30%	643	0.50%	99.50%
30	Answer call light promptly	560	2.70%	97.30%	653	6.00%	94.00%
63	Encourage client to be independent	551	2.50%	97.50%	658	0.80%	99.20%
57	Assist client with ambulating	553	2.50%	97.50%	657	1.20%	98.80%
16	Provide pericare (e.g., continent/ incontinent)	560	2.50%	97.50%	655	0.90%	99.10%
90	Use active listening skills	547	2.40%	97.60%	640	0.80%	99.20%
27	Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	556	2.30%	97.70%	659	0.60%	99.40%
79	Provide emotional support	551	2.20%	97.80%	640	0.60%	99.40%
43	Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/ devices, float/off-load heels, apply elbow protectors)	552	2.20%	97.80%	657	2.30%	97.70%
22	Apply and respond to client safety alarms	548	2.00%	98.00%	657	4.40%	95.60%
36	Check client status routinely during shift	550	1.60%	98.40%	655	4.10%	95.90%
85	Document or record information accurately	550	1.60%	98.40%	643	0.80%	99.20%
25	Identify client before providing each service/care	557	1.60%	98.40%	658	0.50%	99.50%
17	Assist client with proper body alignment and positioning	555	1.40%	98.60%	658	2.30%	97.70%
96	Provide explanation of care to client	547	1.30%	98.70%	638	0.30%	99.70%
15	Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	557	1.30%	98.70%	657	0.80%	99.20%
12	Provide client with fluids	556	1.10%	98.90%	658	1.20%	98.80%
106	Accept and complete authorized duties	552	0.90%	99.10%	645	0.20%	99.80%
95	Identify self to client by name and job title	549	0.70%	99.30%	639	0.20%	99.80%
102	Follow code of ethics for nurse aide	549	0.70%	99.30%	642	0.00%	100.00%
97	Respect and maintain security of client's personal belongings	552	0.70%	99.30%	643	0.20%	99.80%
92	Use courtesy in communication	553	0.70%	99.30%	639	0.20%	99.80%
93	Follow client's plan of care	552	0.50%	99.50%	635	0.90%	99.10%
29	Use proper body mechanics	554	0.50%	99.50%	656	0.20%	99.80%
21	Keep client's area clean and neat	555	0.50%	99.50%	656	0.50%	99.50%
56	Allow client to do things at his/her own pace	553	0.40%	99.60%	656	0.80%	99.20%

Percent Performance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Not Perform Activity	Perform Activity	N	Not Perform Activity	Perform Activity
98	Respect client's need for privacy/ confidentiality	550	0.20%	99.80%	643	0.00%	100.00%
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	557	0.20%	99.80%	660	0.00%	100.00%
107	Ask for help when needed	551	0.00%	100.00%	643	0.20%	99.80%

APPENDIX D: AVERAGE IMPORTANCE RATINGS SORTED BY ENTRY-LEVEL COHORT

Average Importance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.
5	Provide nail care	428	3.81	0.05	602	3.79	0.04
1	Provide foot care	418	3.83	0.05	578	3.95	0.04
7	Assist client to fill out meal menu	294	3.84	0.06	387	3.58	0.06
61	Assist or encourage family to help with client's care	418	4	0.05	559	3.78	0.05
18	Provide physical comfort measures (e.g., back rubs)	513	4.05	0.04	625	3.99	0.04
6	Assist with grooming needs (e.g., shaving, hair care, cosmetics)	520	4.1	0.04	640	4.12	0.04
34	Assist nurse with dressing change	373	4.14	0.05	507	3.45	0.05
58	Assist client with recreational activities	441	4.16	0.05	599	3.9	0.04
37	Make bed (e.g., occupied, unoccupied)	537	4.19	0.04	646	3.98	0.04
113	Participate in performance improvement and cost containment programs	367	4.23	0.05	532	4.09	0.04
89	Reinforce client and family education	364	4.24	0.05	549	4.01	0.04
72	Participate in client's behavior modification program	360	4.24	0.05	542	4.17	0.04
68	Assist client with issues related to death and dying	349	4.27	0.05	520	3.94	0.05
45	Transport client (e.g., off unit or to another setting)	421	4.28	0.05	562	4.04	0.04
82	Use validation therapy	355	4.28	0.05	498	4.05	0.05
8	Assist with meal set-up	501	4.33	0.04	637	4.21	0.04
9	Assist with supplemental nutrition	431	4.34	0.04	596	4.22	0.04
67	Assist client to participate in groups and other activities	462	4.34	0.04	577	3.98	0.04
60	Assist client with the application and removal of prosthetic and orthotic devices	350	4.35	0.05	573	4.14	0.04
65	Provide individualized care based on client's preference and schedule	511	4.36	0.04	633	4.35	0.03
62	Encourage client and family to contribute to and follow plan of care	439	4.37	0.04	576	4.07	0.04
91	Use approved medical terminology in written and verbal communication	488	4.37	0.04	591	4.14	0.04
46	Collect and label stool, urine or sputum specimens	346	4.4	0.05	467	4.13	0.05
48	Measure and record client's weight and/or height (e.g., standing and lying)	432	4.41	0.04	620	4.37	0.03
64	Perform passive or active assisted range of motion exercises	431	4.42	0.04	583	4.27	0.04
77	Provide client assistance in resolving grievances and disputes	433	4.42	0.04	553	4.06	0.05
63	Encourage client to be independent	537	4.42	0.04	653	4.29	0.03
39	Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	324	4.43	0.05	501	4.09	0.05
21	Keep client's area clean and neat	552	4.43	0.03	653	4.24	0.03
33	Assist client with turning, coughing and deep breathing	473	4.43	0.04	528	4.17	0.04
83	Report client's cultural/religious/spiritual preferences and needs (e.g., food, clergy)	455	4.44	0.04	614	4.24	0.04
88	Recognize the need for an interpreter	413	4.45	0.04	572	4.24	0.04

Average Importance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.
32	Apply and remove anti-embolism hose	366	4.46	0.04	603	4.22	0.03
81	Use reality orientation (e.g., time, place, person)	496	4.46	0.04	601	4.17	0.04
59	Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	516	4.46	0.03	638	4.25	0.04
114	Suggest additions or needed changes to client's plan of care to health care team	452	4.47	0.04	626	4.37	0.03
69	Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	509	4.49	0.03	615	4.27	0.04
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	534	4.49	0.03	647	4.38	0.03
71	Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	469	4.51	0.03	590	4.33	0.03
109	Assist with admission, discharge and transfer	412	4.51	0.04	578	4.2	0.04
38	Observe for color, movement and sensation (CMS) of extremities	493	4.53	0.04	557	4.13	0.04
35	Care for body after death	399	4.54	0.04	603	4.15	0.04
54	Assist client in bowel and/or bladder training	437	4.54	0.03	580	4.32	0.03
70	Implement strategies to care for the angry or potentially violent client	455	4.55	0.03	578	4.31	0.04
2	Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	526	4.55	0.03	653	4.58	0.03
115	Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	497	4.55	0.03	637	4.53	0.03
31	Apply and monitor restraints	349	4.56	0.04	345	4.41	0.05
76	Provide a client-centered environment	520	4.57	0.03	623	4.49	0.03
86	Identify and report barriers to communication	510	4.57	0.03	631	4.41	0.03
79	Provide emotional support	539	4.57	0.03	636	4.47	0.03
110	Attend and participate in staff education	495	4.58	0.03	635	4.53	0.03
40	Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	498	4.58	0.03	646	4.44	0.03
47	Estimate and record amount/percentage of meal intake	495	4.59	0.03	597	4.42	0.03
42	Provide ostomy care (e.g., emptying collection device)	401	4.59	0.04	533	4.26	0.04
55	Assist client to ambulate with a device (e.g., cane, walker, crutches)	537	4.59	0.03	649	4.44	0.03
41	Provide client-specific care	525	4.6	0.03	652	4.53	0.03
3	Provide or assist client with shower/bath (e.g., partial, whirlpool, bed bath)	506	4.6	0.03	652	4.57	0.02
49	Measure and record intake and output	507	4.6	0.03	597	4.43	0.03
56	Allow client to do things at his/her own pace	551	4.61	0.03	651	4.47	0.03
84	Respect client's religious and cultural beliefs and practices	524	4.61	0.03	633	4.47	0.03
51	Perform and record pulse oximetry	370	4.61	0.04	390	4.15	0.05
57	Assist client with ambulating	539	4.61	0.03	649	4.46	0.03
11	Identify special diets (e.g., low sodium, pureed, diabetic)	472	4.62	0.03	570	4.32	0.04
112	Participate in end-of-shift report	478	4.63	0.03	568	4.43	0.03
95	Identify self to client by name and job title	545	4.63	0.03	638	4.61	0.03

Average Importance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.
90	Use active listening skills	534	4.64	0.03	635	4.45	0.03
74	Promote client's feeling of acceptance	531	4.64	0.03	637	4.52	0.03
111	Participate in client rounds	502	4.65	0.03	540	4.41	0.04
36	Check client status routinely during shift	541	4.65	0.03	628	4.59	0.03
100	Promote client's right to be free of restraints	493	4.66	0.03	584	4.64	0.03
101	Respect client's right to refuse care	534	4.66	0.03	643	4.6	0.02
87	Observe and report behavioral changes	528	4.66	0.02	637	4.59	0.03
73	Promote client self-esteem and dignity	535	4.67	0.03	640	4.6	0.03
44	Provide urinary catheter care	478	4.67	0.03	600	4.62	0.03
50	Observe and report signs and symptoms of pain	539	4.68	0.03	644	4.61	0.03
17	Assist client with proper body alignment and positioning	547	4.68	0.03	643	4.59	0.03
75	Promote client's feeling of security	533	4.68	0.03	640	4.61	0.03
78	Provide comfort and care for dying client	472	4.69	0.03	618	4.62	0.03
92	Use courtesy in communication	549	4.69	0.02	638	4.63	0.02
53	Take and record client's vital signs (VS)	442	4.69	0.03	579	4.53	0.03
108	Assist co-workers	531	4.69	0.02	639	4.66	0.02
13	Verify/confirm client receives correct diet	503	4.7	0.03	603	4.45	0.03
99	Respect client's personal choices, including advanced directives	535	4.7	0.02	626	4.73	0.02
25	Identify client before providing each service/care	548	4.71	0.03	655	4.67	0.03
96	Provide explanation of care to client	540	4.71	0.03	636	4.65	0.03
30	Answer call light promptly	545	4.73	0.02	614	4.76	0.02
107	Ask for help when needed	551	4.73	0.02	642	4.72	0.02
29	Use proper body mechanics	551	4.73	0.02	655	4.73	0.02
12	Provide client with fluids	550	4.74	0.02	650	4.6	0.03
26	Perform cardiopulmonary resuscitation (CPR)	285	4.75	0.04	431	4.37	0.05
23	Clear foreign-body airway obstruction (FBAO)	313	4.75	0.03	453	4.56	0.04
97	Respect and maintain security of client's personal belongings	548	4.76	0.02	642	4.67	0.02
52	Recognize and report signs and symptoms of client's changing condition	541	4.77	0.02	653	4.75	0.02
28	Respond to actual/potential disaster or emergency situations per protocol	447	4.77	0.03	644	4.64	0.03
80	Recognize and report signs that client might be suicidal	455	4.78	0.03	618	4.68	0.03
14	Change incontinence products for all ages	523	4.79	0.02	642	4.65	0.03
66	Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	527	4.79	0.02	620	4.7	0.02
106	Accept and complete authorized duties	547	4.79	0.02	644	4.73	0.02
93	Follow client's plan of care	549	4.8	0.02	629	4.71	0.02
105	Report suspicious workplace activity which involves other employees, former employees, clients or visitors	485	4.8	0.02	641	4.79	0.02
43	Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	540	4.8	0.02	642	4.77	0.02

Average Importance Ratings Sorted by Entry-Level Cohort							
Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator		
		N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.
20	Identify biohazardous waste and dispose of properly	523	4.81	0.02	646	4.68	0.02
10	Feed client who cannot feed self	509	4.81	0.02	619	4.74	0.02
15	Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	550	4.82	0.02	652	4.71	0.02
102	Follow code of ethics for nurse aide	545	4.82	0.02	642	4.78	0.02
24	Follow oxygen safety guidelines (e.g., no smoking)	542	4.83	0.02	645	4.69	0.03
98	Respect client's need for privacy/confidentiality	549	4.84	0.02	643	4.78	0.02
27	Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	543	4.84	0.02	655	4.73	0.02
16	Provide pericare (e.g., continent/incontinent)	546	4.86	0.02	649	4.76	0.02
85	Document or record information accurately	541	4.86	0.02	638	4.77	0.02
94	Follow Health Insurance Portability and Accountability Act (HIPAA)	519	4.87	0.02	629	4.83	0.02
104	Report any suspected neglect, mistreatment or abuse	499	4.9	0.02	635	4.91	0.01
103	Report and record unusual incidents (e.g., errors, injuries, falls)	520	4.9	0.02	632	4.85	0.02
22	Apply and respond to client safety alarms	537	4.91	0.01	628	4.84	0.02
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	556	4.95	0.01	660	4.93	0.01

APPENDIX E: 2009 NURSE AIDE JOB ANALYSIS NONRESPONDER STUDY

Introduction

The National Council of State Boards of Nursing (NCSBN®) conducts job analysis studies no less frequently than once every five years to assess the work environment and emerging work-setting changes. Of the 6,500 total health care settings that were sent the packet of surveys, 485 facilities opted out of the survey, citing such reasons as too busy to participate or having no certified entry-level nurse aides/nursing assistants (NAs) in their facilities. A total of 21 surveys were returned due to incorrect addresses. The adjusted total number of surveys sent out was 5,994. A total of 638 health care settings returned the NA surveys, of which 378 returned both NA surveys, resulting in 1,016 total surveys. A response rate of 10.7% was observed at the facility level for NAs. NCSBN wanted to contact a sample of the invitees who chose not to participate in the survey to ascertain the reasons for not returning the survey and compare a sample of activity statements, as well as demographic information, against the NA survey responders.

Background of Study

NCSBN is responsible to its members, the boards of nursing in the U.S. and member board territories for the preparation of psychometrically sound and legally defensible certification examinations. The periodic performance of job analysis studies assists NCSBN in evaluating the validity of the test plan that guides content distribution of the licensure examination.

Findings from the 2009 Nurse Aide Job Analysis Nonresponder Study will provide possible reasons why individuals do not participate in surveys, and show the differences between survey responders and those not responding to determine if they were systematically different in terms of demographics and ratings of the activity statements. This study was conducted to determine if the results for the job analysis were somehow biased.

Methodology

Sample Selection

A random sample of certified entry-level NAs who were invited, but did not respond to the 2009 Job Analysis of NAs Survey were mailed a two-page survey containing a few demographic questions and 10 activity statements. The sample was derived from the invitees who were mailed the paper form of the job analysis survey, but did not respond.

Survey Instrument and Process

Nonresponders were mailed a short version of the survey, which asked nonresponders for their reasons for not completing the survey. In order to facilitate the gathering of data from nonresponders, NCSBN developed a list of possible reasons why invitees may not have responded to the survey based on prior research. Possible reasons included the following: too busy, did not care, do not like/trust surveys, did not receive, or other. Secondly, individuals were asked demographic information in order to provide background on nonresponders, such as employment setting/specialty and length of time working as an NA or nurse aide evaluator (NAE). In addition, nonresponders were asked to rate the frequency of performance and importance of 10 activities that were listed in the 2009 Job Analysis of NAs survey.

Nonresponder Results

Reasons for Not Responding

Reasons for not responding included, but were not limited to, did not receive (14 responses or 63.2%), too busy (three responses or 15.8%) or other (four responses or 21.1%). None of the nonresponders indicated that they did not care or do not like/trust surveys as a reason for not returning the survey.

Licenses/Certifications Held

A total of 19 NAs and NAEs participated in the nonresponder study. Most (52.6%) held the certified nursing assistant (CNA) designation, 31.6% selected registered nurse (RN), 21.1% selected licensed practical/vocational nurse (LPN/VN) and 5.2% selected other.

Work Position

Of the 19 responses, 42.1% indicated that their position was as an NA, 21.1% indicated that they were an NA supervisor, 21.1% selected other and three respondents (15.8%) did not answer the question.

Employment Setting/Specialty

Nonresponders were asked to provide their setting/specialty. The different nursing employment settings/specialties were well represented in this sample as seen in Table E-1. Most of the nonresponders worked in nursing home/long-term care and community/home health care settings; a few nonreponders worked in the hospital/acute care setting.

Importance Ratings

In general, the importance ratings between nonresponders and responders were very similar, with no activity statements importance ratings differing by more than 0.70 points, except for activity 7. Because most (15 out of 17 responses) marked this as not performed, only two people provided importance rating data. While there were only 10 average importance ratings, the correlation between certified entry-level NAs and the nonresponder cohort was positive and high at 0.91. For the NAE and nonresponder ratings, the correlation was 0.89. This suggests strong agreement between the original respondent group and the nonresponding group.

Frequency Ratings

Frequency ratings were provided by the nonresponders and compared to the average response rating of the 2009 Job Analysis of NAs Survey responders.

Most of the frequency ratings were similar between nonresponders and responders, except for the activity statement, *Assist client to fill out meal menu*, which has a percentage not performing the activity difference of 40.0% or more. This is likely due to the large percentage of nonresponders working in home health care settings. However, of all of the activities, this activity was the least performed in the original study. Furthermore, like the importance ratings, there were strong positive correlations between the responding groups and the nonresponder group (NA r=.93 and NAE r=.96).

Table E-1. Hospital/Acute Care Setting

Hospital or Acute Care Setting	NA	NAE	Nonresp
Central supply	1.50%	0.50%	0.00%
Chemical dependency unit	0.70%	0.20%	0.00%
Emergency room	2.10%	2.10%	5.30%
Extended care facility/ Rehabilitation unit	26.70%	25.70%	5.30%
In-patient hospice care	3.90%	5.30%	0.00%
Intensive care unit	2.10%	2.00%	0.00%
Intermediate care/step down unit	2.00%	3.20%	0.00%
Labor and delivery unit	1.00%	1.10%	0.00%
Medical/surgical unit (includes sub-specialties like orthopedics, oncology, etc.)	11.20%	15.60%	0.00%
Nursery	0.80%	0.60%	0.00%
Operating room	0.50%	0.20%	0.00%
Pediatric unit	0.80%	1.10%	0.00%
Postpartum/maternity unit	0.40%	1.40%	0.00%
Psychiatric unit	1.80%	2.30%	0.00%
Recovery room	0.50%	0.60%	0.00%
Other	8.90%	5.70%	5.30%

Table E-2. Nursing Home/Long-term Care Setting

Nursing Home/Long-term Care	NA	NAE	Nonresp
Assisted living facility	19.70%	11.00%	10.50%
Intermediate care unit	10.40%	18.60%	26.30%
Personal care unit	15.40%	7.70%	0.00%
Skilled care unit	43.70%	58.10%	26.30%
Sub-acute unit	5.10%	8.70%	0.00%
Other	4.70%	7.10%	5.30%

Table E-3. Community/Home Health Care Setting

Community/Home Health Care	NA	NAE	Nonresp
Clinic/outpatient unit/ ambulatory surgical care	2.10%	0.60%	5.30%
Home health in client's residence	9.40%	7.80%	31.60%
Hospice care in client's residence	3.60%	3.00%	10.50%
Other	6.50%	1.40%	0.00%

Appendix E: Importance

Activity #	Activity	1 Year or less NA			Nurse Aide Evaluator			Nonresponder		
		N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.	N	Avg. Import	Std. Err.
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	534	4.49	0.03	647	4.38	0.03	16	4.63	0.13
7	Assist client to fill out meal menu	294	3.84	0.06	387	3.58	0.06	2	2	N/A
17	Assist client with proper body alignment and positioning	547	4.68	0.03	643	4.59	0.03	16	4.81	0.1
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	556	4.95	0.01	660	4.93	0.01	16	4.88	0.09
22	Apply and respond to client safety alarms	537	4.91	0.01	628	4.84	0.02	13	4.46	0.22
46	Collect and label stool, urine or sputum specimens	346	4.4	0.05	467	4.13	0.05	9	4	0.37
54	Assist client in bowel and/or bladder training	437	4.54	0.03	580	4.32	0.03	13	3.85	0.34
67	Assist client to participate in groups and other activities	462	4.34	0.04	577	3.98	0.04	12	3.75	0.33
106	Accept and complete authorized duties	547	4.79	0.02	644	4.73	0.02	16	4.69	0.12
93	Follow client's plan of care	549	4.8	0.02	629	4.71	0.02	16	5	N/A

Appendix E: Frequency

Activity #	Activity	1 Year or less NA		Nurse Aide Evaluator		Nonresponder	
		N	Not Perform Activity	N	Not Perform Activity	N	Not Perform Activity
4	Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	554	3.60%	654	1.10%	17	5.90%
7	Assist client to fill out meal menu	554	46.90%	652	40.60%	17	88.20%
17	Assist client with proper body alignment and positioning	555	1.40%	658	2.30%	17	5.90%
19	Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	557	0.20%	660	0.00%	17	5.90%
22	Apply and respond to client safety alarms	548	2.00%	657	4.40%	17	23.50%
46	Collect and label stool, urine or sputum specimens	552	37.30%	658	29.00%	17	47.10%
54	Assist client in bowel and/or bladder training	551	20.70%	660	12.10%	16	18.80%
67	Assist client to participate in groups and other activities	554	16.60%	641	10.00%	17	29.40%
106	Accept and complete authorized duties	552	0.90%	645	0.20%	17	5.90%
93	Follow client's plan of care	552	0.50%	635	0.90%	16	0.00%

Summary

The nonresponder study suggests that the main reasons individuals did not complete the study was because they were either too busy or did not receive the survey. Overall, these results provide important information on why individuals do not complete surveys. More importantly, the ratings of the activity statements were quite similar, which indicates that the results of the survey are not systematically biased. The nonresponder study provides support for the validity of the 2009 Job Analysis of NAs results from the responders in the original survey.

APPENDIX F.1: 2009 NURSE AIDE JOB ANALYSIS SURVEY QUESTIONNAIRE

NCSBN
National Council of State Boards of Nursing

National Council of State Boards of Nursing

CERTIFIED ENTRY-LEVEL NURSE AIDE NURSING ACTIVITY SURVEY

This questionnaire is part of a comprehensive study of the work performed by certified entry-level nurse aides/nursing assistants with less than 12 months of work experience post-certification in the United States and its jurisdictions. The study is being conducted by the National Council of State Boards of Nursing.

INSTRUCTIONS

Please read each question carefully and respond by filling in the oval of the response that most closely represents your answer. Most questions have several alternative answers. Choose the answer that best applies to your work and fill in the appropriate oval(s). A few questions ask you to write information. Print your answer legibly in the space provided following the question.

You will notice that many questions ask you to report what you did on your last day of work. It is important that we obtain information from certified entry-level nurse aides experiencing both typical and unusual workdays, so please answer questions according to what you did on your last day of work even if that day was not typical.

For the purpose of this study, the "nurse aides" are individuals, regardless of title, assisting with the delivery of direct nursing care to "clients." The "client" is defined as an individual, individual plus family (or significant other[s]). "Clients" are the same as "residents" or "patients." In addition, "last day of work as a nurse aide" also refers to the last **shift** you worked.

Your answers will be kept confidential. Your individual responses to the questions will not be released.

Correct marks

Incorrect marks

- **Use a pencil.**
- **Do not use a pen.**
- **Make heavy dark marks that fill the oval completely.**
- **If you want to change an answer, erase completely.**

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SECTION 1: WORK ENVIRONMENT

NOTE: Answer all of the following questions based on your last day of work as a nurse aide.

1. Which of the following best describes your employment setting(s) on the last day you worked as a nurse aide? *(Review the entire list and select ALL that apply.)*

HOSPITALS or ACUTE CARE SETTINGS

- ○ Central supply
- ○ Chemical dependency unit
- ○ Emergency room
- ○ Extended care facility/Rehabilitation unit
- ○ In-patient hospice care
- ○ Intensive care unit
- ○ Intermediate care/Step down unit
- ○ Labor and delivery unit
- ○ Medical/surgical unit (includes sub-specialties e.g., orthopedics, oncology, etc.)
- ○ Nursery
- ○ Operating room
- ○ Pediatric unit
- ○ Postpartum/maternity unit
- ○ Psychiatric unit
- ○ Recovery room
- ○ Other, please specify:_____

NURSING HOME/LONG-TERM CARE

- ○ Assisted living facility
- ○ Intermediate care unit
- ○ Personal care unit
- ○ Skilled care unit
- ○ Sub-acute unit
- ○ Other, please specify:_____

COMMUNITY/HOME HEALTH CARE

- ○ Clinic/outpatient unit/ambulatory surgical care
- ○ Home health in client's residence
- ○ Hospice care in client's residence
- ○ Other, please specify:_____

2. Approximately how long have you worked in the employment setting(s) you marked in Question 1? *(Select only ONE answer)*

- ○ 6 months or less
- ○ 1 year
- ○ 2 years
- ○ 3 years
- ○ 4 years
- ○ 5 years
- ○ 6 years
- ○ 7 years
- ○ 8 years
- ○ 9 years
- ○ 10 years
- ○ 11 years
- ○ 12 years
- ○ 13 years
- ○ 14 years
- ○ 15 years or more

3. Which of the following best describes your title in the setting(s) you marked in Question 1? *(Select only ONE answer)*

- ○ Care partner
- ○ Certified home health aide
- ○ Certified medication aide/assistant
- ○ Certified medication technician
- ○ Certified nurse aide
- ○ Certified nursing assistant
- ○ Charge aide/Senior aide
- ○ Dietary aide
- ○ Home heath aide
- ○ Homemaker
- ○ Medication aide/assistant
- ○ Medication technician
- ○ Nurse aide/Nursing assistant
- ○ Orderly
- ○ Patient care technician
- ○ Personal or patient care attendant/assistant
- ○ Psychiatric aide
- ○ Other, please specify:_____

4. How many hours per week do you work as a nurse aide in the setting(s) you marked in Question 1? *(Select only ONE answer)*

- ○ 1-5 hours
- ○ 6-10 hours
- ○ 11-15 hours
- ○ 16-20 hours
- ○ 21-25 hours
- ○ 26-30 hours
- ○ 31-35 hours
- ○ 36-40 hours
- ○ 41-45 hours
- ○ 46-50 hours
- ○ 51-55 hours
- ○ 56-60 hours
- ○ 60 hours or more

5. What shift do you usually work in the employment setting(s) you marked in Question 1? *(Select only ONE answer)*

- ○ Rotating shift
- ○ Days (8, 10, or 12 hour shift)
- ○ Evenings (8, 10, or 12 hour shift)
- ○ Nights (8, 10, or 12 hour shift)
- ○ Other, please specify:_____

6. How many hours did you work on the last shift you worked?

- ○ Less than 1 hour
- ○ 1 hour-4 hours
- ○ 5-8 hours
- ○ 9-12 hours
- ○ 13-16 hours
- ○ 17 hours or more

7. Which of the following best describes the ages of most of the clients to whom you provided care on the last shift you worked? *(Select only ONE answer)*

- ○ Newborns (less than 1 month)
- ○ Infants/children (1 month-12 years)
- ○ Adolescents (ages 13-18)
- ○ Young adults (ages 19-30)
- ○ Middle adults (ages 31-64)
- ○ Older adults (ages 65-85)
- ○ Elder adults (over the age of 85)

SECTION 1: WORK ENVIRONMENT *(continued)*

8. Which of the following best describes the condition of most of the clients to whom you provided care on the last day of work? *(Select ALL that apply)*

- ○ Well clients, possibly with minor illnesses
- ○ OB (maternity) clients
- ○ Clients with stable chronic conditions
- ○ Clients with unstable chronic conditions
- ○ Clients with acute conditions, including clients with medical, surgical or critical conditions
- ○ Clients at end of life
- ○ Clients with behavioral/emotional conditions
- ○ Other, please specify: _____

9. Which of the following best describes the employment setting(s) you marked in Question 1? *(Select only ONE answer)*

- ○ Urban/metropolitan area
- ○ Suburban area
- ○ Rural area
- ○ I do not know

10. To how many clients were you assigned to provide care on your last day of work? *(Select only ONE answer)*

○ 0 clients	○ 11 clients	○ 21 clients
○ 1 client	○ 12 clients	○ 22 clients
○ 2 clients	○ 13 clients	○ 23 clients
○ 3 clients	○ 14 clients	○ 24 clients
○ 4 clients	○ 15 clients	○ 25 clients
○ 5 clients	○ 16 clients	○ 26 clients
○ 6 clients	○ 17 clients	○ 27 clients
○ 7 clients	○ 18 clients	○ 28 clients
○ 8 clients	○ 19 clients	○ 29 clients
○ 9 clients	○ 20 clients	○ 30 or more clients
○ 10 clients		

11. What is the total length of time you have worked as a nurse aide? *(Select only ONE answer)*

○ 6 months or less	○ 5 years	○ 11 years
○ 7 to 11 months	○ 6 years	○ 12 years
○ 1 year	○ 7 years	○ 13 years
○ 2 years	○ 8 years	○ 14 years
○ 3 years	○ 9 years	○ 15 years or more
○ 4 years	○ 10 years	

SECTION 2: ACTIVITIES PERFORMED

INSTRUCTIONS: Please rate the overall importance of this activity considering client safety, and/or threat of complications or distress. If certified entry-level nurse aides (CNAs) do not perform the task in your work setting, ***please select (0) "not performed" and proceed to the next statement.***

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **1 = Not important** **2 = Minimally important** **3 = Moderately important** **4 = Very important** **5 = Extremely important**

This section contains a list of activities performed by certified entry-level nurse aides with less than 12 months of work experience. Some of the activities might not apply to your job or may not be performed. For each activity, please think about what you did during your last day of work as a nurse aide. For each activity, record the importance of the activity on your **last day of work as a nurse aide.**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
1. Provide foot care	○	○	○	○	○	○
2. Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	○	○	○	○	○	○
3. Provide or assist client with shower/bath (e.g., partial, whirlpool, bed bath)	○	○	○	○	○	○
4. Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	○	○	○	○	○	○
5. Assess/triage client(s) to prioritize the order of care delivery	○	○	○	○	○	○
6. Assist with grooming needs (e.g., shaving, hair care, cosmetics)	○	○	○	○	○	○
7. Assist client to fill out meal menu	○	○	○	○	○	○
8. Assist with meal set-up	○	○	○	○	○	○
9. Assist with supplemental nutrition	○	○	○	○	○	○
10. Feed client who cannot feed self	○	○	○	○	○	○
11. Identify special diets (e.g., low sodium, pureed, diabetic)	○	○	○	○	○	○
12. Provide client with fluids	○	○	○	○	○	○
13. Verify/confirm client receives correct diet	○	○	○	○	○	○
14. Change incontinence products for all ages	○	○	○	○	○	○
15. Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	○	○	○	○	○	○
16. Provide pericare (e.g., continent/incontinent)	○	○	○	○	○	○
17. Assist client with proper body alignment and positioning	○	○	○	○	○	○
18. Provide physical comfort measures (e.g., back rubs)	○	○	○	○	○	○

SECTION 2: ACTIVITIES PERFORMED

INSTRUCTIONS: Please rate the overall importance of this activity considering client safety, and/or threat of complications or distress. If CNAs do not perform the task in your work setting, ***please select (0) "not performed" and proceed to the next statement.***

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **1 = Not important** **2 = Minimally important** **3 = Moderately important** **4 = Very important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
19. Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	0	1	2	3	4	5
20. Identify biohazardous waste and dispose of properly	0	1	2	3	4	5
21. Keep client's area clean and neat	0	1	2	3	4	5
22. Apply and respond to client safety alarms	0	1	2	3	4	5
23. Clear foreign-body airway obstruction (FBAO)	0	1	2	3	4	5
24. Follow oxygen safety guidelines (e.g., no smoking)	0	1	2	3	4	5
25. Identify client before providing each service/care	0	1	2	3	4	5
26. Perform cardiopulmonary resuscitation (CPR)	0	1	2	3	4	5
27. Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	0	1	2	3	4	5
28. Respond to actual/potential disaster or emergency situations per protocol	0	1	2	3	4	5
29. Use proper body mechanics	0	1	2	3	4	5
30. Answer call light promptly	0	1	2	3	4	5
31. Apply and monitor restraints	0	1	2	3	4	5
32. Apply and remove anti-embolism hose	0	1	2	3	4	5
33. Assist client with turning, coughing and deep breathing	0	1	2	3	4	5
34. Assist nurse with dressing change	0	1	2	3	4	5
35. Care for body after death	0	1	2	3	4	5
36. Check client status routinely during shift	0	1	2	3	4	5
37. Make bed (e.g., occupied, unoccupied)	0	1	2	3	4	5
38. Observe for color, movement and sensation (CMS) of extremities	0	1	2	3	4	5
39. Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	0	1	2	3	4	5
40. Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	0	1	2	3	4	5
41. Provide client-specific care	0	1	2	3	4	5
42. Provide ostomy care (e.g., emptying collection device)	0	1	2	3	4	5
43. Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	0	1	2	3	4	5
44. Provide urinary catheter care	0	1	2	3	4	5
45. Transport client (e.g., off unit or to another setting)	0	1	2	3	4	5
46. Collect and label stool, urine or sputum specimens	0	1	2	3	4	5
47. Estimate and record amount/percentage of meal intake	0	1	2	3	4	5
48. Measure and record client's weight and/or height (e.g., standing and lying)	0	1	2	3	4	5
49. Measure and record intake and output	0	1	2	3	4	5
50. Observe and report signs and symptoms of pain	0	1	2	3	4	5
51. Perform and record pulse oximetry	0	1	2	3	4	5
52. Recognize and report signs and symptoms of client's changing condition	0	1	2	3	4	5
53. Take and record client's vital signs (VS)	0	1	2	3	4	5
54. Assist client in bowel and/or bladder training	0	1	2	3	4	5
55. Assist client to ambulate with a device (e.g., cane, walker, crutches)	0	1	2	3	4	5
56. Allow client to do things at his/her own pace	0	1	2	3	4	5
57. Assist client with ambulating	0	1	2	3	4	5
58. Assist client with recreational activities	0	1	2	3	4	5
59. Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	0	1	2	3	4	5

SECTION 2: ACTIVITIES PERFORMED *(continued)*

INSTRUCTIONS: Please rate the overall importance of this activity considering client safety, and/or threat of complications or distress. If CNAs do not perform the task in your work setting, ***please select (0) "not performed" and proceed to the next statement.***

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed	**2 = Minimally important**	**4 = Very important**
1 = Not important	**3 = Moderately important**	**5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
60. Assist client with the application and removal of prosthetic and orthotic devices	0	1	2	3	4	5
61. Assist or encourage family to help with client's care	0	1	2	3	4	5
62. Encourage client and family to contribute to and follow plan of care	0	1	2	3	4	5
63. Encourage client to be independent	0	1	2	3	4	5
64. Perform passive or active assisted range of motion exercises	0	1	2	3	4	5
65. Provide individualized care based on client's preference and schedule	0	1	2	3	4	5
66. Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	0	1	2	3	4	5
67. Assist client to participate in groups and other activities	0	1	2	3	4	5
68. Assist client with issues related to death and dying	0	1	2	3	4	5
69. Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	0	1	2	3	4	5
70. Implement strategies to care for the angry or potentially violent client	0	1	2	3	4	5
71. Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	0	1	2	3	4	5
72. Participate in client's behavior modification program	0	1	2	3	4	5
73. Promote client self-esteem and dignity	0	1	2	3	4	5
74. Promote client's feeling of acceptance	0	1	2	3	4	5
75. Promote client's feeling of security	0	1	2	3	4	5
76. Provide a client-centered environment	0	1	2	3	4	5
77. Provide client assistance in resolving grievances and disputes	0	1	2	3	4	5
78. Provide comfort and care for dying client	0	1	2	3	4	5
79. Provide emotional support	0	1	2	3	4	5
80. Recognize and report signs that client might be suicidal	0	1	2	3	4	5
81. Use reality orientation (e.g., time, place, person)	0	1	2	3	4	5
82. Use validation therapy	0	1	2	3	4	5
83. Report client's cultural/religious/spiritual preferences and needs (e.g., food, clergy)	0	1	2	3	4	5
84. Respect client's religious and cultural beliefs and practices	0	1	2	3	4	5
85. Document or record information accurately	0	1	2	3	4	5
86. Identify and report barriers to communication	0	1	2	3	4	5
87. Observe and report behavioral changes	0	1	2	3	4	5
88. Recognize the need for an interpreter	0	1	2	3	4	5
89. Reinforce client and family education	0	1	2	3	4	5
90. Use active listening skills	0	1	2	3	4	5
91. Use approved medical terminology in written and verbal communication	0	1	2	3	4	5
92. Use courtesy in communication	0	1	2	3	4	5
93. Follow client's plan of care	0	1	2	3	4	5
94. Follow Health Insurance Portability and Accountability Act (HIPAA)	0	1	2	3	4	5
95. Identify self to client by name and job title	0	1	2	3	4	5
96. Provide explanation of care to client	0	1	2	3	4	5
97. Respect and maintain security of client's personal belongings	0	1	2	3	4	5
98. Respect client's need for privacy/confidentiality	0	1	2	3	4	5
99. Respect client's personal choices, including advanced directives	0	1	2	3	4	5
100. Promote client's right to be free of restraints	0	1	2	3	4	5
101. Respect client's right to refuse care	0	1	2	3	4	5
102. Follow code of ethics for nurse aide	0	1	2	3	4	5
103. Report and record unusual incidents (e.g., errors, injuries, falls)	0	1	2	3	4	5

SECTION 2: ACTIVITIES PERFORMED *(continued)*

INSTRUCTIONS: Please rate the overall importance of this activity considering client safety, and/or threat of complications or distress. If CNAs do not perform the task in your work setting, ***please select (0) "not performed" and proceed to the next statement.***

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **1 = Not important** **2 = Minimally important** **3 = Moderately important** **4 = Very important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
103. Report and record unusual incidents (e.g., errors, injuries, falls)	0	1	2	3	4	5
104. Report any suspected neglect, mistreatment or abuse	0	1	2	3	4	5
105. Report suspiscious workplace activity which involves other employees, former employees, clients or visitors	0	1	2	3	4	5
106. Accept and complete authorized duties	0	1	2	3	4	5
107. Ask for help when needed	0	1	2	3	4	5
108. Assist co-workers	0	1	2	3	4	5
109. Assist with admission, discharge and transfer	0	1	2	3	4	5
110. Attend and participate in staff education	0	1	2	3	4	5
111. Participate in client rounds	0	1	2	3	4	5
112. Participate in end-of-shift report	0	1	2	3	4	5
113. Participate in performance improvement and cost containment programs	0	1	2	3	4	5
114. Suggest additions or needed changes to client's plan of care to health care team	0	1	2	3	4	5
115. Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	0	1	2	3	4	5

SECTION 3: DESCRIPTION OF YOUR LAST DAY OF WORK

How much of your time was spent performing each of the following sets of activities on your *last day of work*? For each of the sets of activities please rate the approximate amount of time you spent. Please round your answer to the nearest hour. For example, if you spent less than 2.5 hours on a set of activities, fill in the oval in the column labeled "2" for that set of activities. If you spent more than 2.5 hours on another set of activities, mark the oval in the column labeled "3" for that set of activities.

SET OF ACTIVITIES — Performing nursing care related to	Approximate Amount of Time (Hours) Spent on Set of Activities								
	0	1	2	3	4	5	6	7	8	>8
1. **Activities of Daily Living:** (e.g., assist client with grooming and hygiene; provide toileting and incontinence care; assist to fill out menu; provide physical comfort measures)	0	1	2	3	4	5	6	7	8	>8
2. **Basic Nursing Skills:** (e.g., measure and record intake and output; collect and label specimens; take vital signs; follow infection control guidelines; recognize and report changes in client conditions; follow oxygen safety precautions; apply and monitor restraints; provide preventive skin care)	0	1	2	3	4	5	6	7	8	>8
3. **Restorative Skills:** (e.g., promote clients independence in self care; assist client in bowel/bladder training; assist to ambulate with cane/walker; transfer client using assistive devices)	0	1	2	3	4	5	6	7	8	>8
4. **Psychosocial Care Skills:** (e.g., promote self esteem; provide comfort and care for dying client; provide emotional support; observe and report mood changes; identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia); care for angry/violent client; respect client's beliefs; report client's cultural/religious/spiritual preferences and needs)	0	1	2	3	4	5	6	7	8	>8
5. **Communication:** (e.g., document and record information accurately; report and record unusual incidents/ variances/falls/errors; reinforce family and client education; use active listening)	0	1	2	3	4	5	6	7	8	>8
6. **Client Rights/Ethical/Legal Behavior:** (e.g., respect client's need for privacy; right to refuse care; right to be free of restraints; report any suspected neglect, mistreatment or abuse; maintain confidentiality)	0	1	2	3	4	5	6	7	8	>8
7. **Member of the Health Care Team:** (e.g., assist co-workers; participate in shift report/care/planning/ performance improvement programs; assist with admission/transfer/discharge)	0	1	2	3	4	5	6	7	8	>8

SECTION 4: EDUCATIONAL BACKGROUND

1. What type of preparation did you have for your current work as a nurse aide? *(Select ALL that apply)*

- ○ Previous work experience
- ○ High school course
- ○ Classes in a nursing education program (LPN or LVN or RN)
- ○ Course offered by current employer
- ○ Course offered by previous employer
- ○ Course offered by community or junior college
- ○ Course offered by technical or vocational school
- ○ Course or training while in military service
- ○ None
- ○ Other, please specify: _____

2. Besides basic nurse aide skills, which of the following areas of knowledge/skill were included in the course(s) or classes you marked in Question 1 of this section? *(Select ALL that apply)*

- ○ Administration of oral and/or topical medications
- ○ Administration of insulin
- ○ Administration of oxygen
- ○ Drawing blood from veins for laboratory testing
- ○ Blood glucose testing (finger-stick testing)
- ○ Special care required by infants and/or children → *please specify:* _____
- ○ Special care required by geriatric (elderly) clients → *please specify:* _____
- ○ Special care required by psychiatric clients → *please specify:* _____
- ○ Special care required by respiratory clients → *please specify:* _____
- ○ Other, please specify: _____
- ○ Emergency care procedures other than basic life support or CPR
- ○ Removal of peripheral intravenous catheter
- ○ Removal of indwelling urinary catheter

3. Which of the following certifications have you earned? *(Select ALL that apply)*

- ○ GNA – Geriatric Nurse Aide/Nursing Assistant
- ○ CNA – Certified Nurse Aide/Nursing Assistant
- ○ CMA – Certified Medication Aide/Assistant
- ○ CMT – Certified Medication Technician
- ○ CMA – Certified Medication Aide/Assistant - including insulin administration
- ○ CMT – Certified Medication Technician - including insulin administration
- ○ None
- ○ Other, please specify: _____

4. Are you currently enrolled in a formal nursing education program?

- ○ Yes – **ANSWER Question 4a; then SKIP to Question 6**
- ○ I have applied, but am not currently enrolled – **SKIP to Question 5**
- ○ No – **SKIP to Question 6**

4a. If yes, in which of the following programs are you enrolled? *(Select ALL that apply)*

- ○ Practical/Vocational Nursing (LPN or LVN)
- ○ Registered Nurse – Diploma program
- ○ Registered Nurse – associate degree program
- ○ Registered Nurse – Bachelor's degree program
- ○ Other, please specify: _____

5. If you have *applied to a formal nursing education program*, please indicate the reason(s) you are not currently enrolled? *(Select ALL that apply)*

Applied to LPN or LVN Program

- ○ Currently completing pre-requisite courses
- ○ On a waiting list for admissions
- ○ Unable to afford tuition
- ○ Did not meet admission requirements
- ○ Turned down because classes are full
- ○ Other, please specify: _____

Applied to RN Program

- ○ Currently completing pre-requisite courses
- ○ On a waiting list for admissions
- ○ Unable to afford tuition
- ○ Did not meet admission requirements
- ○ Turned down because classes are full
- ○ Other, please specify: _____

6. Do you have a non-nursing college degree?

- ○ Yes, please specify: _____
- ○ No

SECTION 5: PERSONAL BACKGROUND

Answers to the following questions will be used to described the individuals completing this questionnaire. No individual answers will be reported.

1. What is your gender?

- ○ Male
- ○ Female

2. Select below the answer most descriptive of your racial/ethnic background. *(Select only ONE answer)*

- ○ African American
- ○ Asian Indian
- ○ Asian Other
- ○ Hispanic
- ○ Native American
- ○ Pacific Islander
- ○ White - Not of Hispanic Origin
- ○ Other, please specify: _____

3. Is English the first language you learned to speak?

- ○ Yes
- ○ No

4. What is your age in years? YEARS

SECTION 6: COMMENTS

If we need more information to clarify the results of this study, we may call some persons. If you are willing to be contacted, please ***provide your phone number below:***

Daytime or Early Evening Phone Number with Area Code:

( ) -

You may write any comments or suggestions that you have in the space below.

After you complete this form, please return it in the enclosed postage-paid envelope.

Thank you for your assistance with this important study!

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APPENDIX F.2: 2009 NURSE AIDE EVALUATOR JOB ANALYSIS SURVEY QUESTIONNAIRE

NCSBN
National Council of State Boards of Nursing

National Council of State Boards of Nursing

NURSE AIDE EVALUATOR (NAE) NURSING ACTIVITY SURVEY

This questionnaire is part of a comprehensive study of the work performed by certified entry-level nurse aides/nursing assistants with less than 12 months of work experience post-certification in the United States and its jurisdictions. The study is being conducted by the National Council of State Boards of Nursing.

INSTRUCTIONS

Please read each question carefully and respond by filling in the oval of the response that most closely represents your answer. Most questions have several alternative answers. Choose the answer that best applies to your work and fill in the appropriate oval(s). A few questions ask you to write in information. Print your answer legibly in the space provided following the question.

For the purpose of this study, the "nurse aides" are individuals, regardless of title, assisting with the delivery of direct nursing care to clients. The "client" is defined as an individual, individual plus family (or significant other[s]). "Clients" are the same as "residents" or "patients."

Your answers will be kept confidential. Your individual responses to the questions will not be released.

- **Use a pencil.**
- **Do not use a pen.**
- **Make heavy dark marks that fill the oval completely.**
- **If you want to change an answer, erase completely.**

SECTION 1: WORK ENVIRONMENT

NOTE: If you hold more than one nursing position, please answer the following questions according to the position in which you currently supervise or evaluate care provided by nurse aides or nursing assistants.

1. What type(s) of nursing license do you hold? *(Select ALL that apply)*

- ○ Registered nurse (RN)
- ○ Licensed practical or vocational nurse (LPN/LVN)
- ○ Other, please specify: _____

2. Which of the following best describes your position title?
(Select the ONE title that is closest to your title)

- ○ Charge Nurse
- ○ Coordinator
- ○ Director/Assistant Director
- ○ Head Nurse/Unit Manager
- ○ Inservice Educator
- ○ Staff LPN
- ○ Staff RN
- ○ Supervisor
- ○ Team Leader
- ○ Other, please specify: _____

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SECTION 1: WORK ENVIRONMENT *(continued)*

3. Please record the number of years you have been working in your current position. *Example: 8 years is represented as "08"*

NUMBER OF YEARS IN CURRENT POSITION

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

4. Please record the total number of years you held a position(s) requiring that you evaluate the work performed by entry-level nurse aides/nursing assistants.

YEARS

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

5. Which of the following best describes the highest level of education you have completed? *(Select only ONE answer)*

- ○ High School
- ○ Nurse Aide preparation
- ○ Licensed Practical/Vocational Nursing program
- ○ RN - Diploma program
- ○ RN - Associate program
- ○ RN - Baccalaureate program
- ○ Baccalaureate degree in a field other than nursing
- ○ Master's degree in nursing
- ○ Master's degree in field other than nursing
- ○ Nurse practitioner program (master's or certificate)
- ○ Doctoral program
- ○ Any nursing program not in the U.S.
- ○ Other, please specify: _____

6. Which of the following best describes the work setting(s) in which you currently supervise and/or evaluate the work performed by nurse aides? *(Review the entire list and select ALL that apply)*

HOSPITALS or ACUTE CARE SETTINGS

- ○ Central supply
- ○ Chemical dependency unit
- ○ Emergency room
- ○ Extended care facility/Rehabilitation unit
- ○ In-patient hospice care
- ○ Intensive care unit
- ○ Intermediate care/Step down unit
- ○ Labor and delivery unit
- ○ Medical/surgical unit (includes sub-specialties e.g., orthopedics, oncology, etc.)
- ○ Nursery
- ○ Operating room
- ○ Pediatric unit
- ○ Postpartum/maternity unit
- ○ Psychiatric unit
- ○ Recovery room
- ○ Other, please specify: _____

NURSING HOME/LONG-TERM CARE

- ○ Assisted living facility
- ○ Intermediate care unit
- ○ Personal care unit
- ○ Skilled care unit
- ○ Sub-acute unit
- ○ Other, please specify: _____

COMMUNITY/HOME HEALTH CARE

- ○ Clinic/outpatient unit/ambulatory surgical care
- ○ Home health in client's residence
- ○ Hospice care in client's residence
- ○ Other, please specify: _____

7. Which of the following best describes the ages of most of the clients to whom nurse aides provided care in your work setting(s)? *(Select ALL that apply)*

- ○ Newborns (less than 1 month)
- ○ Infants/children (1 month-12 years)
- ○ Adolescents (ages 13-18)
- ○ Young adults (ages 19-30)
- ○ Middle adults (ages 31-64)
- ○ Older adults (ages 65-85)
- ○ Elder adults (over the age of 85)

8. Which of the following best describes the condition of most of the clients to whom nurse aides provide care in your work setting(s)? *(Select ALL that apply)*

- ○ Well clients, possibly with minor illnesses
- ○ OB (maternity) clients
- ○ Clients with stable chronic conditions
- ○ Clients with unstable chronic conditions
- ○ Clients with acute conditions, including clients with medical, surgical or critical conditions
- ○ Clients at end of life
- ○ Clients with behavioral/emotional conditions
- ○ Other, please specify: _____

SECTION 1: WORK ENVIRONMENT *(continued)*

9. What shift do you usually work? *(Select only ONE answer)*

- ○ Rotating shift
- ○ Days (8, 10, or 12 hour shift)
- ○ Evenings (8, 10, or 12 hour shift)
- ○ Nights (8, 10, or 12 hour shift)
- ○ Other, please specify:_____

10. How many hours did you work on your last shift/day of work? *(Select only ONE answer)*

- ○ Less than 1 hour
- ○ 1 hour-4 hours
- ○ 5-8 hours
- ○ 9-12 hours
- ○ 13-16 hours
- ○ 17 hours or more

11. Which of the following best describes the location of your employment setting(s)? *(Select only ONE answer)*

- ○ Urban/Metropolitan area
- ○ Suburban area
- ○ Rural area
- ○ I do not know

12. If you work in a community-based setting, how many beds do you have for inpatient use? *(Select only ONE answer)*

- ○ Under 5 beds
- ○ 6-10 beds
- ○ 11-15 beds
- ○ 16-20 beds
- ○ 20 beds or more
- ○ I do not know
- ○ I do not work in a community-based setting

13. If you work in a hospital or nursing home, how many beds do you have for inpatient use? *(Select only ONE answer)*

- ○ Under 50 beds
- ○ 51-99 beds
- ○ 100-299 beds
- ○ 300-499 beds
- ○ 500 beds or more
- ○ I do not know
- ○ I do not work in a hospital or nursing home

14. In your work setting(s), what is the average number of clients cared for daily by entry-level nurse aides?

○	○
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

AVERAGE NUMBER OF CLIENTS SEEN DAILY

15. How many entry-level nurse aides did you supervise on your last shift? *(Select only ONE answer)*

- ○ None
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7 or more

16. Which of the following titles are used for the entry-level nurse aides that you supervise or evaluate? *(Select all that apply)*

- ○ Care partner
- ○ Certified home health aide
- ○ Certified medication aide/assistant
- ○ Certified medication technician
- ○ Certified nurse aide
- ○ Certified nursing assistant
- ○ Charge aide/Senior aide
- ○ Dietary aide
- ○ Home heath aide
- ○ Homemaker
- ○ Medication aide/assistant
- ○ Medication technician
- ○ Nursing assistant
- ○ Orderly
- ○ Patient care technician
- ○ Personal or patient care attendant/assistant
- ○ Psychiatric aide
- ○ Other, please specify:_____

SECTION 2: ACTIVITIES PERFORMED

INSTRUCTIONS: Please rate the overall importance of this activity considering client safety, and/or threat of complications or distress. If CNAs do not perform the task in your work setting, ***please select (0) "not performed" and proceed to the next statement.***

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **1 = Not important** **2 = Minimally important** **3 = Moderately important** **4 = Very important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
1. Provide foot care	0	1	2	3	4	5
2. Provide oral/mouth/denture care (e.g., nothing by mouth [NPO], conscious, unconscious)	0	1	2	3	4	5
3. Provide or assist client with shower/bath (e.g., partial, whirlpool, bed bath)	0	1	2	3	4	5
4. Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	0	1	2	3	4	5
5. Assess/triage client(s) to prioritize the order of care delivery	0	1	2	3	4	5
6. Assist with grooming needs (e.g., shaving, hair care, cosmetics)	0	1	2	3	4	5
7. Assist client to fill out meal menu	0	1	2	3	4	5
8. Assist with meal set-up	0	1	2	3	4	5
9. Assist with supplemental nutrition	0	1	2	3	4	5
10. Feed client who cannot feed self	0	1	2	3	4	5
11. Identify special diets (e.g., low sodium, pureed, diabetic)	0	1	2	3	4	5
12. Provide client with fluids	0	1	2	3	4	5
13. Verify/confirm client receives correct diet	0	1	2	3	4	5
14. Change incontinence products for all ages	0	1	2	3	4	5
15. Provide for toileting needs (e.g., bedpan, bedside commode, toilet)	0	1	2	3	4	5
16. Provide pericare (e.g., continent/incontinent)	0	1	2	3	4	5
17. Assist client with proper body alignment and positioning	0	1	2	3	4	5
18. Provide physical comfort measures (e.g., back rubs)	0	1	2	3	4	5
19. Follow Standard/Universal precautions (e.g., handwashing, personal protective equipment [PPE], isolation guidelines)	0	1	2	3	4	5
20. Identify biohazardous waste and dispose of properly	0	1	2	3	4	5
21. Keep client's area clean and neat	0	1	2	3	4	5
22. Apply and respond to client safety alarms	0	1	2	3	4	5
23. Clear foreign-body airway obstruction (FBAO)	0	1	2	3	4	5
24. Follow oxygen safety guidelines (e.g., no smoking)	0	1	2	3	4	5
25. Identify client before providing each service/care	0	1	2	3	4	5
26. Perform cardiopulmonary resuscitation (CPR)	0	1	2	3	4	5
27. Prevent and provide protection from injuries (e.g., seizure precautions, aspiration precautions, fall precautions)	0	1	2	3	4	5
28. Respond to actual/potential disaster or emergency situations per protocol	0	1	2	3	4	5
29. Use proper body mechanics	0	1	2	3	4	5
30. Answer call light promptly	0	1	2	3	4	5

SECTION 2: ACTIVITIES PERFORMED *(continued)*

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **2 = Minimally important** **4 = Very important**
1 = Not important **3 = Moderately important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
31. Apply and monitor restraints	0	1	2	3	4	5
32. Apply and remove anti-embolism hose	0	1	2	3	4	5
33. Assist client with turning, coughing and deep breathing	0	1	2	3	4	5
34. Assist nurse with dressing change	0	1	2	3	4	5
35. Care for body after death	0	1	2	3	4	5
36. Check client status routinely during shift	0	1	2	3	4	5
37. Make bed (e.g., occupied, unoccupied)	0	1	2	3	4	5
38. Observe for color, movement and sensation (CMS) of extremities	0	1	2	3	4	5
39. Prepare client for diagnostic test, procedure, or surgery (e.g., NPO)	0	1	2	3	4	5
40. Provide care for the client with a sensory impairment (e.g., hearing, vision, speech)	0	1	2	3	4	5
41. Provide client-specific care	0	1	2	3	4	5
42. Provide ostomy care (e.g., emptying collection device)	0	1	2	3	4	5
43. Provide preventive skin care (e.g., observing for breakdown, specialty mattresses/devices, float/off-load heels, apply elbow protectors)	0	1	2	3	4	5
44. Provide urinary catheter care	0	1	2	3	4	5
45. Transport client (e.g., off unit or to another setting)	0	1	2	3	4	5
46. Collect and label stool, urine or sputum specimens	0	1	2	3	4	5
47. Estimate and record amount/percentage of meal intake	0	1	2	3	4	5
48. Measure and record client's weight and/or height (e.g., standing and lying)	0	1	2	3	4	5
49. Measure and record intake and output	0	1	2	3	4	5
50. Observe and report signs and symptoms of pain	0	1	2	3	4	5
51. Perform and record pulse oximetry	0	1	2	3	4	5
52. Recognize and report signs and symptoms of client's changing condition	0	1	2	3	4	5
53. Take and record client's vital signs (VS)	0	1	2	3	4	5
54. Assist client in bowel and/or bladder training	0	1	2	3	4	5
55. Assist client to ambulate with a device (e.g., cane, walker, crutches)	0	1	2	3	4	5
56. Allow client to do things at his/her own pace	0	1	2	3	4	5
57. Assist client with ambulating	0	1	2	3	4	5
58. Assist client with recreational activities	0	1	2	3	4	5
59. Assist client with maintenance of personal equipment (e.g., splints, prosthetics, dentures)	0	1	2	3	4	5
60. Assist client with the application and removal of prosthetic and orthotic devices	0	1	2	3	4	5
61. Assist or encourage family to help with client's care	0	1	2	3	4	5
62. Encourage client and family to contribute to and follow plan of care	0	1	2	3	4	5
63. Encourage client to be independent	0	1	2	3	4	5
64. Perform passive or active assisted range of motion exercises	0	1	2	3	4	5

SECTION 2: ACTIVITIES PERFORMED *(continued)*

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **2 = Minimally important** **4 = Very important**
1 = Not important **3 = Moderately important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
65. Provide individualized care based on client's preference and schedule	0	1	2	3	4	5
66. Transfer client using assistive devices (e.g., gait/transfer belts, mechanical lifts, sliding boards)	0	1	2	3	4	5
67. Assist client to participate in groups and other activities	0	1	2	3	4	5
68. Assist client with issues related to death and dying	0	1	2	3	4	5
69. Identify behaviors commonly related to a client with cognitive impairment (e.g., Dementia)	0	1	2	3	4	5
70. Implement strategies to care for the angry or potentially violent client	0	1	2	3	4	5
71. Implement strategies to care for the client with cognitive impairment (e.g., Dementia)	0	1	2	3	4	5
72. Participate in client's behavior modification program	0	1	2	3	4	5
73. Promote client self-esteem and dignity	0	1	2	3	4	5
74. Promote client's feeling of acceptance	0	1	2	3	4	5
75. Promote client's feeling of security	0	1	2	3	4	5
76. Provide a client-centered environment	0	1	2	3	4	5
77. Provide client assistance in resolving grievances and disputes	0	1	2	3	4	5
78. Provide comfort and care for dying client	0	1	2	3	4	5
79. Provide emotional support	0	1	2	3	4	5
80. Recognize and report signs that client might be suicidal	0	1	2	3	4	5
81. Use reality orientation (e.g., time, place, person)	0	1	2	3	4	5
82. Use validation therapy	0	1	2	3	4	5
83. Report client's cultural/religious/spiritual preferences and needs (e.g., food, clergy)	0	1	2	3	4	5
84. Respect client's religious and cultural beliefs and practices	0	1	2	3	4	5
85. Document or record information accurately	0	1	2	3	4	5
86. Identify and report barriers to communication	0	1	2	3	4	5
87. Observe and report behavioral changes	0	1	2	3	4	5
88. Recognize the need for an interpreter	0	1	2	3	4	5
89. Reinforce client and family education	0	1	2	3	4	5
90. Use active listening skills	0	1	2	3	4	5
91. Use approved medical terminology in written and verbal communication	0	1	2	3	4	5
92. Use courtesy in communication	0	1	2	3	4	5
93. Follow client's plan of care	0	1	2	3	4	5
94. Follow Health Insurance Portability and Accountability Act (HIPAA)	0	1	2	3	4	5
95. Identify self to client by name and job title	0	1	2	3	4	5
96. Provide explanation of care to client	0	1	2	3	4	5
97. Respect and maintain security of client's personal belongings	0	1	2	3	4	5
98. Respect client's need for privacy/confidentiality	0	1	2	3	4	5
99. Respect client's personal choices, including advanced directives	0	1	2	3	4	5

SECTION 2: ACTIVITIES PERFORMED *(continued)*

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **2 = Minimally important** **4 = Very important**
1 = Not important **3 = Moderately important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
100. Promote client's right to be free of restraints	○	○	○	○	○	○
101. Respect client's right to refuse care	○	○	○	○	○	○
102. Follow code of ethics for nurse aides	○	○	○	○	○	○
103. Report and record unusual incidents (e.g., errors, injuries, falls)	○	○	○	○	○	○
104. Report any suspected neglect, mistreatment or abuse	○	○	○	○	○	○
105. Report suspicious workplace activity which involves other employees, former employees, clients or visitors	○	○	○	○	○	○
106. Accept and complete authorized duties	○	○	○	○	○	○
107. Ask for help when needed	○	○	○	○	○	○
108. Assist co-workers	○	○	○	○	○	○
109. Assist with admission, discharge and transfer	○	○	○	○	○	○
110. Attend and participate in staff education	○	○	○	○	○	○
111. Participate in client rounds	○	○	○	○	○	○
112. Participate in end-of-shift report	○	○	○	○	○	○
113. Participate in performance improvement and cost containment programs	○	○	○	○	○	○
114. Suggest additions or needed changes to client	○	○	○	○	○	○
115. Use identified channels/chain of command to voice questions, concerns, suggestions or complaints	○	○	○	○	○	○

116. Are there any important activities performed by certified entry-level nurse aides in your work setting that were NOT listed on this survey?

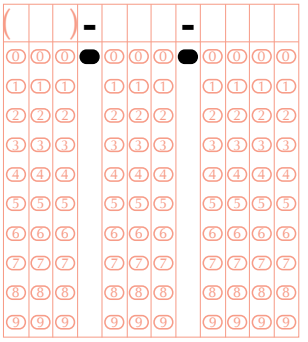
○ No
○ Yes (Please list activitie(s) in the space provided):

_____
_____
_____
_____
_____
_____
_____
_____

SECTION 3: COMMENTS

If we need more information to clarify the results of this study, we may call some persons. If you are willing to be contacted, please ***provide your phone number below:***

Daytime or Early Evening
Phone Number with Area Code:



You may write any comments or suggestions that you have in the space below.

After you complete this form, please return it in the enclosed postage-paid envelope.

Thank you for your assistance with this important study!

APPENDIX G: 2009 NURSE AIDE JOB ANALYSIS NONRESPONDER SURVEY QUESTIONNAIRE

NCSBN
National Council of State Boards of Nursing

National Council of State Boards of Nursing
CERTIFIED ENTRY-LEVEL NURSE AIDE NURSING ACTIVITY SURVEY

This survey is the follow-up of a comprehensive study of the work performed by certified entry-level nurse aides/nursing assistants. This study is being conducted by the National Council of State Boards of Nursing (NCSBN®).

INSTRUCTIONS: Please read each question carefully and respond by selecting the response that most closely represents your answer. Choose the answer that **best** applies to your work setting and select the appropriate response(s).

You will notice that many questions ask you to report what you did on your **last day of work.** It is important that we obtain information from nurse aides/nursing assistants experiencing both typical and unusual workdays, so please answer questions according to what you did on your **last** day of work even if that day was not typical.

As used in this survey, the "**client**" can be an individual, family, or group. "Clients" are the same as "residents" or "patients." Your answers will be kept confidential and your individual responses to the questions will not be released.

- **Use a pencil.**
- **Do not use a pen.**
- **Make heavy dark marks that fill the oval completely.**
- **If you want to change an answer, erase completely.**

1. You did not respond to the Entry-Level Nurse Aide Nursing Activity Survey in October 2009 because you:

- ○ Were too busy
- ○ Do not like/trust surveys
- ○ Did not care
- ○ Did not receive it
- ○ Other *(please specify):* _____

2. What type(s) of nursing license/certification do you hold? *(Select ALL that apply)*

- ○ Certified Nurse Aide (CNA)
- ○ Licensed practical or vocational nurse (LPN/LVN)
- ○ Registered Nurse (RN)
- ○ Other *(please specify):* _____

3. What best describes your position at work?

- ○ Nurse Aide/Nursing Assistant
- ○ Nurse Aide Evaluator (**skip to Question 5**)
- ○ Other *(please specify):* _____

4. What is the total length of time you have worked as a nurse aide? *(Select ONE response)*

- ○ 6 months or less
- ○ 7 to 11 months
- ○ 1 year
- ○ 2 years
- ○ 3 years
- ○ 4 years
- ○ 5 years
- ○ 6 years
- ○ 7 years
- ○ 8 years
- ○ 9 years
- ○ 10 years
- ○ 11 years
- ○ 12 years
- ○ 13 years
- ○ 14 years
- ○ 15 years or more

5. Which of the following best describes your employment setting(s) on the last day you worked? *(Review the entire list and select ALL that apply)*

HOSPITALS or ACUTE CARE SETTINGS

- ○ Central supply
- ○ Chemical dependency unit
- ○ Emergency room
- ○ Extended care facility/Rehabilitation unit
- ○ In-patient hospice care
- ○ Intensive care unit
- ○ Intermediate care/Step down unit
- ○ Labor and delivery unit
- ○ Medical/Surgical unit (includes sub-specialties like orthopedics, oncology, etc.)
- ○ Nursery
- ○ Operating room
- ○ Pediatric unit
- ○ Postpartum/Maternity unit
- ○ Psychiatric unit
- ○ Recovery room
- ○ Other *(please specify):* _____

NURSING HOME/LONG-TERM CARE

- ○ Assisted living facility
- ○ Intermediate care unit
- ○ Personal care unit
- ○ Skilled care unit
- ○ Sub-acute unit
- ○ Other *(please specify):* _____

COMMUNITY/HOME HEALTH CARE

- ○ Clinical/Outpatient unit/Ambulatory surgical care
- ○ Home health in client's residence
- ○ Hospice care in client's residence
- ○ Other *(please specify):* _____

Continue on the other side of this sheet ▶

NURSING ACTIVITIES

This section contains ten activities performed by certified entry-level nurse aides. Please note that some activities may not apply to your setting. For each activity record the importance of the activity on your last day of work.

NOTE: Inclusion of an activity on this job analysis survey does not imply that the activity is or would be included in the CNA range of authorized duties defined by any specific province, jurisdiction or state. You must refer to your nursing regulatory body for information about your legislated range of authorized duties.

For each activity fill in one oval for an importance rating using the following scale:

0 = Not performed **1 = Not important** **2 = Minimally important** **3 = Moderately important** **4 = Very important** **5 = Extremely important**

ACTIVITY	0 Not Performed	1 Not Important	2 Minimally Important	3 Moderately Important	4 Very Important	5 Extremely Important
1. Assist client with dressing and undressing (e.g., full range of motion, limited range of motion)	0	1	2	3	4	5
2. Assist client to fill out meal menu	0	1	2	3	4	5
3. Assist client with proper body alignment and positioning	0	1	2	3	4	5
4. Follow standard/universal precautions (e.g., hand washing, personal protective equipment [PPE], isolation guidelines	0	1	2	3	4	5
5. Apply and respond to client safety alarms	0	1	2	3	4	5
6. Collect and label stool, urine or sputum specimens	0	1	2	3	4	5
7. Assist client in bowel and/or bladder training	0	1	2	3	4	5
8. Assist client to participate in groups and other activities	0	1	2	3	4	5
9. Accept and complete authorized duties	0	1	2	3	4	5
10. Follow client's plan of care	0	1	2	3	4	5

COMMENTS

To register for the gift certificate drawing, you must provide your contact information by using the space provided below.

If we need additional information in order to clarify the results of this study, we may call and/or e-mail some participants. If you would be willing to answer a few additional questions by phone or e-mail, please provide a number where you can be reached during the day or early evening and your e-mail address.

Name: _____

E-Mail: _____

Daytime or Early Evening Phone Number with Area Code: ( ) -

You may write any comments or suggestions that you have in the space below.

_____

_____

_____

_____

_____

After you complete this form, please return it in the enclosed postage-paid envelope.

Thank you for your assistance with this important study!

FOR OFFICE USE ONLY