CERTIFIED NURSE ASSISTANT (CNA) PROGRAM REVIEW Fall 2008

Section I:

1. Program Purpose and Goals:

The purpose or goal of the certified nurse assistant course is to prepare an individual to function knowledgably and safely as a certified nurse assistant in the State of Missouri.

Department Philosophy

The philosophy of the Division of Allied Health Sciences flows from the College Mission Statement. Faculty believes that in a time of changing health care, the consumer is the central focus with culturally competent care being provided in a community based system. Education is a lifelong experience which promotes awareness of both the freedom and the responsibilities of learning. The division believes students should assume the responsibilities to work toward the attainment of objectives that are defined for each level.

Students/expectations/quality

Students attending CNA classes are employed by area long term care facilities; however, some may be employed in acute care settings after completing the training. They are required by state statute to complete the course and be certified within four months of employment.

The expectation of students varies but most desire to learn the proper way to provide safe direct patient care. Nursing Assistants have a tremendous impact on the care and quality of life of their patient's. Nursing Assistant's are vital to the operation of hospitals, long term care facilities and home health agencies.

NCMC doesn't recruit students for the CNA class since the statute states nursing assistants of long term care facilities are required to enroll, successfully complete the class, and become certified within four months of employment. Turn over rate for CNA's, in long term care facilities, is high. The class consists of 84 hours of theory and lab (taught at NCMC) as well as 100 hours of on the job training (to be completed and supervised in an approved long term care facility). Each class rotation lasts six weeks. At the conclusion of each six week rotation, every student completes an evaluation of

the instructor and the class. These evaluations are reviewed by the instructor and Director of Allied Health Sciences to discuss any recommended changes. This information is then shared with the Dean of Allied Health Sciences.

Students may take the CNA class for college credit, but few do because of the increased cost incurred by the student. According to state statute, long term care facilities are required to pay for the class. If the long term care facility is a member of the AHEC consortium, the annual consortium membership fee is \$100. As a member of the consortium, the cost for the long term care facility of sending an individual to the CNA class is\$260.00/person; payable to AHEC. If a student does not work for a facility that is a member of the consortium, then the costs per student is \$505 (As a note, AHEC pays NCMC \$10,400 per year to provide instruction and supplies for the class).

2. What are the intended student outcomes? What are students to learn? How will students use/apply the knowledge and skills they gain in the classroom in the outside world?

The intended outcome is to prepare the student to obtain the knowledge and ability to function safely as a certified nurse assistant in long term care setting. Students are provided the theory component in the classroom setting through lecture, videos, discussion, demonstration, etc. The specific procedures/skills are taught in the lab setting through simulation, demonstration, and practice.

Students learn: the patient's rights, how to perform specific skills (bed making, transferring patient's, feeding patients, vital signs, bathing, weighing and measuring, bowel and bladder retraining, validation therapy, range of motion, etc), things to report to the charge nurse, documentation, appropriate use of restraint's and much more. Students learn not only from the theory portion but from guided practice in the lab. Once the student develops skill proficiency they go to the sending facility and meet the on-the-job training requirement by practicing and applying the knowledge and skills under the facility's trained clinical supervision.

Once the student has completed the 84 hours classroom and the 100 hours of on the job training, they are eligible to take the state certification exam which includes both a written and skills competency section. The student must pass both sections to become certified by the state.

3. What are the "key quality indicators" for your department? Indicators might include such things as student success in subsequent related courses, demonstration of mastery of competencies, student success on other performance measures, or completion of degree program. In other words, what do you use to measure your courses/programs to see if they are successful?

Several CNA students do decide to further their career goals and education by enrolling in the Level I program. Some will even further their education by enrolling in the Level II program. Whether a CNA is successful in the nursing program depends on a lot of different components (reading skills, study habits, responsibilities outside of school, financial obligations, etc). If a student is a current Missouri certified CNA in good standing, they are given credit for Foundations of Nursing I, a two credit hour class. They are required to pass a skills component and successfully complete Foundations of Nursing II before they are given credit for the class.

A record is kept and submitted to AHEC providing the number of students starting each class, number completing the class, the number passing the state certification exam and the number failing the exam. It is important to remember that many CNA students quit their job or are dismissed prior to taking the certification exam. Some long term care facilities do not encourage or arrange for the students to take the exam as soon as they complete the class and their 100 hours of on-the-job training. The longer a person waits to take the certification exam the more it places them at risk for not being successful when they do take it.

The current data shows:

- 128 students started the CNA classes since April 2006
- 103 students completed the CNA classes since April 2006
- 69 passed the state certification exam
- 9 failed the state certification exam

The numbers correlate with the excessively high turn-over rate in long term care facilities prior to students/employees taking the exam. The reasons they leave the facilities vary.

4. What is your program or department's five-year plan? What external and internal factors do you see as influencing your department's outlook for the future? How should your plan change as a result of these factors? What are the most important

goals for your department for the next five years? Consider internal and external facts and review all the data as well as other sections before completing. This information should feed directly into your annual planning and actions plans.

The department plans to continue to partner with AHEC in providing this service (class) for the area long term care facilities. If AHEC decides to end the agreement, then the division and NCMC will decide whether or not it is beneficial to continue to offer the CNA class/program. Even though the department would like to see student numbers grow, NCMC has very little control over the number of individuals hired by the area long term care facilities.

5. If your program or department uses an advisory committee, what were their most recent recommendations on program structure, course offerings and course assessment? Please provide minutes.

The Department of Allied Health Sciences has an advisory board that meets twice a year. The members are comprised of a variety of people who share an interest in health care. Among facilities that are represented on the committee are: hospitals, long term care, educational facilities, government programs that provide financial assistance to the students, prisons, home health services, etc. They all encourage us to continue providing the CNA classes.

Section II:

Admission/Placement and Entry

1. Is enrollment in any course dependent upon student performance on assessment/placement test?

No testing is required but the criterion for admission is:

- Must be employable (not listed on the Missouri Division of Aging Employee Disqualified List) by an ICF/SNF facility
- Must be 18 years of age

2. Have the results on these assessment/placement tests been demonstrated to be related to student success?

Not applicable.

Section III:

Enrollment Trends

See information above

Section IV:

Faculty/Course Sections Information

- 0 full-time faculty
- 1 part-time faculty
 - Suzanna Hughes
- 0 percentage of student credit hours taught by full-time faculty
- Suzanna does not serve on any committees since she is part-time

Section V:

Curriculum Section

1. How are students explicitly informed of your department's goals/competencies?

The Department of Health and Senior Services mandates the curriculum of the CNA manual. AHEC provides each student and the instructor with a manual. The manual contains the syllabus, handouts, and competency profiles. Students' learn the theory in class, practices each competency in the lab, and is required to demonstrate the competency at the sending facility. The clinical supervisor must document on the pink competency sheet that the student completed the competency with 100% accuracy.

2. Does this department meet with an advisory committee? If so, how are the reasonable recommendations of the committee implements in the department's curriculum?

Yes, the department meets with the advisory committee twice per year. The committee recommendations are taken into consideration and implements what is possible, but the Department of Health and Senior Services mandates we utilize their current CNA manual and instructional methods to teach the class.

3. Please outline your department's practice of advising.

The students meet with the faculty, Director of Allied Health, and/or the Dean of Allied Health to advise them toward their educational goals.

4. How do you assess advising effectiveness? What have you found?

Many of the CNA students have low paying jobs and low self-esteem. Part of the advisement process includes helping them build confidence and realize the importance of their jobs in the long term care facilities. CNA's are vitally important to the patient, the patient's family, and the other members of the health care team. Another part of the advisement process is to make students aware of other educational opportunities.

5. With respect to student progress and retention:

• How do you assess academic progress? Department finals? Classroom assessment techniques? Exit exams? Interviews? What coordination exists to monitor the progress of learning?

Chapter reviews are done in class. Written tests are given with an 80% required to pass. Competencies must be proficiently performed in the lab before a student is able to pass the class. Competencies then must be performed with 100% accuracy in the sending facility in order for the clinical supervisor to document successful completion during the 100 hours of on-the-job training; thus the student is eligible to take the state certification exam.

6. What co-curricular student/faculty opportunities (e.g. honorary organizations, journal clubs, study rooms, interest groups) exist to bind student socially to the department? What specific department efforts are made to promote them? Who leads and who participates?

There are no organizations that these students are eligible to belong to. The instructor will have study groups with the students if they are having trouble understanding the content.

7. Do you have the facilities to achieve the academic goals listed in Section I (e.g. library, computer support and training, laboratories, offices, special equipment or rooms)? What specific department efforts are made to promote them? Who leads and who participates?

The CNA classes are held in Geyer 301. The classroom has a TV/VCR which is used to supplement the class. The specific skills are taught in one of the labs (Geyer 311 or 313). The labs are filled with the equipment and required supplies (blood pressure simulator, gloves, masks, gowns, sphygmomanometer, stethoscope, thermometer, etc). Most of the students do not take this course for college credit, thus they do not apply at NCMC, therefore most of them do not use the library.

8. Are sufficient resources, authority, and flexibility available for this department to accomplish it's goals? Explain.

Since AHEC reimburses NCMC for most of the cost of the CNA program, there are adequate resources to offer this class.

9. If you could fix any two things in your department and could use up to, say \$75K to do it, what would be your priorities? How would you begin? Are these reflected in your long range planning and actions plans?

The first priority would have an up to date classroom with technology and the state of the art lab equipment. The rooms on Geyer third floor are not environmentally conducive to learning. The rooms are extremely hot or extremely cold. Pest (bees, ants, birds, etc) control has been a concern on many occasions.

Grants or fund raising would be how the problems could be fixed. The construction of the new allied health building is certainly a start. Filling the building with technology and equipment to make it a state of the art allied health building is the goal.

10. List the courses offered by this program for the past five years. Indicate how many sections were offered by academic year for all and spring semesters by day and evening sections.

The class is offered seven times per year on a recurring cycle. Classes are on Wednesday's and Thursday's for six weeks, then off a week and the cycle starts again.

11. What courses within your department are required for completion of the AA degree? For completion of the 42-hour block?

This is not a degree program. Certification is earned through various agencies from the Department of Health and Senior Services, the Health Education Unit (Missouri Health Care Association, the Missouri Association of Homes for the Aged, the League of Nursing Home Administrators, or the Missouri Assisted Living Association).

12. How do the courses in this department complement or assist other college departments and programs? How do courses in this department meet needs of students in other programs or complement other programs? Explain.

Currently the Division of Allied Health Sciences offers the following programs:

- CNA
- Medical Assistant
 - o AAS
 - Certificate
- Insurance and Billing Specialist Certificate
- Medical Transcriptionist Certificate
- Paramedic AAS
 - Health track
 - Management track
- Radiology Technology AAS
- Surgical Technology AAS
- Pharmacy Technology
 - AAS
 - Certificate
- Healthcare Management AAS

We are also developing the following programs with hope of having them in place within the next year or two:

- Dental hygiene AAS
- BSN through Northwest
- OTA and PTA programs

Other programs are still in the planning phases

13. How does the offering of your course(s) relate to the instruction's current strategic plan?

According to the 2005-2007 NCMC Strategic Plan, the parameters state "listen to the needs of its community" and "always attempt to accommodate students regardless of socioeconomic circumstances".

- The development of the partnership between NCMC and AHEC is a result of listening to the needs of area long term care facilities to offer this class
- The long term care facilities must pay for the class so that allows students with financial concerns the ease of attending the class without worrying who is gong to pay for it

The second objective states "Form and enhance strategic alliances to sustain a dynamic organization". The third objectives states "Tailor our curriculum and services to help individuals meet the challenges of an ever-changing world".

 NCMC and AHEC have formed a strong alliance to offer such a program to meet the needs of the long term care facilities

Course Syllabus and Course Objectives:

1. Are written course syllabi available for all courses? Are all faculty syllabuses turned into the Dean of Instruction's office each semester?

The Department of Health and Senior Services mandates the curriculum which includes written objectives for each lesson. Since this course is not for college credit, a copy of the syllabus is not kept in the Dean of Instruction's office. The Director of Allied Health keeps an updated manual.

2. Indicate the date and nature of recent revision of course syllabi and or course objectives:

The Department of Health and Senior Services with the assistance of Instructional Medical Laboratories update the manual when they deem necessary.

3. How do you ensure that content of each course is up-to-date and at the appropriate level?

See above

4. Does the content of each course provide for the necessary knowledge or competency development?

Each student must achieve certain grades on the exams and must demonstrate proficiency in the skills/competencies before they pass the class and are eligible to take the state certification exam. Students must successfully complete the state written comprehensive exam as well as a skills/competencies exam.

5. Course scheduling information:

Are required courses available in appropriate sequence for day, evening and weekends based on student need?

- The program is offered two days per week. The long term care facilities find it easier to replace this person during the week-day versus evening or week-end so the class is meeting their needs. Long term care facilities are included in developing the class schedule.
- See attached schedule

Do courses incorporate appropriate use of technology?

- It utilizes some technology, such as simulators, TV and VCR.
- 6. The assessment of student achievement and development of desired competencies:

Explain the methods currently being utilized to assessment student achievement at various levels, such as within individual courses, and at the department level.

Assessment is the key to quality improvement thus the instructor utilizes a variety of assessment techniques to determine student learning has occurred:

- demonstrations
- Written exams
- Clinical skills/competencies
- Group activities
- Oral presentations

7. How are your department's competencies measured in the Final Exam? How do you use the feedback from this exam to improve your department's courses?

The final is comprehensive. After each test and the final, the instructor looks at the questions are missed and analyzes how many students missed the same question. The instructor then decides if she needs to teach that particular subject in another way or spend more time on it. She also passes out an evaluation from AHEC at the end of each class. The evaluation asks the following questions:

- Organization of course
- Instructor's knowledge of subject
- Instructor's attitude toward subject
- Instructor's ability to explain
- Instructor's speaking ability
- Instructor's attitude toward students
- Instructor's personal peculiarities
- How would you rate this instructor
- The length of the course should be
- Good points of the course
- Weak points of the course that should be improved
- What do you think should have been covered but was not?
- What part of the course helped you the most?
- Was the time of day and hours that the course was offered convenient for you?
- What other times might be considered?
- Should this course be offered again?
- Additional comments concerning the course

Department Review Curriculum History:

Not applicable

North Central Missouri College (NCMC) and Area Health Education Center (AHEC) CNA Class Schedule

Instructor: Suzanna Hughes, RN Director of Allied Health: Joyce Cutsinger, RN

2008

Wednesday	Thursday
March 26	March 27
April 2	April 3
April 9	April 10
April 16	April 17
April 23	April 24
April 30	May 1
May 7 – make up class	

Wednesday	Thursday
May 21	May 22
May 28	May 29
June 4	June 5
June 11	June 12
June 18	June 19
June 25	June 26
July 2 – make up class	

Wednesday	Thursday
July 16	July 17
July 23	July 24
July 30	July 31
August 6	August 7
August 13	August 14
August 20	August 21
August 27 – make up class	

2008 continued

Wednesday	Thursday
September 10	September 11
September 17	September 18
September 24	September 25
October 1	October 2
October 8	October 9
October 15	October 16
October 22 – make up class	

Wednesday	Thursday
November 5	November 6
November 12	November 13
November 19	November 20
November 26	NO CLASS – THANKSGIVING
December 3	December 4
December 10	December 11
December 17	December 18 – make up class

Wednesday	Thursday
January 7	January 8
January 14	January 15
January 21	January 22
January 28	January 29
February 4	February 5
February 11	February 12
February 18 – make up class	

2009 continued

Wednesday	Thursday
March 4	March 5
March 11	March 12
March 18	March 19
March 25	March 26
April 1	April 2
April 8	April 9
April 15 – make up class	

Wednesday	Thursday
April 29	April 30
May 6	May 7
May 13	May 14
May 20	May 21
May 27	May 28
June 3	June 4
June 10 – make up class	

Wednesday	Thursday
June 24	June 25
July 1	July 2
July 8	July 9
July 15	July 16
July 22	July 23
July 29	July 30
August 5 – make up class	

2009 continued

Wednesday	Thursday
August 19	August 20
August 26	August 27
September 2	September 3
September 9	September 10
September 16	September 17
September 23	September 24
September 30 – make up class	

Wednesday	Thursday
October 14	October 15
October 21	October 22
October 28	October 29
November 4	November 5
November 11	November 12
November 18	November 19
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