

Utah State University  
Health Professions Programs  
Assessment  
2021

### **Certified Nursing Assistant Program**

The certified nursing assistant program is taught over a 16 week period or one semester. The student must pass an entrance exam prior to being accepted into the program. Utah Nurses Registry and the State of Utah governs entry requirements with regards to reading and writing level and math. The student must have a 3.0 GPA for admittance into the program as well. At the end of the first semester, students are required to complete clinical externship hours for successful completion of the course and to be eligible to sit for the State Certification Exam and Skills examination. The USU CNA program aligns the didactic courses with the Utah State core curriculum developed by the Utah Nursing Assistant Registry (UNAR).

A strategic plan for learning was submitted to UNAR and approval for the five programs under USU Health Professions was granted. The strategic plan is attached. In order to obtain and maintain UNAR approval, required outcomes are set forth by UNAR and must be strictly adhered to each year. Student assessments for required courses are embedded in the course and the program must track the students outcomes listed on the attached strategic plan.

The program learning objectives as set forth by core curriculum are as follows:

#### **Disciplinary Knowledge**

1. Describe the functions of body systems appropriate to the nursing assistant scope of practice.
2. Describe the roles and responsibility of nursing assistants including ethics, communication, legal responsibilities, abuse laws, and Utah Nursing Assistant Registry regulations
3. Demonstrate professional communication skills including recording and reporting, and legal and ethical responsibilities.
4. Identify stages of growth and development.
5. Define common medical terms and abbreviations used in health care.
6. Adhere to the policies and procedures of clinical sites.
7. Demonstrate knowledge of common elements required for certification by UNAR. . This will be measured by student achievement of a passing grade on instructor developed and administered final examinations.

#### **Skills and Career Competencies**

1. Demonstrate safety and infection control practices that comply with standards of practice for nursing assistants.

2. Demonstrate competence and proficiency in the following categories of skills: Communication and interpersonal relationships, safety and infection control, personal care procedures, vital signs, nutritional requirements and techniques, admission, transfer, and discharge procedures, exercise and activity, elimination, unsterile warm and cold applications, care to clients with special needs, end of life care and administer care to clients with cognitive impairment.
3. Demonstrate a working knowledge of privacy and confidentiality laws and comply with these laws.
4. Practice and adhere to effective infection control procedures.
5. Demonstrate behaviors consistent with professional work ethics
6. Demonstrate active and engaged listening skills.
7. Communicate clearly and effectively, both verbally and in writing.
8. Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
9. Demonstrate compliance with standards of practice for nursing assistants.
10. Demonstrate competence with all skills required for certification. This will be measured by an administered skills competency test given at the end of each semester that contains elements of all required steps for all required skills

The course listed above has assessments embedded in the course. Not only does the program have a strategic plan, all health profession programs utilizes a living document known as the Program Effectiveness Plan (PEP) to track program outcomes and monitor the effectiveness of the programs. As these outcomes are also measured by UNAR, the program reports all outcome measures directly to UNAR via an electronic reporting program through the State of Utah. Program satisfaction is gauged through surveys sent to the following groups: current students, graduate students, clinical affiliates and employers. Responses are graded on a Likert scale of 1-5 (5 being the highest). The goal for program satisfaction is a 3 or above on a Likert scale on all surveys. Student responses as well as comments are taken seriously and reviewed by the faculty and Health Professions director. Any responses below a "3" on the Likert scale are evaluated and an action plan for correction is developed. Surveys are sent out the third week in February and the third week in October as Health Professions programs run fall and spring semesters.

Non-compliance with regulations is monitored by UNAR and reported to the USU Health Professions Program Director. If non-compliance or violation of UNAR regulations are cited, the HP Program Director and the CNA coordinator are responsible for addressing non-compliance or violations issues in the form of a formal response to UNAR.

Utah State University  
Health Professions Programs  
Certified Nursing Assistant (CNA)  
Blanding, Moab, Price, Montezuma Creek  
and Monument Valley  
Strategic Plan  
March 31, 2021

**The Role of the Program Within the Community**

San Juan County, Utah is the largest county in Utah. Health care is classified as rural and in some places, frontier medicine. There are two major health care entities which include San Juan Health Care District and Utah Navajo Health Systems, Inc. Four Corners Regional Care Center is also located in Blanding, Utah which is a long-term care facility.

San Juan Health Care District owns and operates a hospital in Monticello, Utah that incorporates a visiting specialty clinic and operates clinical sites in Monticello and Blanding, Utah and Dove Creek, Colorado. The hospital in Monticello employs USU CNA graduates.

Utah Navajo Health Systems is part-owner of Blue Mountain Hospital in Blanding, Utah. It also owns and operates a clinic in Navajo Mountain, Montezuma Creek, Monument Valley and Blanding, Utah. The hospital employs USU CNA graduates in the ER and on the floor.

Four Corners Regional Care Center also employs USU CNA graduates. Along with the listed hospitals and care center, there are numerous home health agencies in both San Juan and Grand County hiring USU CNA graduates.

With the large number of health care facilities in the area, the program does not have any problem placing students in employment settings, and often the program receives call for new graduates before they have even completed their program. Many of our students are Native American students and many do not wish to leave their families on the reservation and typically return to their communities to serve their people in the health care field.

Moab Regional Hospital lies 70 miles to the north of Blanding and although it is located in Grand County, students enrolled in the CNA program in Moab are hired by the hospital and Canyonlands Care Center, a long-term care facility. With the large number of healthcare facilities in the area and letters of support from all entities listed, students have not had any problems securing experiential training sites within these facilities.

Students are encouraged to be mindful of civic responsibilities and community service and opportunities for such activities are provided and required. Students participate in a community STEAM festival that is sponsored by Utah State University. Students provide tours of the CNA labs and classrooms and demonstrate techniques such as patient screening and explain the typical work day in the life of a nursing assistant in a clinical setting. Activities that pertain to the certified nursing assistant role are developed so that the public can participate.

The CNA students also participate with other programs in mock drills and disasters demonstrating how all health professions interact in the event of an emergency. This helps with training of all programs.

CNA students at USU participate in a clothing drive to support USU Global Health efforts while some volunteer to travel in the summer with the Global Health Practitioner Outreach Program on mobile health clinics providing health care and medical services to some of the most impoverished countries in the world.

### **Long-term Program Goals**

1. Develop a quality and sustainable program that is career focused and will fill the needs of the community with regards to CNA jobs.
2. Utah State University (USU) Certified Nursing Assistant (CNA) Program will lead to employment of our graduates as entry-level CNAs upon completion of the program.
3. The program will enhance the reputation of the University for learning, discovery and engagement.
4. The program will strengthen the recruitment, retention, graduation and placement of students and as part of that goal decrease the faculty to student ratio.
5. To foster new partnerships both internally and externally.

### **Specific Measurable Objectives**

Utah State University Certified Nursing Assistant program is governed by the Utah Nursing Assistant Registry (UNAR) who defines criteria for successful completion of the program. UNAR uses the following criteria as outcome measures of the effectiveness of the program:

- Students must understand, perform and accurately answer questions about the skills and job related responsibilities mandated in the Omnibus Budget Reconciliation Act of 1987 (OBRA)
- Students must pass each theoretical exam with a 75% or higher AND
- Students must pass the final comprehensive exam with a 75% or higher to be eligible for clinical experience and to qualify for state certification testing after course completion.
- A student may retest, under extenuating circumstances, a maximum of three times with the approval of the Nursing Assistant Coordinator.
  
- 70% of graduate survey responders will "strongly agree" or "agree" when asked to rate the overall quality of their preparation as a CNA and 70% will have a satisfaction level of "3" or greater on a Likert scale of 1-5 (5 being the highest) when surveyed about program resources and instructor effectiveness.
- 80% of employers will "strongly agree" or "agree" when asked, "Overall, is this graduate a well-prepared employee" and "Would you hire another program graduate?"

### **Strategies for Achieving the Goals and Objectives**

1. Because Certified Nursing Assistant Programs are approved and governed by the State of Utah, curriculum is developed by UNAR and must be adhered to by the program. UNAR has an advisory board that evaluates curriculum, sets examination passing scores, and regulates guidelines for all CNA programs.
2. USU CNA Program will develop strong and supportive working relationships with our clinical preceptors so that our students receive excellent training in the clinical setting. Memorandum of Agreements (MOAs) will be in place

prior to our students starting their clinical preceptorship so there is no question as to the role of preceptor and student, and the goals are clearly defined. Program coordinators will visit the clinical sites prior to signing MOAs to ensure the clinical sites are viable sites to meet our core curriculum/skills competencies requirements.

3. The program will utilize student surveys to evaluate student satisfaction with the program.
4. The program will utilize employer surveys to evaluate their satisfaction with our graduate students.
5. The program will track graduation rates and pass rates of our students taking the state certification exam.

### **Schedule for Analyzing and Evaluating the Plan**

The reporting period for which all metrics are measured will be annually according to UNAR guidelines. Program coordinators are required to file all data in a report on the UNAR reporting website. An analysis of data is performed by UNAR and a letter is sent to the USU Health Professions Programs Director verifying compliance with standards. If standards and outcomes are non-compliant, a letter will be sent requesting a response to the non-compliance issues and the program will be given a set amount of time to write a compliance plan and come into compliance.

Site visits are performed by UNAR personnel to ensure compliance with outcome tracking records, equipment and supply requirements and program adherence to policies and procedures.