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**Department of Health and Family Services**

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**DDES BQA - 04-014**

**To:**

Community Based Residential Facilities  
Facilities for Developmentally Disabled  
Home Health Agencies  
Hospices  
Hospitals  
Nurse Aide Training Programs  
Nursing Homes  
Residential Care Apartment Complexes

CBRF - 07  
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NH - 07  
RCAC - 06

**From:** Susan Larsen, Director

**Via:** Susan Schroeder, Director

Cross Reference: [BQA Memo 03-011](#)

**Promissor - Nurse Aide Testing and Registry Services Update**

**Purpose**

The purpose of this memo is to provide updated information regarding the current status of the Department of Health and Family Services contract with Promissor Inc.

**Background:**

The Department of Health and Family Services, Division of Disability Services, Bureau of Quality Assurance (BQA) has finalized negotiations with Promissor, Inc., to amend the current contract to improve Wisconsin's nurse aide testing program and Registry.

**Improvements:**

<b>PROMISSOR'S NEW REQUIREMENTS</b>	<b>PROBLEM ADDRESSED</b>
1. Mail a test admission letter to a nurse aide candidate within 5 calendar days of receiving an application	<u>Application Processing.</u> Addresses an earlier problem with delays during application processing when the subcontractor had a significant backlog of unprocessed test applications.
2. Schedule the test at regional test sites within 15 calendar days of the date the application is received, unless the candidate requests a later date.	<u>Testing Timeline for Regional Test Sites.</u> Addresses delays between application receipt and test date. Insufficient test sites generally caused these delays, and this requirement will also force a sufficient number of test sites.

<p>3. Schedule a test within 7 calendar days of receipt of completed application by an in-facility test site unless the facility's primary instructor requests a later date.</p>	<p><u>Testing Timeline for In-Facility Sites.</u> Requires the subcontractor to employ a sufficient number of nurse examiners to be available timely for in-facility tests.</p>
<p>4. Notify the nurse aide candidate of the results of the exam and add the successful candidate's name to the registry within 10 calendar days of the test.</p>	<p><u>Clarify Test Score Notification Requirement.</u> Promissor piloted same-day test results to Wisconsin candidates via the automated fax-back scoring system. Some candidates had to wait several days for their test scores when the automated fax-scoring process malfunctioned. It will be necessary for Promissor to hand score test results when the fax-back scoring process does not function correctly. The 10-day requirement is the original contractual requirement.</p>
<p>5. Provide no fewer than one regional test site in each technical college district within 90 calendar days of the effective date of this amendment. If any technical college declines to become a test site, Promissor must provide an alternate site within 50 miles of that technical college district's main campus.</p>	<p><u>Number of Test Sites.</u> Requires a specific minimum number of test sites with respect to reasonable access for candidates. Promissor may need to add sites based on testing timelines specified above.</p>
<p>6. The timing for the skills demonstration component of the exam will be increased from 25 minutes to one-half hour.</p>	<p><u>Testing Process Complaint.</u> After WTCS piloted an untimed skills demonstration, the recommendation was to extend the skills demonstration to 30 minutes. This change from 25 to 30 minutes lessens the possibility of candidates failing the exam solely based on time limits.</p>
<p>7. Termination of the Interactive Voice Response (IVR) telephone system.</p>	<p>Promissor negotiated the termination of the current Interactive Voice Response (IVR) automated telephone services effective May 31, 2004. The message announces the IVR services will no longer be in effect on June 1, 2004.</p> <p>Cost-savings will be used to improve and enhance the automated Registry database system and the web-based Nurse Aide Registry and other Internet services. Additional Registry customer support services will be provided for nurse aides who do not have access to the Internet. Effective first quarter 2004, 96 percent of all Registry verification requests are made via the web-based Registry.</p>

### Promissor Annual Report

Attached, please find [Promissor's Nurse Aide Testing and Registry Services 2003 Annual Report](#). This report provides statistics regarding Promissor services delivered during 2003, including:

- Wisconsin Nurse Aide Registry Data
- Wisconsin Nurse Aide Testing Data
- BQA's Quality Assurance Oversight

This report shows great improvement in Promissor's performance during this past year. Promissor has worked diligently with the Department and the Wisconsin Technical College System campuses to increase their testing capacity and reduce delays in test scheduling. The Bureau of Quality Assurance has also established and fine-tuned the internal quality assurance review, monitoring and response to complaints regarding Promissor's service delivery.

### NNAAP® Skills Examination Update

BQA and WTCS representatives have reviewed the current NNAAP™ Skills Examination and provided feedback to Promissor. Selected WTCS campuses participated in a pilot to determine appropriate changes to the Skills Examination. While WTCS piloted various Skills Exam changes, the Department considered a variety of possible contract impacts, including:

- Increasing the Promissor Skills Examination scoring costs due to modifications to the system;
- Being unable to compare Wisconsin testing statistics to 23 other states where Promissor provides testing services;
- High potential to increase the current nurse aide testing fee of \$100.

Thus, in addition to increasing the timed Skills Examination to one-half hour, the only other change the Department has requested is to increase the handwashing skill to a minimum requirement of 15 seconds. Promissor has agreed to apply this change to all 24 states administering the NNAAP™ Examination. Increasing the handwashing skill to 15 seconds meets the most recent Center of Disease Control hand hygiene recommendations.

The Department and Promissor will be revising the Wisconsin Nurse Aide Candidate Handbook to reflect additional updated policy and test administration changes. It is anticipated these changes will be implemented by Fall 2004, after the revised Handbook has been published and distributed to all training programs **In the meantime, the current testing policies remain in effect until the Department formally announces the statewide testing implementation.**

In June 2004, Promissor and the National Council of State Boards of Nursing will host the annual National Nurse Aide Assessment Program (NNAAP™) review meeting. The purpose of this meeting is to ensure the nurse aide minimum skills instructions meet the current practices in today's health care facilities. States who administer the NNAAP™ Examination have an opportunity to participate and provide feedback regarding the current NNAAP™ Examination (Written Exam or Skills Exam). The current NNAAP™ Skills Examination will be reviewed at this meeting.

Cindy Geist, BQA's Nurse Aide Training Program Consultant, along with another training program representative, will be attending this NNAAP™ review meeting. **Nurse aide training programs should**

**relay any concerns regarding the current NNAAP's skills in writing to Cindy Geist by May 31, 2004.**

She will relay those concerns at the June 2004 NNAAP Review meeting.

### Contacts

Contact the following individuals for information regarding Wisconsin's nurse aide training, testing and Registry requirements:

Wisconsin nurse aide training program questions:	<p><b>Cindy Geist, Nurse Consultant</b>  Office of Caregiver Quality  2917 International Lane, Suite 300  Madison, WI 53704  608-243-2083</p>
Wisconsin nurse aide test application or scheduling questions:	<p><b>Wisconsin Nurse Aide Testing Services [REPLACED]</b>  400 East Main Street  Columbus, OH 43213-2983  Toll-free phone: 1-866-257-5424 [Am Red Cross]</p>
Wisconsin Nurse Aide Registry status questions:	<p><b>Wisconsin Nurse Aide Registry</b>  Managed by Promissor  PO Box 13785  Philadelphia, PA 19101-3785  Toll-free phone: 1-877-329-8760</p>

[Attachments \[Flyer: Important Changes Coming Soon\]](#)