

Columbia Gorge Community College  
Program Review 2023  
Nursing Assistant NUR90

## Section One: Mission and Goals

### Mission of the Program:

The CGCC Nursing Assistant Program transforms lives by instilling nursing assistant students with the necessary skills and knowledge for succeeding in the health care job market and opening up doors for future education.

### Goal:

- 1) The goal of the nursing assistant program is to provide students with the necessary skills and knowledge to provide compassionate, safe, and effective care to patients in a variety of health care settings, such as long-term care facilities, hospitals and clinics.
  
- 2) The CGCC Nursing Assistant program will be instrumental in assisting community health care facilities in satisfactorily meeting the nursing assistant workforce needs.

## Section Two: Actions on Previous Review

### Fall 2019

**1. Continue to improve the course/program experience for the students, increase enrollment and improve student success. Not Met**

Prior to Fall 2019, the challenge in enrollment has been the competition for students as both Columbia Basin Care Center and the Oregon Veterans Home started their own NA1 courses, thus drawing away students that would attend here. With the commencement of these programs the college reduced the offering of the NA1 from ever term to Fall for each year. Since the last class (Fall 2019), the NA1 course was hit in Fall 2020 with challenges of clinical placement for students due to COVID-19. Long Term Care facilities (LTC) which had COVID-19 positive patients where not allowing students to do clinicals in their facilities. In Fall 2020, the NA1 course had completed half their clinical hours (40h) at an LTC facility before the LTC notified the Lead NA1 instructor that they were closed as a clinical site due to positive residents for COVID-19. After consultation with Debbie Buck (OSBN NA1 Policy she determined that the students had received enough in-person hands-on experience and that the remainder of the clinical hours (40h) would be allowed to be done via Zoom. The class finished their course in this manner to get the remainder of the required clinical hours (80 h total). Also, an adjunct was hired to assist the lead NA1 in doing clinicals. As students are paired up 1:1 with facility CNAs, if the facility didn't have enough CNAs to able to handle a full cohort of 8-10 students then this would allow the flexibility of using 2 different shifts in the same facility to accommodate the cohort. Also, if there are not enough CNAs to be able to handle a full cohort on the floor at one time the need to split the group would again require another OSBN schedule change approval. This allowed for the ability to continue to have clinicals when they were scheduled.

**Analyst:** Historically the community care facilities have supported the Nursing Assistant program by offering clinical placement until fall 2020 when the national health crisis of COVID hit. Facilities found themselves restricting unnecessary persons into the facilities and the working CNAs were overloaded with work so having students was a strain to the system. Through the effort of the director /instructor of the program, as reported above, the students were able to complete their training and be eligible to take the OSBN Board certification exam. It took much coordination for clinicals and decreasing the numbers of student per clinicals to get enough hours to present to the OSBN for approval. However, the program has not recovered from the effects of COVID and the present practice of some facilities offering their own course for Nursing Assistant has resulted in low numbers of students enrolling in the NUR90 course, it dwindled to just a few in Fall 2022. Now that the recovery phase from COVID has ended and health care systems have opened up to allowing students as well as a growing need for CNAs in the community the program/college needs to advertise what we offer and partner with the college recruitment office and academic advising to inform students of the opportunity to take the course and be job ready.

## **2. An adjunct was hired to assist the NA1 lead faculty as needed. Partially Met**

The schedule that is approved by OSBN for the NA1 course is very rigid. If there needs to be a schedule change due to the lead NA1 instructor being ill then the new schedule change in time or person has to be approved by OSBN prior to implementing it. Being able to hire an extra adjunct faculty to assist with the clinical experience and online clinical activity during COVID was one factor the program was able to complete COVID cohort of students. It demonstrated the advantage of having an adjunct faculty already approved by the OSBN to be able to step in if the assigned instructor could not complete their role. Also, the acuity of the patients in many long-term care facilities has increased so it is becoming more difficult to assign more than one student to a working CNA as required by the OSBN.

**Analyst:** The program needs to recruit more adjunct faculty, who have approval by the OSBN, and been oriented to the program, so that adjunct faculty are available on call as needed. This will prevent disruption in the student learning activities and improve student success. Addressing this issue of how to recruit and retain part time nursing faculty is a challenge, it is going to take more effort on the part of the college, as just posting for nursing positions on the CGCC web site is not sufficient enough to get nurses to apply. The director of the program and the HR office need to work to come up with ideas of how the recruit nurse educators.

In fall 2022 the director of the program resigned and there was not an OSBN approved faculty that was interested in taking on that position. The OSBN requires the course to have a director to oversee that the course curriculum and clinicals requirements are meeting all aspects of the OSBN plan and required student activities in skills lab and clinical. Strict tracking of student progress is required and submitted to the OSBN, upon request, for the students to be eligible to sit for the Board-approved certification exam. Due to low enrollment and no faculty the NUR90 course was cancelled. At this time the Director of Nursing and Health Occupations will take on the role of the director of NA program.

## **3. OSBN Program Review 2020 Recommendations by the OSBN Met**

In Fall 2020 the Oregon State Board of Nursing conducted a site survey of the CGCC nursing Assistant program. The survey findings/recommendations, as well as the Plan of Correction, which was developed in response to the OSBN's finding /recommendations, are attached. Recommended changes by the OSBN

and the actions taken for completing some for the recommendations follows on the next 6 pages. The changes made were to streamline information for the students regarding program requirements and expectations as well as providing faculty CEU to help with strategies. New form for tracking of student skills and clinical hours were also developed.

**Analyst:**

The Nursing Assistant Program has experienced some difficult challenges in the last few years, with decreasing numbers complicated by the restrictions caused by COVID and cancellation of classes as well as the recent loss of a director and faculty making it difficult to evaluate the effectiveness of the changes and corrections made to the program and how they will impact the success of the students.

Due to the lack of classes over the last two years the OSBN has placed the program as “inactive” which will require re-application and program curriculum review by the OSBN before the course can be approved and reactivated. The college cannot post it on the CGCC web as a course that meets the OSBN requirement for testing for a CNA certification through the OSBN until the reactivation process is complete. The Director of the Nursing program has temporarily taken on the role as the director of the Nursing Assistant Program, in an effort for the program to be reapproved as a qualified nursing assistant program per the OSBN. The corrections made during the 2019, and 2020 in response to the recommendations from the OSBN will be very useful as we move forward in being able to offer NUR90 to our students. However, in the last few weeks the OSBN has issued some significant changes to the required curriculum, and clinical hours which results in the need to revise the program plan and curriculum.

**Section Three: Current Department Assessment**

It should be noted here that the Nursing Assistant “Program” consist of only one course, so what is being evaluated here is one “course “not a series of courses, which is what a “program” generally requires. The OSBN calls this course and the completion of the certification exam, through the OSBN test, a “program” but the college list this only as a course. Once the students complete the course they are eligible to apply, to the OSBN, to take an exam (which includes a written section and a skills section) that can result, if passed, in the student being certified, by the OSBN, to work as a Certified Nursing Assistant. The college does not offer a certificate when the students complete the course, the student earns a grade for the class and those who complete it are not required to take the OSBN exam but cannot practice as a certified nursing assistant with the OSBN approval and passage of the exam.

The certification exam has 2 parts, a written part and skills part, the students must pass both before they are certified as CNAs, however, the student can retake the test up to 3 times, if they pass one portion they only have to test on the section they failed. Between 2018 to 2020, the pass rate for candidates taking the knowledge portion of the Board-approved competency examination for the program was 100% on the first attempt with 11 students testing. On the skills test portion of the Board-approved competency examination during the same time frame, the pass rate was 54.55% on the first attempt a with 11 testing, 60% on the second attempt with five students testing and 100% on the third attempt with two students testing.

In fall of 2021, 8 students completed NUR90. Of those who completed 4 (50%) passed the certification exam given by the OSBN.

The OSBN recommended in 2020, that the program offer a review of skills at the end of the course in helping the students prepare for the skills portion as well as the faculty participate in the Head Masters Testing Workshops and test Advisory Panels to better understanding the testing process. The recommendation was acted upon and the previous director and instructor attended the workshops. And students were given access to the Headmaster videos before taking the test. With this being done only once with the last class there is no data to determine how effective this change was on student success. For future classes the curriculum will include review sessions and frequently re-visits the learned skills before the students complete the class.

### **Institution Learning outcome:**

The Institutional Learning outcomes are integrated throughout the course and achievement is exemplified in the student's ability to provide patient care. 100% of the students who complete the course demonstrate they have achieved at least a general knowledge and application of the institutional outcomes as measured through:

- The curriculum emphasis communication, in the skills lab and in the clinical setting the students practice reporting verbally and in writing physical findings; vital signs, skin care, patient personal needs and conversation with patients. Their clinical instructors monitor student's interaction and written reports and tracks this on daily skills sheet. Communication and critical thinking is measured in the clinical setting, the clinical instructor, must document the students ability to interaction with the patients their ability to report to staff nurses patient care and needs. Critical thinking is reflected in their written test and in the skills that need to review and perform as they care for their patients. All this is tracked on their skills and clinical checklist . **Communication and Critical thinking : MET**
- The students have the opportunity to care for patients of all ages, different ethnic and cultural backgrounds and are expected to treat everyone with respect and compassion. In the clinical the instructor observes student interaction with patients and staff and records their finding, these findings are recorded on the standardized OSBN tracking form which tracks the number of patients, the gender, age, language and special needs of each patient cared for by the student. **Cultural Awareness: Met**
- The students have to demonstrate the ability to do general math: they have to track patient's intake and output, understand graphing of vital signs and what the results on the graphs may indicate. **Quantitative Literacy Met**

### **Curriculum/enrollment**

In fall 2021 there were 8 students enrolled in NUR90, the class was held only once in 2021-2022 year and in 2022-2023 the enrollment in fall was only 3 and the class was cancelled. Efforts were made to recruit a faculty and offer the NA course for summer 2023, a full time Nursing faculty was willing to teach NA during her summer break however in March 2023 the OSBN announced changes to the curriculum and clinical requirements and a new curriculum would need to be created so the summer class was cancelled. Work will be done to revise the NUR 90 course before the July first deadline set by the OSBN. At this time an online didactic component to the curriculum is being considered, the OSBN has approved a commercial didactic component that schools may use with the lab and clinical work be completed face-to-face.

The previous curriculum for NUR90 met all OSBN requirements. It has to be revised to meet the OSBN changes, submitted for approval, to the OSBN, before the college can offer the course. With the new approved curriculum, we can offer the course and upon completion the student will be eligible to take the Board-approved certification exam. Once they become certified by the Nursing Board they can apply to work in any state by endorsement. The new revised curriculum must be presented to the OSBN no later than July 1st to be approved and ready for offering in the fall 2023.

With the increasing number of aging population and the increased need for health care the demand for certified nursing assistants has increased consistently. The Bureau of Labor reports the demand for certified nursing assistant with increase by 29% by 2029.

The program has lost numbers and classes have been cancelled, over the past few years, due to several factors:

1. COVID (people are fearful of working in the health care setting and many who want to apply don't meet the requirement of having the COVID vaccine)
2. Hospitals and care facilities, have created their own programs for nursing assistants and those programs are offered for free to future employees.
3. Cost of the program, tuition, books and course fees, background checks and vaccinations.
4. Lack of community outreach regarding the availability of the program being offered at the college.

The program is working with the college academic advisors and with the PR to produce some brochures and poster to post in different areas to recruit students.

### **Teaching and faculty:**

The OSBN requires the director of the program to be a registered nurse with teaching /management experience. That person can also be the main instructor but that person must then have long term care nursing experience. The adjunct faculty must also have long term care experience. Due to the OSBN requirements it is difficult to find qualified faculty at this time when nurses are in such high demand. Also, this is only a part time position so recruiting as person to take on the responsibility of the program has been difficult. The school has an open recruitment but most nursing faculty come to the programs through word of mouth from faculty to nurse colleagues.

The previous director of the program did a stellar job, with providing the OSBN with reports and making corrections that the OSBN recommended and providing the students opportunities to start in the health care field with the ability to move to into more advanced positions as they continued their education. The tracking forms and record keeping required by the OSBN is well developed and will continued to be used with the new curriculum.

Presently the Director of Nursing and Health Occupations is taking on the role of the director for the Nursing Assistant program with the OSBN so the revised curriculum can be completed and submitted to OSBN for approval. We have several potential nurses who may be interested in teaching in the NA program.

### **Budget**

There was no specific budget for the NA program, in 2018 to 2020, there was a budget line for NA for, 2020-2021, 2021-2022, 2022-2023 but the projected budget for 2023-2024 does not have a budget line? Perhaps

the cost for the class is integrated into the Nursing program budget for 2023-2024 however, the Nursing Program budget is very limited and not sure how NUR90 course can come out of that?

The demand in the community for Nursing Assistants pushes the college to reactivate the program with the OSBN, work to recruit faculty and students. One factor that is difficult for any program looking to hire registered nurses, is the pay scale, it is much lower than what nurses are making in the community so even those who might want to teach shy away at this time with a less than competitive wage offered by the college.

The Nursing assistant classroom/lab space is nicely supplied and ready for a group of students. We could potentially take up to 24 students if we had the numbers and the faculty.

The cost to the student not only includes tuition cost \$963.00 but also a service fee of \$180.00 and a Lab fee of \$400.00, total cost for the course is \$1543.00. The students also have the cost of the text book and their certification exam fee with the OSBN \$126.00 and the OSBN fingerprint \$55.00. So, for the student to complete the course and become certified to work as CNA through the college is it is expensive for one course but they will have many job opportunities when they complete the process and many long-term care facilities who take Medicaid patients will reimburse the students the cost over a period of time for every month they work in the facility.

In 2019 academic year there was a request by both Providence Hood River Memorial Hospital and Oregon Veterans Home for the college to add more NA1 courses as these facilities found it more efficient to have CGCC to do the course to train additional CNAs. The NA1 Lead is willing to be able to have the NA1 course every term. Both facilities were informed that it would be necessary to have at least 8-10 individuals enrolled in the course each term to be able to have the courses run. This agreement in having more NA1 classes was an effort to support community need for more trained CNA1 individuals.

Providence has provided the program with clinical placements and openly welcome the students. They have also contributed funds to help support students wanting to take the course. These funds are available through scholarships and students need to be advised to apply. However, due to low enrollment and class cancellations this fund has not been used as planned and the college may lose further financial support from Providence.

There may also be work source funds available to some students if they apply.

## **Goals:**

- 1) Revise the curriculum to meet the new requirements of the OSBN.**
- 2) Collaborate with academic advising and student recruitment to increase interest in the Nursing Assistant course thus increasing the number of students enrolling into the Nursing Assistant Course.**
- 3) Submit the needed paperwork and revised curriculum to the OSBN for approval and re-activation of the course for the Nursing Assistants**
- 4) Recruit a new director and faculty.**

Submitted by Janie Griffin, RN, MN  
Director of Nursing and Health Occupations  
May 25, 2023/ revised July 10, 2023

## Appendices



# Oregon

Kate Brown, Governor

**Board of Nursing**  
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**REPORT OF SURVEY VISIT  
COLUMBIA GORGE COMMUNITY COLLEGE  
OCTOBER 15, 2020**

The Columbia Gorge Community College Nursing Assistant Training Program survey was conducted on October 15, 2020, by Debra K. Buck, MS, RN, Policy Analyst – Nursing Assistant Education and Assessment, for the Oregon State Board of Nursing.

1. **PROGRAM DIRECTOR NAME – Cassie Hill, RN**
2. **PRIMARY INSTRUCTOR NAME(S) – Cassie Hill, RN**
3. **NAME OF CLASSROOM TRAINING SITE(S) – Columbia Gorge Community College**
4. **NAME OF CLINICAL TRAINING SITE(S) – Columbia Basin Care Facility, Oregon Veterans Home, and The Dalles Health and Rehabilitation Center**
5. **INTERVIEWS WERE CONDUCTED WITH:**  
**Program Director/Primary Instructor – Cassie Hill, RN**  
**Student(s) – Lindy Allen, Kassidy Delany, Alexis Grenvik, Talia Hammond, and Lily Roslund**
6. **INSPECTION OF PHYSICAL FACILITIES INCLUDED:**  
**Classroom/Lab Facility – Columbia Gorge Community College**

The report presents all standards for approval of training programs from OAR 851-061-0075 through 0120. Each standard is evaluated as “attained” or “not fully attained”. The surveyor’s comments are included for most standards and in every case when a standard was not fully attained.



**Standards for Approval: Organization and Administration**  
**851-061-0075**

(1) *Training program policies and procedures shall be in written form and shall be reviewed at least once every two years.*

Standard: Met

Evidenced by:  
Policies and procedures

Comment:

Written training program policies are in place and were last reviewed on 09/24/2020.

(2) *Training programs implementing program changes cannot require students who are currently enrolled to complete the requirements of a revised program. Enrolled students are to be taught out under the program identified in their most current signed enrollment agreement. Exceptions may be allowed when and if the school and student mutually agree to the program change(s) and a new or amended enrollment agreement is negotiated, accepted, and signed by the student and school. Examples of program changes as used in this rule include, but are not limited to, increase or decrease of hours required, changes in the schedule of hours of instruction, adding or dropping course requirements, increasing program costs or fees, or changes in the payment plan.*

Standard: Met

Evidenced by:  
Policies

Comment:

There is a current enrollment agreement and disclosure statement specific to this program that contains all the elements required in OAR 851-061-0030(3)(i).

(3) *Training program shall be financially viable for the stability and continuation of the program.*

(a) *Training program providers in assisted living, licensed nursing, and residential care facilities licensed by the Department of Human Services or the Health Authority and training programs licensed by the Department of Education are exempt from demonstrating financial viability to the Board.*

(b) *Training program providers not identified in OAR 851-061-0075(3)(a), will provide financial statements to demonstrate:*

(A) *Assets equal to or greater than liabilities;*

(B) *No operating loss in any year of more than 10% of their net worth; and*

(C) *No operating loss of any amount for two consecutive years.*

(c) *A training program that is unable to verify financial viability may be required to carry a bond, get a letter of credit, or escrow unearned tuition.*

Standard: Exempt

Evidenced by:  
Balance sheet: assets, liabilities, & owner's equity  
Profit/loss statement  
Cash flow statement

Comment:

Columbia Gorge Community College is licensed by the Oregon Department of Education.

- (4) *All training program advertising, sales, collection, credit or other business practices are conducted in a manner that does not violate ORS 646.608.*

Standard: Met

Evidenced by:

College website

Program materials

### **Standards for Program Approval: Faculty Qualifications and Responsibilities**

#### **851-061-0080**

- (1) *The training of nursing assistants level one shall be by or under the supervision of a program director or primary instructor who has at least one year of nursing experience in a licensed nursing facility.*

Standard: Met

Evidenced by:

Program Director Application

Comments:

Cassie Hill, RN, the Program Director/Primary Instructor, has many years of nursing experience in a licensed nursing facility. She was employed at Columbia Basin Care Facility from 09/2009 to 07/2016. Cassie started as a charge nurse from 09/2009 to 10/2010, became a resident care manager from 10/2010 to 02/2013, before assuming the director of nursing role from 02/2013 to 07/2016.

- (2) *The program director shall hold a current, unencumbered license to practice as a RN in Oregon. A RN who has an encumbered license may be considered on an individual basis; and*
- (a) *For a nursing assistant level one and level two training program, have at least three years of nursing experience, including at least one year of working in direct patient care; and one of the following:*
- (A) *One year of experience on a nursing faculty;*
- (B) *One year of experience in staff development;*
- (C) *Evidence of academic preparation for teaching adults; or*
- (D) *Evidence of equivalent experience.*
- (b) *For a medication aide training program, have at least three years of experience as a RN, including at least one year as a nurse educator or nurse administrator.*

Standard: Met

Evidenced by:

OSBN Approval letter

Comments:

Cassie Hill, RN, has a current, unencumbered RN license in Oregon with an expiration date of 12/15/2020. She meets/exceeds the qualifications required in OAR 851-061-0080(2)(a).

- (3) *The program director shall:*
- (a) *Act as liaison with the Board related to the program's continuing compliance with the required elements of these rules;*
  - (b) *Implement and maintain a program that complies with all Board standards;*
  - (c) *Assume the ultimate responsibility for the implementation of the Board-approved curriculum;*
  - (d) *Have sufficient time provided for carrying out administrative responsibilities. Number of faculty, students, classes in progress, and locations utilized for classroom and clinical training are to be considered in determining appropriate time allocated;*
  - (e) *Recruit, supervise, and evaluate qualified primary instructors and clinical teaching associates;*
  - (f) *Develop and implement written policies necessary for the operation of the program, including those maintained under OAR 851-061-0110(1)(c)(G);*
  - (g) *Ensure that all students have initiated a criminal history check prior to entering the program and that all students are eligible pursuant to laws governing the clinical site facility to participate in the program's clinical experiences.*
  - (h) *Coordinate classroom and clinical sites and activities;*
  - (i) *Ensure that the classroom, lab, and clinical environment is conducive to teaching and learning;*
  - (j) *Assure that the clinical setting provides an opportunity for the students to perform the skills taught in the curriculum;*
  - (k) *Ensure that a Board-approved primary instructor or clinical teaching associate is on the premises at all times during scheduled clinical hours;*
  - (l) *Supervise or coordinate supervision of students in the clinical setting or assign this responsibility to the primary instructor.*
  - (m) *Provide or arrange for the orientation of the primary instructors and clinical teaching associates to their role and responsibilities.*
  - (n) *Assess students' reactions to course content, instructional effectiveness, and other aspects of the learning experience through an anonymous and confidential process;*
  - (o) *Submit program data upon request of the Board on forms provided by the Board;*
  - (p) *Submit required reports;*
  - (q) *Verify that the training facility in which the training program is offered or utilized for the clinical experience is licensed under the appropriate licensing agency and is in substantial compliance with all standards for licensure;*
  - (r) *Verify that a facility utilized for out-of-state clinical experience:*
    - (A) *Has not been found within the preceding two years, by the state survey and certification agency, using the currently applicable Center for Medicare and Medicaid Services regulations, to be categorized as providing substandard quality of care;*
    - (B) *Is no more than 50 miles from an Oregon border; and*
    - (C) *Has given permission for site visits by Board staff.*
  - (s) *For medication aide training programs, determine student eligibility by verifying that the applicant:*
    - (A) *Holds a current certificate to practice as a CNA 1 on the CNA Registry prior to starting and throughout the medication aide training;*
    - (B) *Has graduated from an approved basic nurse aide training program at least six months prior to enrollment in the medication aide training program; and*

- (C) *Meets the employment requirement of at least six months of full time experience as a nursing assistant or the equivalent in part time experience since graduation from a basic nursing assistant training program unless the applicant is exempt under OAR 851-062-0090.*
- (t) *For level two training programs, determine student eligibility by verifying that the applicant holds a current certificate to practice as a CNA 1 on the CNA Registry prior to starting and throughout the level two training.*

Standard: Not fully attained

Evidenced by:

Program Director Interview

Program Records

Comments:

Cassie Hill, RN, assumed the program director position as of 05/17/2019. Before assuming the program director position, she was a clinical teaching associate since 01/09/2018 and primary instructor since 09/12/2018. Cassie has the ultimate responsibility for the program by acting as a liaison with Board, coordinating the classroom and clinical sites and activities, assessing the students' learning needs, submitting and maintaining records. She reports that she has sufficient time provided for carrying out the administrative responsibilities of this program. Although, the current COVID-19 pandemic has brought added challenges to the education process. Implementing the frequent changing COVID-19 precautions can be a daunting task. Cassie is working hard to keep faculty, students, and residents safe.

No faculty evaluations have been completed since the last survey visit. There is evidence of written policies necessary for the operation of the program. While the course requirement policy does not include the satisfactory progress standards, it was noted that the satisfactory progress standards are included in the behavioral expectations and examination administration policies. Documentation is present to support all students having had a criminal history check initiated prior to entering the program. There is evidence to support that all clinical settings provide an opportunity for the students to perform the skills taught in the curriculum. A Board approved faculty member is on the premises during all scheduled clinical hours. An orientation check list is present to support the training program faculty being oriented. However, no checklist is present to support Tanya Barret, who started with the program on 08/04/2020, being oriented to her role and responsibilities with the program. There is evidence of a form to allow the students to evaluate the course content, instructional effectiveness, and other aspects of the learning experience. Program data is submitted timely upon request, e.g., the annual 2018-2019 Department of Human Services Student Capacity Survey was completed in a timely manner on 10/23/2019. The 2019-2020 annual survey is not due until 10/31/2020. The last Self-evaluation Report for this program was due 12/31/2019 and received on 12/27/2019.

Commendations:

**To the Columbia Gorge Community College administration for their support of the program director and commitment to this program.**

**To Cassie Hill for assuming the leadership of this program.**

Recommendations:

**Document the evaluations of all Board-approved faculty at least once every two years.**

**Move all of the satisfactory progress standards into the course requirements policy.**

**Maintain documentation to support all faculty being oriented to their role and responsibilities when they start with the program.  
Submit a self-evaluation of the program in October 2021.**

- (4) *The primary instructor shall hold a current, unencumbered license to practice as a RN in Oregon. An RN who has an encumbered license may be considered on an individual basis; and*
- (a) *For a nursing assistant level one and level two training program, have two years experience as an RN and teaching experience or educational preparation for teaching adults.*
  - (b) *For a medication aide training program, have at least three years of nursing experience, to include:*
    - (A) *One year as a nurse educator, a primary instructor in a nursing assistant training program or as a nurse administrator, and*
    - (B) *One year working with the particular type of clientele or providing clinical instruction in a setting with the particular type of clientele with whom students will have their clinical experience.*
  - (c) *May be the director of nursing service in a long term care facility only if there is evidence of formal arrangements for the director of nursing position to be filled by another qualified nurse during the period of instruction.*

Standard: Met

Evidenced by:  
OSBN Approval Letter

Comments:

Cassie Hill, RN, has a current, unencumbered RN license in Oregon with an expiration date of 12/15/2020. She meets/exceeds the qualifications required in OAR 851-061-0080(4)(a).

- (5) *The primary instructor shall:*
- (a) *Implement the required Board-approved curriculum;*
  - (b) *Provide effective teaching strategies in an environment that encourages student and instructor interaction;*
  - (c) *Supervise and be present in the classroom at least 75% of the time that classes are being taught, or for on-line programs, be available for consultation and additional clarification at least every 72 hours;*
  - (d) *Evaluate competency of students; and*
  - (e) *In addition, for medication aide training programs, the primary instructor shall:*
    - (A) *Obtain approval from a facility prior to using a facility employee as a clinical teaching associate. The facility has the right to refuse such approval;*
    - (B) *Ensure that each student's clinical experience includes administration of medications by all approved routes of administration and includes administration of a variety of medications; and*
    - (C) *Supervise the clinical experience for all medication aide students. Clinical teaching associates may be used as appropriate.*

Standard: Met

Evidenced by:  
Program Files

Faculty Interview  
Student Interviews

Comments:

There is clearly one primary instructor dedicated to each cohort of students and that primary instructor is evaluating the competency of the students. Generally, the students expressed satisfaction with the primary instructor and her teaching style. One student did say that an eight hour lecture day is hard.

- (6) *Other personnel from the healthcare professions may supplement the instructor in their area of expertise:*
- (a) *For a nursing assistant level one and level two training program, the program director or primary instructor may:*
- (A) *Involve as trainers for a specific portion of the nursing assistant training, other licensed nursing personnel or other licensed health care professionals who have at least one year of experience in their field.*
- (B) *Use an approved clinical teaching associate who shall:*
- (i) *Hold a current, unencumbered license to practice nursing in Oregon. A licensed nurse who has an encumbered license may be considered on an individual basis; and*
- (ii) *Have the equivalent of one year of experience as a licensed nurse.*
- (b) *For a medication aide training program, the clinical teaching associate shall:*
- (A) *Hold a current, unencumbered license to practice nursing in Oregon. A licensed nurse who has an encumbered license may be considered on an individual basis;*
- (B) *Have the equivalent of one year full time experience as a licensed nurse and shall have three months' nursing experience in a facility licensed the same as the setting in which the medication aide student will be passing medications;*
- (C) *Provide direct supervision; and*
- (D) *Have only the responsibility for clinical precepting during the scheduled clinical experience.*
- (c) *Certified medication aides, resident care managers, and directors of nursing are prohibited from acting as clinical teaching associates for medication aide students.*

Standard: Met
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Evidenced by:

OSBN Approval Letter

Comments:

Tanya Barrett, RN, has a current, unencumbered RN license in Oregon with an expiration date of 08/04/2021. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

Erin Bartz, LPN, has a current, unencumbered LPN license in Oregon with an expiration date of 03/04/2020. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

Mercedes Bolton, RN, has a current, unencumbered RN license in Oregon with an expiration date of 06/06/2021. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

Priscilla Heimsoth, LPN, has a current, unencumbered LPN license in Oregon with an expiration date of 01/30/2022. She meets/exceeds the qualifications required in OAR 851-061-

0080(6)(a)(B).

Cassie Hill, RN, has a current, unencumbered RN license in Oregon with an expiration date of 12/15/2020. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

Doris Jepson, RN, has a current, unencumbered RN license in Oregon with an expiration date of 03/12/2022. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

Griselda Manzo De Garcia, RN, has a current, unencumbered RN license in Oregon with an expiration date of 09/05/2022. She meets/exceeds the qualifications required in OAR 851-061-0080(6)(a)(B).

### **Standards for Program Approval: Curriculum**

#### **851-061-0090**

(1) *Board-approved curriculum shall be used in approved nursing assistant level one, level two, and medication aide training programs.*

Standard: Met

Evidenced by:  
Program Files  
Faculty Interview  
Student Interviews

#### Comment:

This curriculum was determined to meet the curriculum policy approved by the Board on 11/20/2014.

(2) *A nursing assistant level one training program shall consist of:*

- (a) *At least 155 hours of instruction divided into 80 hours of classroom instruction and 75 hours of supervised clinical experience;*
- (b) *At least 24 hours of supervised classroom/laboratory instruction with return student demonstrations of learned skills to determine comprehension and competency, in addition to facility orientation, preceding the students' care of clients; and*
- (c) *At least 75 hours of supervised clinical experience in a hospital, licensed nursing, residential care, or assisted living facility that has an RN on duty during all scheduled student clinical hours, is in substantial compliance with all standards of licensure, and provides an opportunity for the student to perform the skills taught in the Board's approved curriculum.*

Standard: Met

Evidenced by:  
Program Files  
Faculty Interview  
Student Interviews

#### Comments:

This training program consists of at least 80 hours of classroom/lab and 75 clinical hours. All supervised clinical hours are in a licensed nursing facility that has an RN on duty during all scheduled student clinical hours, is in substantial compliance with all standards of licensure, and provides an opportunity for the student to perform the skills taught in the Board's approved

curriculum.

- (3) *An on-line nursing assistant level one training program shall consist of:*
- (a) *At least the equivalent of 53 hours according to the nationally recognized standard of content to credit ratio;*
  - (b) *At least 27 hours of supervised laboratory instruction provided no later than two weeks after the successful completion of the on-line portion of the curriculum. The laboratory portion of the program shall include return student demonstration of learned skills to determine comprehension and competency, in addition to facility orientation, preceding the students' care of clients;*
  - (c) *At least 75 hours of supervised clinical experience in a hospital, licensed nursing, residential care, or assisted living facility that has an RN on duty during all scheduled student clinical hours, is in substantial compliance with all standards of licensure, and provides an opportunity for the student to perform the skills taught in the Board's approved curriculum.*
  - (d) *Ongoing technical support services to sustain the electronically offered program including provisions for staffing, reliability, privacy, and security; and*
  - (e) *Ongoing technical support services for students on each required educational technology hardware, software, and delivery system.*

Standard: Not applicable

Evidenced by:  
Program Files  
Faculty Interview  
Student Interviews

- (4) *A nursing assistant level two training program shall consist of:*
- (a) *At least 88 hours of instruction divided into 60 hours of classroom/lab instruction and 28 hours of supervised clinical experience in a hospital, licensed nursing, residential care, or assisted living facility that has a RN on duty during all scheduled student clinical hours, is in substantial compliance with all standards of licensure and provides an opportunity for the student to perform the skills taught in the Board's approved curriculum; and*
  - (b) *Board approved competency validation.*

Standard: Not applicable

Evidenced by:  
Program Files  
Faculty Interview  
Student Interviews

- (5) *Medication aide training program shall consist of:*
- (a) *At least 84 hours of instruction divided into at least 60 hours of classroom/lab instruction and at least 24 hours of 1:1 supervised clinical experience.*
  - (b) *All clinical hours shall be completed at one site (licensed nursing facility, hospital, assisted living facility, or residential care facility).*
  - (c) *All required clinical hours shall be in medication administration related activities.*

Standard: Not applicable

Evidenced by:  
Program Files



Faculty Interview  
Student Interviews

- (6) *Admission requirements for medication aide training programs shall be:*
- (a) *Current, CNA I status on the Oregon CNA Registry maintained by the Board;*
  - (b) *Documentation of graduation from an approved basic nursing assistant level 1 training program at least six months prior to enrollment in the medication aide training program; and*
  - (c) *Documentation of at least six months full time experience as a nursing assistant level 1 or the equivalent in part time experience since graduation from a basic nursing assistant training program.*

Standard: Not applicable

Evidenced by:  
Program Files  
Faculty Interview

- (7) *An on-line nursing assistant level two or medication aide training program shall consist of:*
- (a) *At least the nationally recognized standard of content to credit ratio to meet the Board's curriculum policy for the specific training program;*
  - (b) *Supervised laboratory instruction that meets the Board's approved curriculum provided no later than two weeks after the successful completion of the on-line portion of the curriculum. The laboratory portion of the program shall include return student demonstration of learned skills to determine comprehension and competency, in addition to facility orientation, preceding the students' care of clients;*
  - (c) *Supervised clinical experience in a hospital, licensed nursing, residential care, or assisted living facility that has an RN on duty during all scheduled student clinical hours, is in substantial compliance with all standards of licensure, and provides an opportunity for the student to perform the skills taught in the Board's approved curriculum;*
  - (d) *Ongoing technical support services to sustain the electronically offered program including provisions for staffing, reliability, privacy, and security; and*
  - (e) *Ongoing technical support services for students on each required educational technology hardware, software, and delivery system.*

Standard: Not applicable

Evidenced by:  
Program Files  
Faculty Interview

- (8) *Classroom and clinical faculty/student ratios for nursing assistant level one, level two, and medication aide training programs:*
- (a) *Classroom:*
    - (A) *The ratio of students per instructor in the classroom shall be such that each trainee is provided with RN assistance and supervision and be no more than 30 students per instructor for nursing assistant level one training programs, 20 students per instructor for medication aide training programs, and 32 students per instructor for CNA level two training programs.*

- (B) *The amount of students assigned per instructor with self-directed, on-line instruction shall be such that each trainee is provided with consultation and additional clarification by a Board approved instructor within 72 hours of a trainee's inquiry.*
- (C) *The ratio of students per instructor with instructor-directed, on-line instruction shall be such that each trainee is provided with consultation and additional clarification by a Board approved instructor within 72 hours of a trainee's inquiry, and the class size shall be no more than 20 students per instructor per on-line classroom.*
- (b) *Lab: The ratio of students per instructor in a nursing assistant level one, level two, and medication aide training programs shall be no more than 10 students per instructor at all times during the lab experience.*
- (c) *Clinical:*
  - (A) *The ratio of students per instructor in a nursing assistant level one training program shall be no more than ten students per instructor at all times during the clinical experience.*
  - (B) *The ratio of students per instructor in a nursing assistant level two training program shall be no more than eight students per instructor at all times during the clinical experience.*
  - (C) *The ratio of students per instructor in a medication aide training program shall begin with a ratio of one clinical teaching associate to one medication aide student during the first 24 hours of the clinical experience. Less intensive supervision (either more students per instructor/clinical teaching associate or less direct supervision by instructor/clinical teaching associate) may occur after the first 24 hours, with satisfactory evaluation and approval of the primary instructor and clinical teaching associate.*

Standard: Met
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Evidenced by:  
 Program Files  
 Faculty Interview  
 Student Interviews

Comment:

The ratio of students to instructor on 10/15/2020 was also seven to one.

- (9) *Clinical experience and demonstration of competency for nursing assistant level one and medication aide training programs:*
  - (a) *A clinical schedule shall be prepared for all students prior to the beginning of the clinical experience, and provided to the clinical facility director of nursing, the clinical teaching associate, and the student.*
  - (b) *Student practice and demonstration of competency for nursing assistant level one and medication aide training programs:*
    - (A) *Students may provide direct client care within their authorized duties under the supervision of an approved faculty member.*
    - (B) *Students shall be identified as students at all times while in the clinical area.*
    - (C) *Students must not be counted as staff or utilized as staff during the hours that are scheduled for clinical experience.*
    - (D) *Students may be on a unit, floor or wing of a facility only under direct*

- supervision of a qualified faculty member.*
- (E) *Students shall not be on a unit, floor, or wing without a CNA or licensed nurse.*
- (F) *Students shall provide care only to the level they have been taught and determined competent by the approved clinical teaching associate.*
- (c) *In addition, for medication aide training programs, the clinical experience shall be progressive with the Board approved clinical teaching associate observing the medication administration and gradually increasing the number of clients to whom the student is administering medications;*

Standard: Met
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Evidenced by:  
 Program Files  
 Faculty Interview  
 Student Interviews

Comments:

A clinical schedule is prepared for all students prior to the beginning of the program. It is emailed to the clinical facility Director of Nursing prior to the start of the clinical experience. Students provide client care within the CNA1 authorized duties. There was supervision provided by Board-approved faculty during the clinical experience. Students are not counted as staff or utilized as staff during the scheduled clinical experience. The students are identified as students at all times while in the clinical area by their identification badge which reads "Student".

(10) *Program completion:*

- (a) *Completion of a nursing assistant level one or medication aide training means that:*
  - (A) *The student has successfully completed 100% of the required classroom and clinical hours and content in the curriculum;*
  - (B) *The student has successfully demonstrated the required skills on the laboratory and clinical skills checklist;*
  - (C) *The student has achieved a score of 75% or higher on the program's final examination;*
  - (D) *The student has successfully completed the clinical portion of the program no later than four months following the last date of classroom instruction or within four months after the successful completion of the on-line portion of the program; and*
  - (E) *In addition, for nursing assistant level one training programs, the student has successfully completed current, adult CPR certification in accordance with Board-approved curriculum.*
- (b) *Completion of nursing assistant level two training means that:*
  - (A) *The student has successfully completed 100% of the required classroom and clinical hours and content in the curriculum; and*
  - (B) *The student has successfully completed the competency validation.*

Standard: Not fully attained
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Evidenced by:  
 Program Files  
 Faculty Interview  
 Student Interviews

Comments:

Not all student files in the random sample audited during this site visit had evidence to support all of the above standards being met, e.g., Alyssa Godwin’s lab/clinical skill checklist has dates recorded for return demonstrations in the clinical setting without an evaluator signature.

Documentation on the skill checklists was addressed during the 2011, 2013, 2015, and 2018 survey visits.

Recommendation:

**Implement a system to assure that accurate documentation supports the students’ completion of the required skills on the laboratory and clinical skills checklist in accordance with the Board-approved curriculum.**

**Standards for Program Approval: Responsibility to Students**

**851-061-0100**

*The nursing assistant level 1 and medication aide training programs will be accountable to students by:*

- (1) *Providing reasonable assurance that expectations of becoming a certified nursing assistant or medication aide will be met, as evidenced by an 85% pass rate for first-time candidates taking the Board-approved competency examination.*

Standard: Not met

Evidenced by:

Pass Rate Statistics

Comments:

From 10/02/2018 to 10/02/2020, the pass rate for candidates taking the knowledge portion of the Board-approved competency examination for this program was 100% on the first attempt with 11 students testing. On the skills portion of the Board-approved competency examination during this same time frame, the pass rate for this program’s candidates was 54.55% on the first attempt with 11 students testing, 60% on the second attempt with five students testing, and 100% on the third attempt with two students testing.

Recommendations:

**Evaluate the effectiveness of the current teaching strategies used in lab and clinical and make the necessary changes to continue to increase the pass rate for first time candidates taking the Board-approved competency examination.**

**Utilize the Written and Skill Detail Reports to help diagnose weak areas in the content instruction.**

**Analyze the pass rate for each cohort.**

**Hold a review session for graduates a few days prior to the student’s state certification exam test date.**

**Encourage students to watch the Headmaster videos before going to take the state competency exam.**

**Have faculty participate in the Headmaster Testing Workshops and Test Advisory Panels.**

- (2) *Informing students of the following information:*

- (a) *That for facility-based nursing assistant level 1 programs, no student who is employed by, or who has received an offer of employment from a facility on the*

*date on which the student begins training will be charged for any portion of the program, including any fees for textbooks or other required course materials in accordance with 42 CFR § 483.152(c)(1).*

- (b) *The Department of Human Services and Board of Nursing's criminal history requirements and policies. This information shall be provided to students prior to admission to the program.*

Standard: Met

Evidenced by:

Program Files  
Faculty Interview  
Student Interviews

Comments:

Students are being told to keep their proof of payment of training and testing payments to present to future nursing facility employers, which hire them within the twelve months from the date of their program completion, for reimbursement of costs. The students are getting the Oregon Department of Human Services SDS 0451B form. The Department of Human Services' and Board of Nursing criminal history requirements and policies are being provided to the students prior to admission into the program.

- (3) *Issuing a certificate of completion or making an appropriate notation on a transcript for a graduate who has successfully completed the training. The certificate is to be printed on one side of a standard letter-sized piece of paper and is to include:*
- (a) *Name of individual;*
  - (b) *Board approved unique identifier;*
  - (c) *Date of birth;*
  - (d) *Name of training program;*
  - (e) *Number of classroom hours;*
  - (f) *Number of clinical hours;*
  - (g) *Date the training program was most recently approved by the Board;*
  - (h) *Signature of the program director or primary instructor; and*
  - (i) *Date of completion.*

Standard: Not fully attained

Evidenced by:

Program Files

Comment:

Not all certificates of completion issued to students at the successful completion of the training meet the above standards. Alyssa Godwin's attendance record has 84.55 classroom hours and 75.5 clinical hours but her certificate of completion has 80 classroom and clinical hours. Keiri Huizar-Ruiz's attendance record has 88.40 classroom hours and 80.20 clinical hours but certificate of completion has 80 classroom and clinical hours. Douglas Robinson's attendance record has 83.50 classroom hours and 80.20 clinical hours but his certificate of completion has 80 classroom hours and 80 clinical hours. Alejandro Rosas' attendance record has 83 classroom hours and 76 clinical hours but certificate of completion has 80 classroom hours and 75 clinical hours. Kameron Walker's attendance record has 81.20 classroom hours and 76 clinical hours but the certificate of completion has 80 classroom hours and 75 clinical hours. Jesus Morales' attendance record has 80.30 classroom hours and 76 clinical hours but the certificate of

completion has 80 classroom hours and 75 clinical hours. This was also addressed during the 03/07/2018 survey visit.

Recommendation:

**Record the actual number of classroom and clinical hours completed on every student's certificate of completion.**

### **Standards for Program Approval: Records**

#### **851-061-0110**

- (1) *Nursing assistant level 1, level 2, and medication aide training program records shall:*
  - (a) *Be maintained for a period of seven years;*
  - (b) *Be maintained in a secure and dry manner;*
  - (c) *Include the following program files that are dated and contain:*
    - (A) *Faculty name and qualifications;*
    - (B) *Curricula, including the teaching methodology;*
    - (C) *Course schedules, including classroom and supervised clinical hours;*
    - (D) *Laboratory and clinical skill checklists;*
    - (E) *Final exams;*
    - (F) *Documentation of Board approvals and re-approvals; and*
    - (G) *Policies, including but not limited to attendance, behavioral expectations, course requirements including satisfactory progress standards, criminal history checks, dress code, cancellations and refunds, and administration of examinations.*
  - (d) *Include student records that contain:*
    - (A) *Course start date;*
    - (B) *Document signed by student stating that they have received, read, and understand the disclosure statement, enrollment agreement, and program policies;*
    - (C) *Student progress record;*
    - (D) *Laboratory and clinical skills checklist;*
    - (E) *Attendance record;*
    - (F) *Examination scores;*
    - (G) *Proof of CPR certification (nursing assistant level 1 training program);*
    - (H) *Proof of the criminal history check;*
    - (I) *Date of completion; and*
    - (J) *Record of student completion:*
      - (i) *Facility-based and independent programs shall maintain a copy of the student certificate of completion;*
      - (ii) *Community College and High School programs may meet this standard by appropriate notation on student transcript.*
    - (K) *Date the student was employed (if applicable).*

Standard: Met
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Evidenced by:  
Program Files

Comments:

The program records are secured in a file in a secured area with limited access. During the random audit of program records completed during the site visit, the information for the program files and student records was found to be present and complete. Student records do contain a statement stating that they have received, read, and understand the disclosure statement, enrollment agreement, and program policies.

**Standards for Approval: Facilities and Services**  
**851-061-0120**

- (1) *Facilities used for training shall be in compliance with all applicable federal and state standards.*

Standard: Met

Evidenced by:  
Program Files

- (2) *For programs other than on-line programs, the training classroom shall be large enough to meet the students' and instructor's basic needs and shall have:*
- (a) *Temperature controlled environment;*
  - (b) *Adequate ventilation;*
  - (c) *A clean, quiet, and undisturbed environment;*
  - (d) *Conditions that are safe and conducive to learning;*
  - (e) *Functional and adequate lighting; and*
  - (f) *Seating and note-taking surfaces for each student.*

Standard: Met

Evidenced by:  
Faculty Interview  
Student Interviews

Comments:

The classrooms are in clean, quiet, and undisturbed environments. There is adequate and functional lighting, heating and cooling, seating, and note-taking surfaces available. Students wear masks and are able to sit six feet apart to help prevent the spread of COVID-19.

- (3) *Laboratory facilities shall have materials, equipment, and supplies needed for student practice of all required skills and be available for the students' and instructor's use during instructional hours throughout the training period.*

Standard: Met

Evidenced by:  
Faculty Interview  
Student Interviews

Comments:

The labs have the appropriate materials, equipment, and supplies available for practice by students. During this time of COVID-19, the students are broken up into two lab groups to accommodate the COVID-19 restrictions.

- (4) *Resources shall include:*  
(a) *Needed A-V equipment or modules; and*  
(b) *Access to library resources.*

Standard: Met
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Evidenced by:

Faculty Interview

Student Interviews

Comments:

The faculty has access to current and relevant audiovisuals and library resources. There is a plan for reviewing and updating resources on a routine basis.



**SUMMARY LISTING OF COMMENDATIONS:**

**To the Columbia Gorge Community College administration for their support of the program director and commitment to this program.**

**To Cassie Hill for assuming the leadership of this program.**

**SUMMARY LISTING OF RECOMMENDATIONS:**

**Document the evaluations of all Board-approved faculty at least once every two years.**

**Move all of the satisfactory progress standards into the course requirements policy.**

**Maintain documentation to support all faculty being oriented to their role and responsibilities when they start with the program.**

**Submit a self-evaluation of the program in October 2021.**

**Implement a system to assure that accurate documentation supports the students' completion of the required skills on the laboratory and clinical skills checklist in accordance with the Board-approved curriculum.**

**Evaluate the effectiveness of the current teaching strategies used in lab and clinical and make the necessary changes to continue to increase the pass rate for first time candidates taking the Board-approved competency examination.**

**Utilize the Written and Skill Detail Reports to help diagnose weak areas in the content instruction.**

**Analyze the pass rate for each cohort.**

**Hold a review session for graduates a few days prior to the student's state certification exam test date.**

**Encourage students to watch the Headmaster videos before going to take the state competency exam.**

**Have faculty participate in the Headmaster Testing Workshops and Test Advisory Panels.**

**Record the actual number of classroom and clinical hours completed on every student's certificate of completion.**

**In all cases, "not fully attained" standards were deemed sufficiently met to merit the recommendation for continuing approval. All recommendations and commendations are intended as advisory to the training program. The Columbia Gorge Community College Nursing Assistant Training Program continues to be approved, effective, October 15, 2020.**

Evaluator- Debra K. Buck, MS, RN

Signature Debra K. Buck, RN

Program Director/Primary Instructor- Cassie Hill, RN

Signature \_\_\_\_\_