



# Florida Certified Nurse Aide Competency Assessment Program

Brevard County Healthcare Workforce  
Consortium  
February 5, 2019

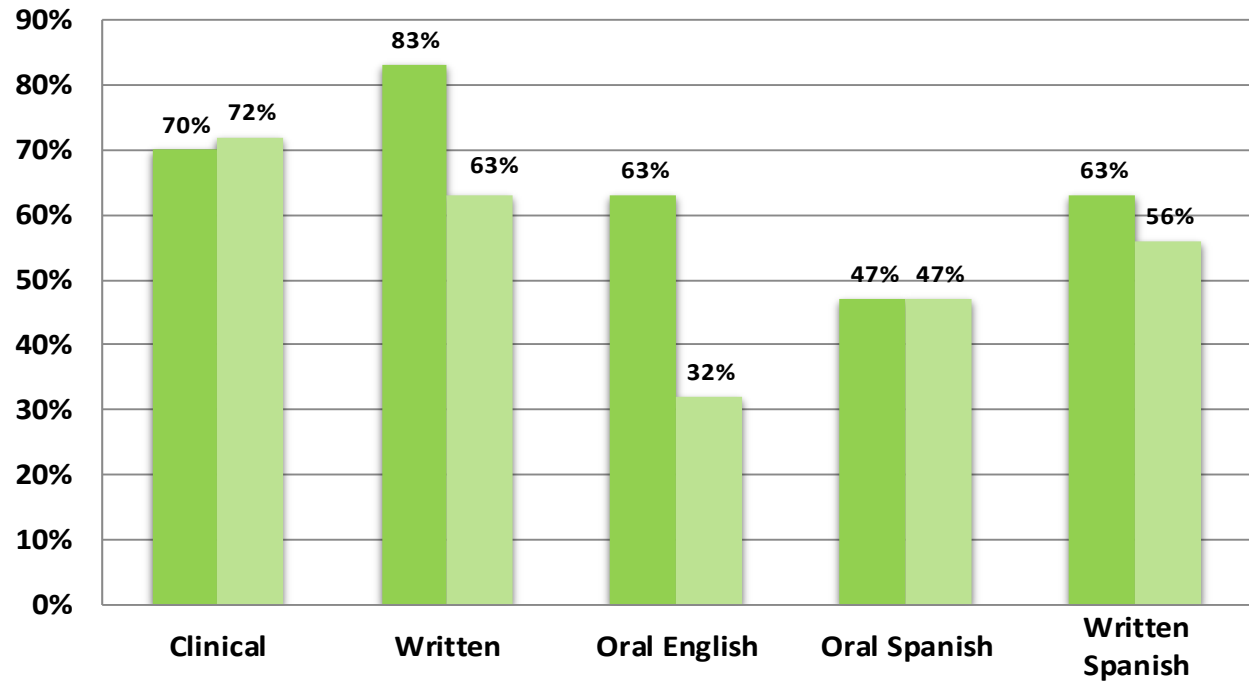


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0 1010100001010109896  
1 0432142323  
1 9800099



# Test Pass Rates 2018

## First Time Testers Re-tester Pass rates



■ First-Time Test Takers Pass Rate  
■ Re-tester Pass Rate

70%  
72%

83%  
63%

63%  
32%

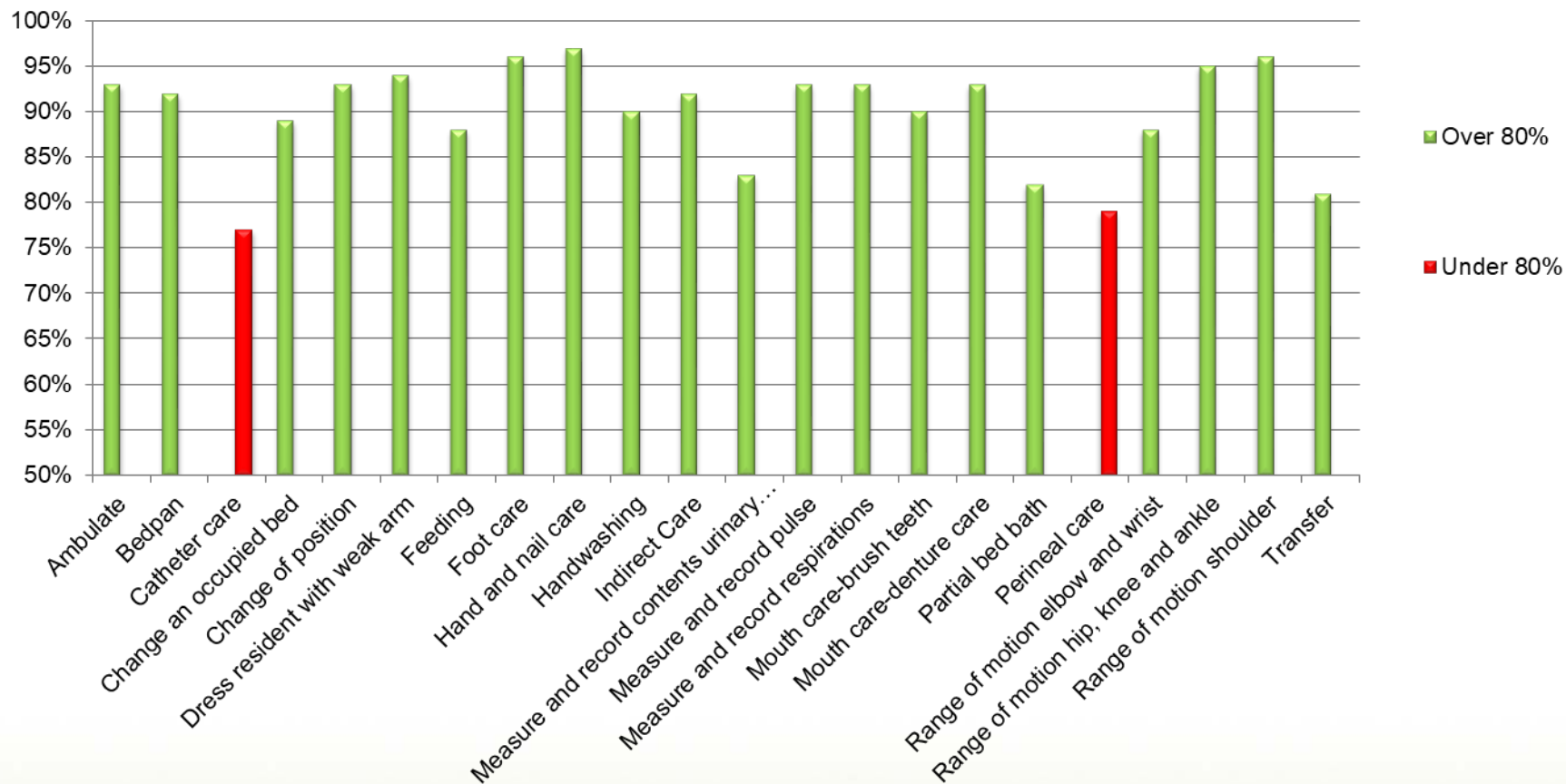
47%  
47%

63%  
56%

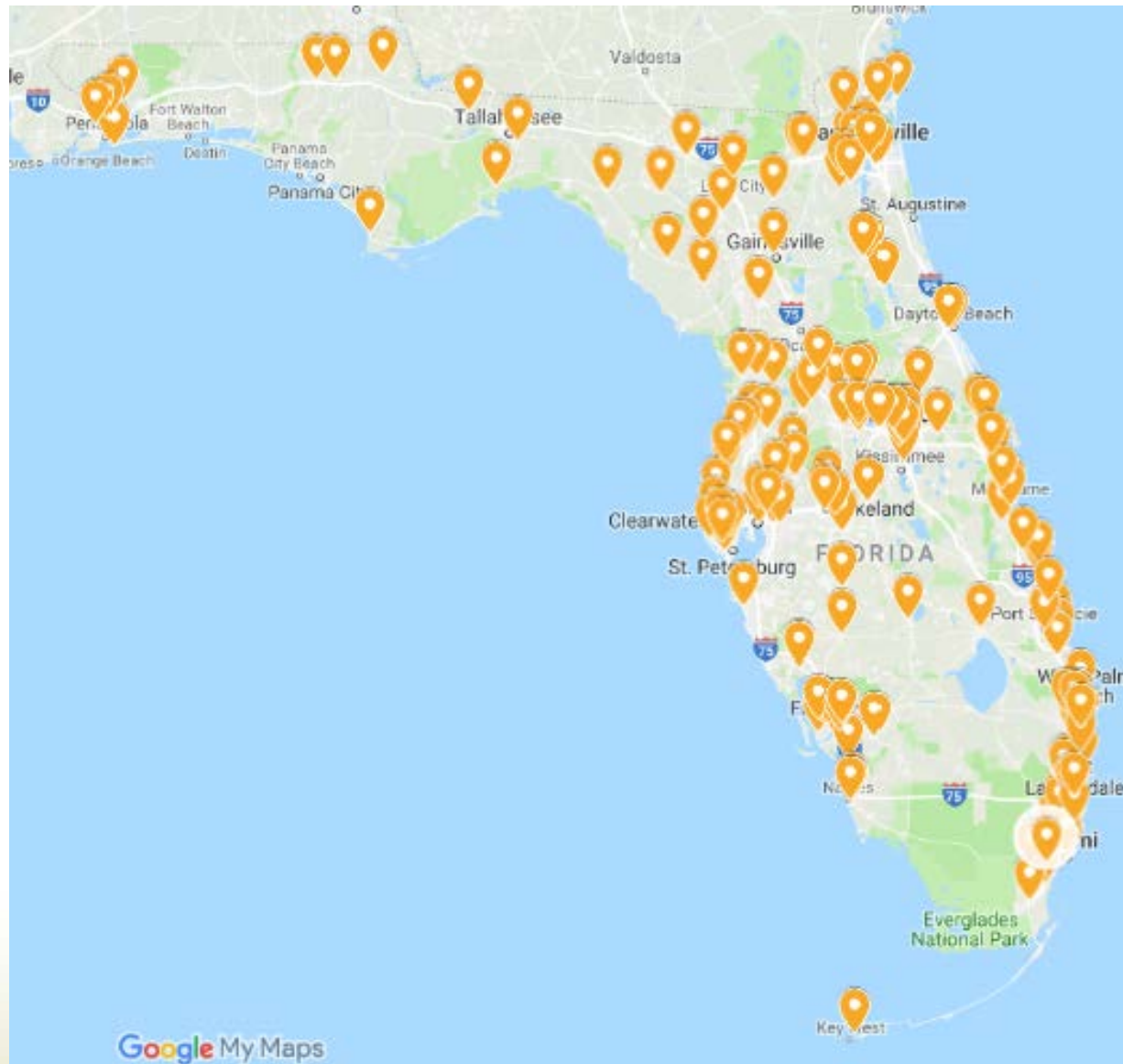


# Skill Pass Rate 2018

First-time Test Takers *Only*



# Current IFT Sites



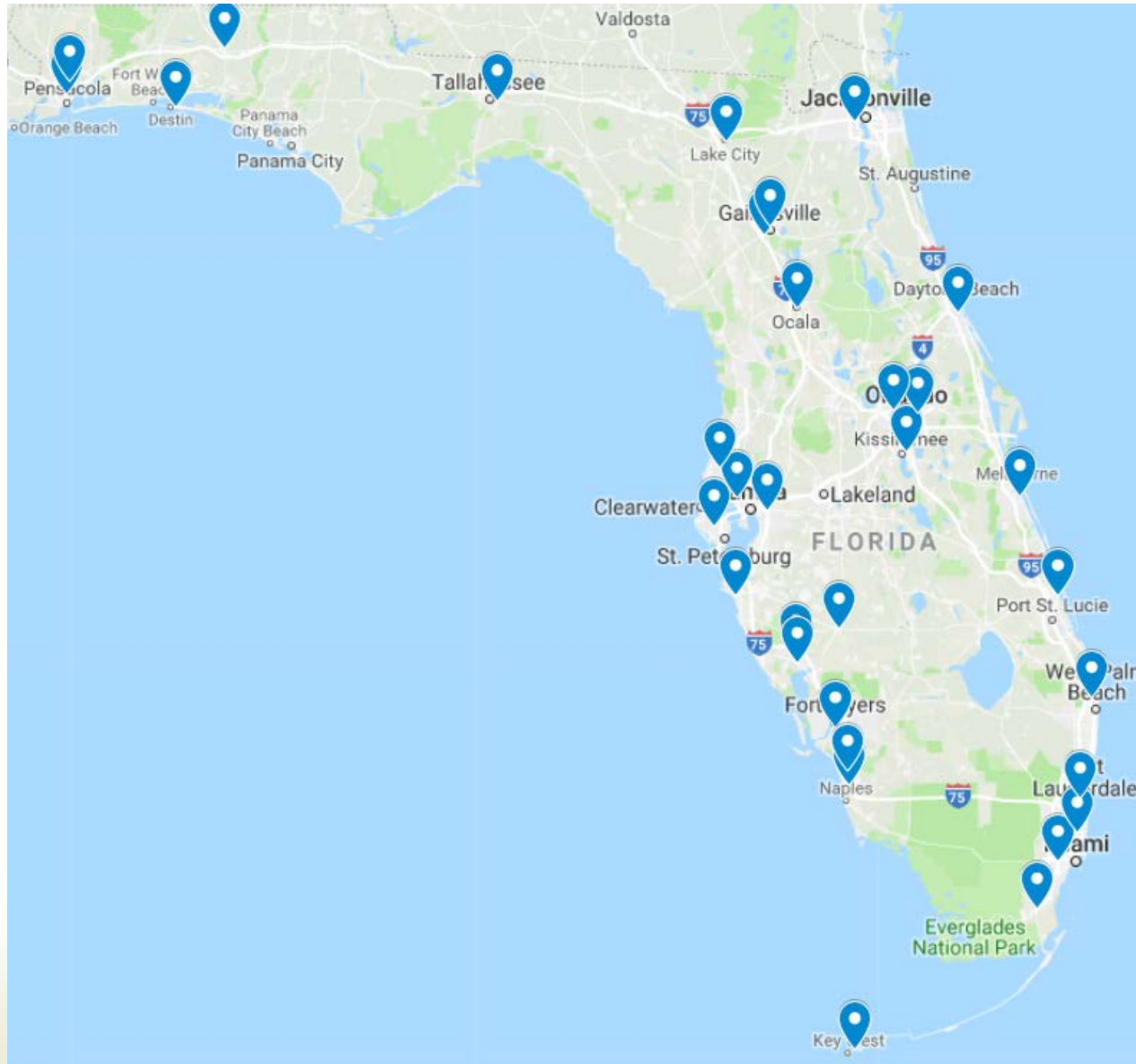
 In-Facility Test Sites (196)




## In-Facility Testing (IFT)

- + Students get to test in the same environment in which they trained
  - + Familiarity with the location of the facility
  - + Experienced with the computer used for Knowledge Test
  - + Familiarity with the lay-out of the skills environment
- + Scheduled on a date requested by the Training Program if possible based on eligibility determination
- + Can test 4 to 16 candidates per event
  - + Depends on number of computers available for the written exam
  - + Depends on number of clinical labs/beds
- + Contact [pro-globalrecruiting@prometric.com](mailto:pro-globalrecruiting@prometric.com) for additional information about becoming an IFT site

# Current Regional Sites



 Regional Test Sites (33)

## UPDATE

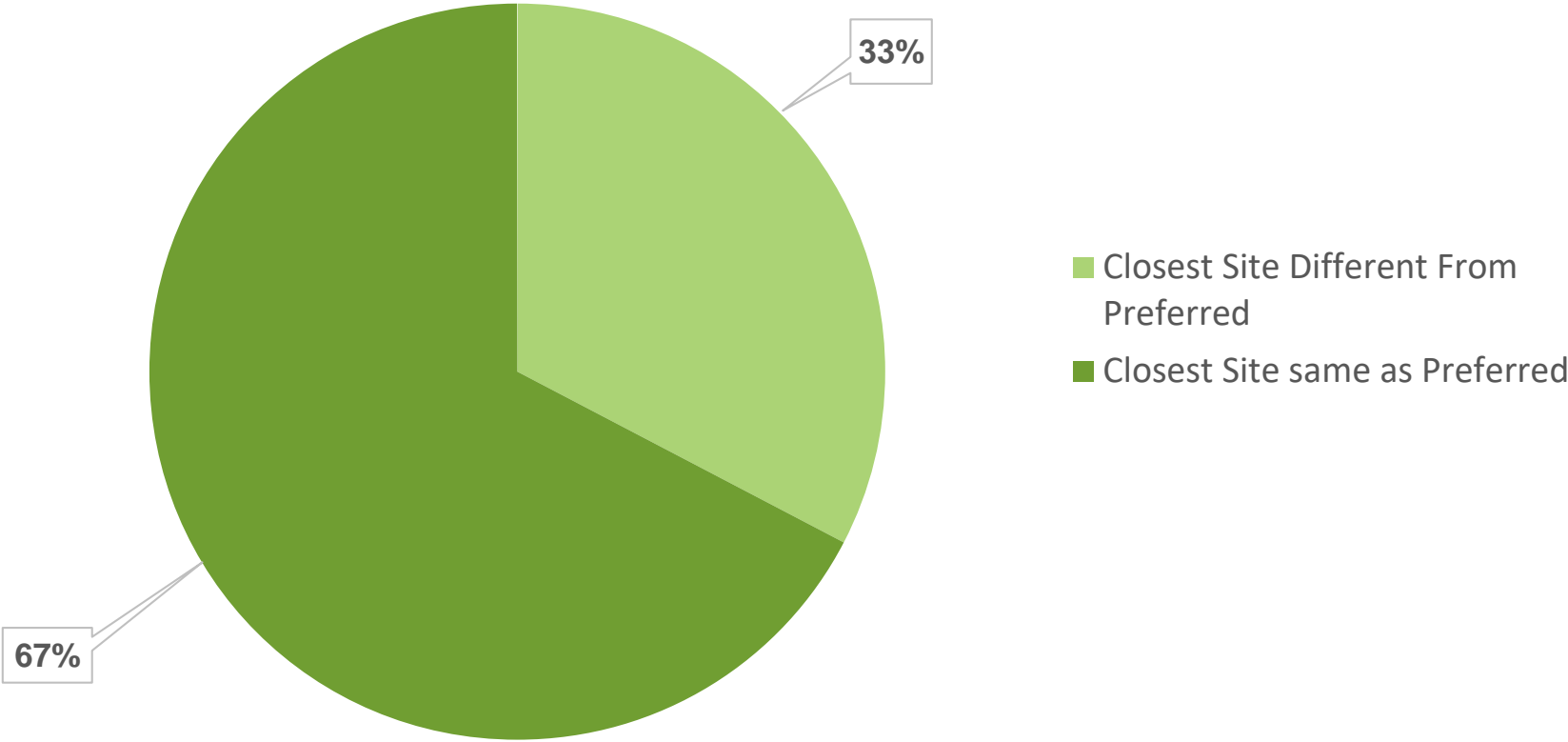
New Brevard County  
Regional Test Site:

CNA-PALBNA  
Brevard Nursing Academy  
Palm Bay, FL



# FL – Statewide

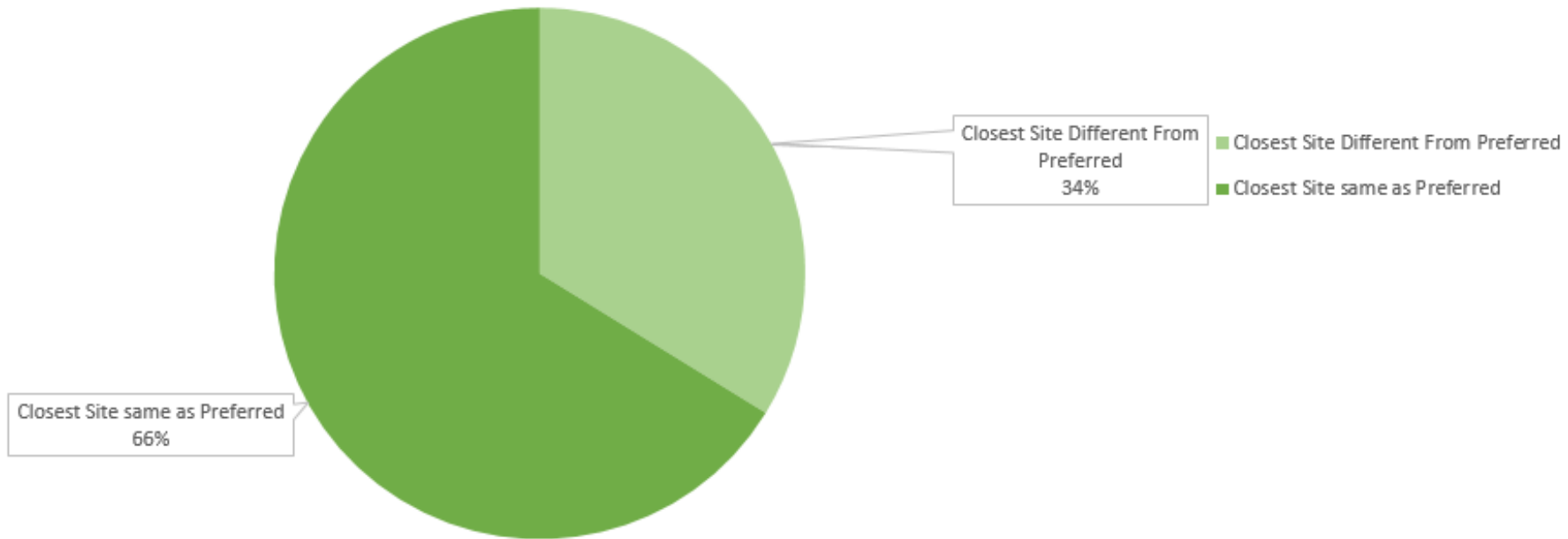
## Are candidate choosing the site closest to home?



# Brevard County Testers – Closer Look

Did candidates in Brevard County selecting the site closest to home?

CNA-MELCHR  
Casel Healthcare Training Center - Melbourne







## FLDOH/BON points of contact...

- + [www.FloridasNursing.gov](http://www.FloridasNursing.gov) – Board of Nursing website
- + [MQA.CNA@FIHealth.gov](mailto:MQA.CNA@FIHealth.gov) – e-mail address for CNA Registry inquiries
- + Tamara Garland, Operational Support Services Manager
- + Kathy Herron, Regulatory Supervisor
- + Melissa Greenfield, Program Ops Administrator
- + Sherri Sutton-Johnson, MSN, RN, Director of Nursing Education
- + Joe Baker, Jr., Board Executive Director
  
- + 850.245.4125 – Call Center
- + 850.617.6460 – Fax Number



# Key Customer Service Contact Information

- + Mailing Address:

  - ATTN: FL Nurse Aide

  - Prometric

  - 7941 Corporate Drive

  - Nottingham, MD 21236

- + Webpage: [www.prometric.com/nurseaide/fl](http://www.prometric.com/nurseaide/fl)

- + For information on specific candidate applications, please contact our customer service line:

  - + Email: [FLCNA@prometric.com](mailto:FLCNA@prometric.com)

  - + Phone: 888.277.3500

  - + Hours of operation: 8:00AM to 6:00PM Eastern, M-F



## Other points of contact...

- + If you are an IFT (In-Facility Test Site), please reach out to Operations Services Team 1 for queries regarding your test event or rosters:
  - + [OpsServiceTeam1@prometric.com](mailto:OpsServiceTeam1@prometric.com)
  - + 1-866-794-3497, Option 2, Option 1
- + If you are a Regional Site, please reach out to our Test Hours Management Team at [TestHours@prometric.com](mailto:TestHours@prometric.com).