

**Nursing Home Administrators Licensing Examination · Information for Candidates**

Prepared in Cooperation with Professional Examination Service

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of Long Term Care Administrators

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**FREQUENTLY ASKED QUESTIONS**

**What is the purpose of the NAB licensing examination for nursing home administrators?**

The purpose of the licensing examination is to protect the public by ensuring that entry-level nursing home administrators have mastered a specific body of knowledge and can demonstrate the skills and abilities essential to competent practice within the profession.

**Why did NAB adopt a computer-based exam format?**

A computer-based test (CBT) is more convenient for candidates. The paper and pencil exam was administered four times a year, while the new CBT allows candidates to schedule and sit for the exam at a time and location of their choosing. CBT is available beginning January 2000.

**Who requires candidates to sit for the licensing examination?**

State boards or agencies regulating nursing home administrators establish the requirements for licensure. Any individual who wishes to enter or continue in the practice of nursing home administration must meet the standards established by his/her state or jurisdiction to qualify for or maintain an occupational license.

**What is NAB?**

The National Association of Boards of Examiners of Long Term Care Administrators (NAB) is composed of state boards or agencies responsible for licensing long term care administrators. The basic objective of the Association is to assist these boards and agencies in carrying out their responsibilities in the licensure and re-licensure of long term care administrators. One of NAB's functions is the development of the national nursing home administrator examination.

**What is PES?**

The Professional Examination Service (PES) is a not-for-profit testing agency that has, for over 50 years, been engaged in the development of examinations for the assessment of professional competency in health and health-related professions. These examinations cover a wide range of occupations and level of achievement, and are used by state, local and federal government agencies, universities, specialty boards, state licensing authorities, and professional organizations. Examinations have been prepared for more than 90 professions.

**What is the relationship between PES and the NAB?**

The NAB contracts with PES for the following services: providing all test materials, reporting scores, assisting with the development of items and tests, processing applications, and providing additional consultation as requested.

**What is the relationship between the NAB and the state boards regulating nursing home administrators?**

State boards regulating nursing home administrators contract with NAB to receive examinations and score reports.

**Who establishes the passing score for the examination?**

Each state board which regulates the licensure of nursing home administrators retains the sole authority to determine passing scores.

**How can candidates and state licensure agencies be sure that the examination measures the knowledge and skills required for licensure as a nursing home administrator?**

The procedures used by the NAB Examination Committee to prepare NAB licensure tests are consistent with the technical guidelines recommended by the American Educational Research Association, the American Psychological Association, the National Council on Measurement in Education (AERA, APA, & NCME, 1985), and the *Guidelines for the Development, Use and Evaluation of Licensure and Certification Programs* (PES, 1996). In addition, the best effort has been made to adhere to relevant sections of the *Uniform Guidelines on Employee Selection* adopted by the Equal Employment Opportunity Commission, Civil Service Commission, Department of Labor, and Department of Justice (EEOC, CSC, DOL, & DOJ, 1978). All NAB tests are constructed to meet the test specifications in effect for the NAB examination program. These test specifications are based on the results of a job analysis study authorized by the NAB Board of Governors in 1995 and completed by NAB in 1997, with assistance from PES.

The job analysis study was undertaken to define the job-related activities, knowledge and skills underlying the work of an entry level nursing home administrator. A panel of subject matter experts chosen by NAB generated the work-related activities and content areas of the job analysis under the guidance of professional staff from PES. The components delineated in the study were validated by a random sample of licensed nursing home administrators to demonstrate that the domains, tasks, and knowledge statements developed by the panel of experts were applicable to individuals from a variety of work settings and geographic locations.

The primary objective of the NAB examination program is to protect the public by ensuring that candidates for licensure demonstrate competence in content areas that are relevant to practice as an entry level nursing home administrator. NAB and PES institute a number of review procedures to ensure that the NAB test contains items that are relevant to practice and are critical to assessing the competence of a nursing home administrator at entry level. The items of the NAB item bank were classified by content experts from the NAB Examination Committee according to the content areas of the validated test specifications. To be accepted for inclusion in the NAB item bank, each item must also meet minimum standards concerning its importance and criticality to entry level practice as a nursing home administrator. In addition, the item must assess an aspect of work in the field that is frequently performed at entry level. All new items that fail to meet these standards are rejected from the NAB item pool.

### **How can candidates learn of a state's requirements for licensure as a nursing home administrator?**

Since state boards vary in requirements regarding education, experience, and examinations, candidates should contact the state agency which regulates the licensure of nursing home administrators in the state in which they wish to be licensed. Candidates can find a list of state licensure contacts on NAB's web site: [www.nabweb.org](http://www.nabweb.org).

### **How are the examination items developed?**

Items are written by nursing home administrators throughout the United States. Each raw item then undergoes a rigorous development process which includes editorial and psychometric modification by PES staff and consultants, and independent review by at least three content experts in the field of nursing home administration. Items which survive the review process are placed in the nursing home administration item bank for use in construction of the examination. The NAB Examination Committee, composed of experts in the field of nursing home administration, determines the items to appear in the examination by selecting items from the NAB item bank to fit the requirements of the NAB test specifications.

### **How are new forms of the NAB licensing examination developed?**

PES staff initiates the process of developing a new test for the NAB program by reviewing the statistical

data accrued for the most current test form. Test items with undesirable item statistical characteristics (items that are too difficult for candidates, items that do not distinguish among candidate ability groups, etc.) are flagged during this review process. In addition, items that have appeared on several successive forms of the NAB test are targeted for replacement.

PES staff assembles a draft form of the test by selecting replacement items from the NAB item bank to match the content category and, if possible, the difficulty level of items removed from the most current test form. The draft form of the test is then sent to the Item Writing/Exam Review Workshop for their consideration. While the focus of PES's evaluation of the draft test is on the psychometric properties of the examination, the participants of the workshop concentrate on the content of the examination. Adequacy of content coverage, test item redundancy, and the accuracy of the answer key are among the factors considered during this phase of the test development process.

The participants at the workshop also have access to the NAB item bank during this initial test evaluation period, in the event that additional item replacement is necessary.

At the conclusion, PES staff incorporates additional replacement items or item revisions into a second draft version of the new test form. Once the production of the revised draft test has been completed, reviewer copies of the test are assembled for consideration by the NAB Examination Committee. After subsequent approval by the Committee Chair and Vice-Chair, each new NAB test form is subjected to a final round of proofreading by PES editors and psychometricians, and then prepared in test format for printing and assembly of candidate copies.

## **TEST SPECIFICATIONS**

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### **What subject matter areas are covered on the examination?**

The switch to a computer-based format did not change the subject matter of the exam. The examination covers five subject areas listed below. These areas as well as the percentage of questions per area are determined using a job analysis study. The goal of the study is to determine the daily tasks of the administrator.

- (1) Resident Care Management (34%)
- (2) Personnel Management (23%)
- (3) Financial Management (16%)
- (4) Environmental Management (13%)
- (5) Governance & Management (14%)

Each subject matter area contains several tasks, which are listed below along with the knowledge and skills needed in order to perform the tasks.

## **1. Resident care management (34%)**

### **1.1 Assure that nursing services are planned, implemented, and evaluated to maximize resident quality of life**

Knowledge of: the aging process (psychological and physiological); definition, concept, and basic principles of nursing; basic principles of restorative nursing; basic principles of rehabilitation; basic principles of infection control; basic principles of drug administration; basic pharmacological terminology; resident care needs; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process; techniques of auditing care outcomes; professional ethics of licensed nursing personnel; admission, transfers, and discharges.

Skill in: recognizing that resident needs are met; auditing resident care management program/communicating results to appropriate individuals; auditing services and resident care outcomes/communicating results to appropriate individuals.

### **1.2 Assure that social service programs are planned, implemented, and evaluated to meet resident psychological and social needs to maximize resident quality of life**

Knowledge of: social, emotional, psychological, spiritual, and financial needs of residents and their families; basic principles of family consultation; dynamics of interpersonal relationships; role of the social worker; available resources; the grieving process; death and dying; group dynamics; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements; resident rights; advanced medical directives such as living wills, do not resuscitate (d.n.r.), do not intubate (d.n.i.); personalization of environment.

Skill in: using basic counseling methods; basic crisis intervention techniques; communicating with cognitively impaired residents; communicating with individuals with a wide variety of social, economic, ethnic, educational, and religious backgrounds; establishing and maintaining relationship with families or legal representatives of residents; auditing social service programs with regard to outcomes and communicating;

results to appropriate individuals; resident and family council formation and function; resident admissions, transfers, and discharges; resident legal service needs.

### **1.3 Assure that food service program is planned, implemented, and evaluated to meet the nutritional needs of residents to maximize resident quality of life**

Knowledge of basic nutritional requirements; the effects of dining experience on residents; frequency of meals; types of therapeutic diets; principles of dietary sanitation including dishwashing technique and water temperature; dietary audit techniques; role of registered dietitian; food service delivery; food serving and storage (e.g., holding, serving, and storage temperatures); types of nutritional supplements; types of adaptive feeding equipment; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements; basic principles of food preparation and presentation; role of director of food service.

Skill in: auditing resident satisfaction with nutrition program; auditing nutritional outcomes of residents; auditing food service program and communicating results to appropriate individuals.

### **1.4 Assure that medical services are planned, implemented, and evaluated to meet resident medical care needs to maximize resident quality of life**

Knowledge of basic medical terminology; role of physician in the facility; frequency of physician visits; provision of emergency medical services; physician/resident relationship(s); quality assurance; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements; information needed by the physician from the facility; the provision of basic consultant specialty medical services (e.g., podiatry, psychiatry, psychology).

Skill in communicating state and federal regulations to medical directors and physicians; auditing communication between physicians and staff and communicating results to physicians and staff, as appropriate; auditing delivery of medical services and communicating results to appropriate individuals; developing and coordinating medical specialty service programs;

### **1.5 Assure that therapeutic recreational/activity**

**programs are planned, implemented, and evaluated to meet the needs, wants, and**

**interests of residents to maximize resident quality of life**

Knowledge of: basic therapeutic recreational/activity needs of residents; types of adaptive therapeutic equipment; volunteer resources; available resources (e.g., community, volunteer); Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements; basic confidentiality policies; techniques of program evaluation for activities; role of recreation/activity therapist.

outcomes.

Skill in: auditing rehabilitation program and communicating results to appropriate individuals

Skill in: auditing resident satisfaction with therapeutic recreational and activity programs; auditing the outcomes of therapeutic recreational and activity programs for residents; communicating results of program audits to appropriate individuals.

**1.6 Assure that a medical records program for resident care is planned, implemented, and evaluated to meet documentation requirements**

Knowledge of basic medical record-keeping systems, including automation and retention; clinical medical record content and format; federal documentation requirements including Resident Assessment Instrument (RAI); safeguarding clinical record information (e.g., procedures, safety considerations)the role of medical records managers.

Skill in: auditing medical record-keeping systems and communicating results to appropriate individuals.

**1.7 Assure that a pharmaceutical program is planned, implemented, and evaluated to support medical care for residents to maximize resident quality of life**

Knowledge of: basic drug administration terminology (e.g., b.i.d., p.r.n.); regulations for handling, administration, labeling of drugs and biologicals, record-keeping, and drug destruction; systems of inventory controls; role of pharmacist and/or consultant pharmacist.

Skill in: auditing pharmaceutical program and communicating results to appropriate individuals

**1.8 Assure that a rehabilitation program is planned, implemented, and evaluated to maximize residents' optimal level of functioning**

Knowledge of: basic resident rehabilitation needs; roles of all rehabilitation service disciplines; available rehabilitation resources (e.g., outpatient clinics); evaluation mechanisms for determining program success; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements related to rehabilitation; adaptive rehabilitation equipment; audit procedures for evaluation of rehabilitation program

## **2. Personnel management (23%)**

### **2.1 Facilitate the process of communication between management and all staff**

Knowledge of: effective and clear written and verbal communications to personnel; conducting group meetings (e.g., departmental staff meetings); using basic negotiating techniques.

### **2.2 Monitor the recruitment, training, evaluation, and retention of individuals to provide resident care and services**

Knowledge of: facility staffing needs; staff position qualifications; job descriptions; recruiting procedures; employment history and verification procedures; basic staff development procedures; audit procedures to evaluate the effectiveness of training; procedures to analyze absenteeism and turnover; staff disciplinary procedures; staff recognition and appreciation techniques; performance-based employee evaluation procedures; using interview techniques; using performance-based measurement techniques; using basic employee counseling techniques; using personnel recruiting techniques; developing wage scales; grievance procedures; employee interview procedures; cultural diversity training; basic confidentiality policies.

Skill in: using team building techniques;

### **2.4 Assure that employee health and safety programs are planned, implemented, and evaluated**

Knowledge of: basic safety training programs; Federal rules and regulations governing employee health and safety, including OSHA; employee benefits insurance programs; worker's compensation rules and procedures; injury prevention procedures; incentives and discipline regarding safety rules and procedures; relationship between employees' health status and job performance

Skill in implementing procedures for reporting injuries and follow-up; auditing employee health and safety programs and communicating results to appropriate individuals

## **3. Financial management (16%)**

### **3.1 Manage or develop a budget for the facility to allocate fiscal resources**

Knowledge of generally accepted budget formats; budgeting methods and financial planning; basic accounting and bookkeeping methods; financial statements; reimbursement mechanisms and revenue sources (e.g., Medicare, Medicaid, managed care); hours, wages, compensation, and fringe benefits; industry trends (e.g., internal, external); facility's capital needs; regulatory requirements for budgeting; need for reserve/profit; continuum of post-acute care services

Skill in preparing an integrated budget;

negotiating wages, salaries, and benefits; matching qualifications of candidates to job requirements; auditing procedures to recruit, train, and retain individuals to provide resident care and services and communicating results to appropriate individuals; conducting employment and exit interviews.

### **2.3 Assure that personnel policies are planned, implemented, and evaluated to comply with governmental entities, laws, and regulations**

Knowledge of: labor laws; civil rights laws; Federal rules and regulations including Family Medical Leave Act, military leave, etc.; NLRB rules and regulations; federal and case law requirements for personnel files; work rules (e.g., smoking policies, breaks, no tipping); employee benefits policies; performance-based evaluation procedures; staff grievance procedures; staff disciplinary procedures; safety procedures; basic management/union contracts; unemployment compensation rules and procedures.

Skill in: developing clear and concise policies and procedures; establishing facility's wages and benefits in light of industry standards; predicting overall effect of personnel policies on the organization; auditing personnel policies and communicating results to appropriate individuals.

interpreting financial statements; evaluating budget requests; interpreting financial regulations as they apply to reimbursement; programs and services offered by the facility; negotiating managed care contracts; cost-based analysis for managed care patients

### **3.2 Develop systems to monitor financial performance**

Knowledge of internal controls; inventory controls; purchasing procedures and controls; financial resources; financial analysis methods; fixed versus variable costs; staffing hours in relation to resident acuity level; the existence of all local, state, and federal codes, rules, and regulations affecting nursing home reimbursement (e.g., anti-kickback laws, demand billings); financial ratios

Skill in evaluating inventory controls; auditing financial performance of facility and communicating results to appropriate individuals

### **3.3 Manage or develop a financial audit and reporting system**

Knowledge of: cash flow procedures, needs, and trends; financial reports; payroll procedures and documentation; regulatory accounting requirements; collection procedures; billing procedures; resident banking procedures and account management; ancillary and other revenue-producing sources; account aging; accounts

payable control system; CPA audit reports  
Skill in: using audit report; evaluating the financial reporting system; analyzing variance between budget and actual financial performance

#### **4. Environmental management (13%)**

##### **4.1 Assure that a system for maintaining and improving buildings, grounds, and equipment is planned, implemented, and evaluated**

Knowledge of preventive maintenance systems; equipment and operating manuals; retention of blueprints, approved \LDas built drawings\RD, and original building documents; environmental design needs of nursing home residents; physical plant needs; implementing equipment replacement program; existence of all local, state, and federal codes, rules, and regulations for buildings, grounds, equipment, and maintenance; establishing maintenance procedures

Skill in anticipating physical plant needs of facility; evaluating environment's impact on residents

##### **4.2 Assure that a program that provides a clean, attractive, and homelike environment for**

Knowledge of safe housekeeping and maintenance practices; basic concepts regarding safety devices; potential hazards; required lighting; security measures; hazardous communication standard; existence of local, state, and federal codes, rules, and regulations

Skill in identifying and minimizing health risks; interpreting and applying safety codes; auditing safety program outcomes designed to ensure the health, welfare, and safety of residents, staff, and visitors and communicating results to appropriate individuals

##### **4.4 Assure that an emergency program to protect the safety and welfare of residents, staff, and property is planned, implemented, and evaluated**

Knowledge of: elements of fire and disaster programs; National Fire Protection Association (NFPA) guidelines (life safety codes); community emergency resources; in-house emergency equipment; training resources; evacuation resources; emergency procedures; natural disaster preparedness; existence of local, state, and federal rules and regulations affecting fire, disaster, and emergencies

Skill in: interpreting and applying life safety codes; assigning responsibility for specific fire and disaster program duties; assuring coordinated implementation of disaster plan and evacuation plans; evaluating availability of community resources; auditing staff use of fire and disaster plan and procedures and communicating results to appropriate individuals; developing disaster and evacuation plans; using in-house

##### **residents, staff, and visitors is planned, implemented, and evaluated**

Knowledge of: resident needs and wants to personalize their environment; basic housekeeping concepts and procedures; basic sanitation concepts and procedures; basic infection control concepts and procedures; pest control; all local, state, and federal rules and regulations; waste management (e.g., biomedical waste); basic interior decorating needs of nursing home residents; resident needs and wants to personalize their environment

Skill in: auditing environmental infection control outcomes and assuring that results are communicated to appropriate individuals; auditing outcomes of programs designed to provide a clean, attractive, and homelike environment for residents, staff, visitors, and communicating results to appropriate individuals

##### **4.3 Assure that an environmental safety program that will ensure the health, welfare, and safety of residents, staff, and visitors is planned, implemented, and evaluated**

emergency equipment

#### **5. Governance and Management (14%)**

##### **5.1 Assure that policies and procedures are planned, implemented, monitored, and evaluated in order to maintain compliance with directives of governing entities**

Knowledge of: types of governing entities (e.g., ownership, boards); mission statement and philosophy; bylaws; responsibilities of the governing entity; legal aspects of types of ownership; legal liability of the facility; legal liability of administration; ethical policies of the governing entity; professional ethics of the nursing home administrator; strategic planning principles; professional licensing and certification boards and applicable rules and regulations; government agencies such as Medicare, Medicaid, Occupational Safety and Health Administration (OSHA)

Skill in: communicating policies and procedures from the governing entity; assessing facility's implementation of the directives of the governing entity; auditing facility's compliance with ethical policies of the governing entity; interpreting rules and regulations; implementing policies and procedures to achieve compliance with rules, regulations, and plans of correction; auditing facility's compliance to rules and regulations; recognizing the need for change; auditing facility implementation of the directives of the governing entity.

##### **5.2 Observe, monitor, and evaluate outcomes of all**

**of the facility's programs, policies, and procedures to ensure effectiveness**

Knowledge of: Functions of all departments and services provided; Management principles and philosophies; Information collection procedures; Operational audit procedures; Basic computer operations related to facility management; Community, social, educational, and consumer organizations; role of ethics committee

Skill in: organizing and directing all facility departments; recognizing the need for change; recognizing significant problems; collecting relevant information; performing cost/benefit analysis for alternative solutions including new trends and services; prioritizing alternative solutions; assessing the implication of change on each aspect of the operation; implementing change.

**5.3 Monitor and evaluate resident satisfaction with quality of care and quality of life, through communications with resident representatives, family, staff, volunteers, and governing entities to maximize resident quality of life**

**5.4 Implement, monitor, and ensure the integration of resident rights with all aspects of the facility's operations**

Knowledge of: internal and external reporting procedures; monitoring systems, procedures, and information; integrating resident rights and services provided; collecting relevant information

**5.5 Plan, implement, and evaluate a risk management program**

Knowledge of: legal liability issues; risk management principles, including legal liability issues

Skill in: integrating all risk management programs to ensure effective outcomes

**5.6 Plan, implement, and evaluate a program that informs residents and the community of the services offered**

Knowledge of: basic public relations and marketing techniques

Skill in: verbal and written communication practices

**5.7 Plan, implement, and promote integration between the facility and other community resources (e.g., educational institutions, hospitals, vendors)**

Knowledge of: basic contracts and agreements  
Skill in: negotiating contracts and agreements

Knowledge of: oral and written communication practices; resident rights; basic techniques of conflict resolution; community, social, educational, and consumer organizations; using interpersonal communication techniques; methods for assessing and monitoring resident and responsible parties' satisfaction with quality of care and quality of life; using interpersonal communication techniques; methods for assessing and monitoring resident and responsible parties' satisfaction with quality of care and quality of life; grievance procedures for residents and families; the role of the resident ombudsman; resident and responsible parties' participation in care planning process; grievance procedures for residents and families; the role of the resident ombudsman; resident and responsible parties' participation in care planning process

Skill in: using basic counseling methods; honoring and safeguarding resident rights; reviewing each resident's total program of care; reviewing each resident's satisfaction with quality of care and quality of life; auditing procedures to enhance resident satisfaction with quality of care and quality of life and communicating results to appropriate individuals.

**How many questions are on the test? How many questions are in each subject matter area (see page 3)?**

There are a total of 150 questions on the examination, which are broken down as follows:

- (1) Resident Care Management (51 questions)
- (2) Personnel Management (34-35 questions)
- (3) Financial Management (24 questions)
- (4) Environmental Management (19-20 questions)
- (5) Governance & Management (21 questions)

**What types of examination questions can candidates expect?**

All of the questions on the NAB licensing examination are of the objective, multiple-choice type, having four alternative responses of which one is the correct response. The multiple-choice questions in the NAB examination test the three cognitive levels:

**TESTING PROCEDURES**

1. **Knowledge** — this type of question involves remembering and understanding previously learned material. It may also require the candidate to demonstrate the interrelationship among given facts.

2. **Interpretation** — these questions require that the candidate understand and make use of information presented, as opposed to recalling a fact or definition.

3. **Problem solving and evaluation** — this type of question requires that the candidate organize the facts, interpret the data, assess the situation and choose the best alternative or course of action.

### **How can a candidate arrange to take the examination?**

Applications for the examination are available from each state board/agency. When the application is approved by the state, PES issues the candidate an Authorization to Test letter which includes a toll-free number the candidate can call to schedule a test appointment.

### **How can a candidate prepare for the examination?**

Since the NAB test is designed to assess mastery of the knowledge and tasks necessary for entry-level licensure as a nursing home administrator, candidates must be proficient in each area of the test specifications presented above. Examples of the range of questions presented on

### **What is a scaled score and why are scaled scores used to report performance on the NAB licensing examination?**

To ensure fairness of the examination scoring process, a statistical method called equating is used to account for differences in test difficulty and to calculate a scaled score. With equating, scores are reported on a scale common to all forms of NAB licensing examination (scaled score). In other words, the raw score (the number of questions answered correctly) is converted to a scaled score using a scale ranging from 50-150. On this converted scale, a scaled score of 113 is the NAB recommended passing score.

### **How soon after the administration of examinations are scores reported by PES?**

PES reports scores to the administering board within 15 working days after the candidate takes the exam.

### **Can candidates' scores be reported to a jurisdiction other than the one for whom they took the test?**

Yes. PES established the Interstate Reporting Service (IRS) to aid candidates who wish to apply for licensure in more than one state. Registration with the IRS enables candidates to report their score to more than one jurisdiction, thereby reducing the need to retake the examination in each state where a candidate seeks to be

the NAB test are presented in the "sample question" section at the conclusion of this document. Additional sample questions in each section of the test are presented in the *NAB Study Guide* (use the publications order form inserted in this handbook to obtain a copy). For test security reasons, NAB does not distribute past forms of the licensing examination.

### **Is it to the candidate's advantage to answer every question on the test, even if the candidate is not sure of the correct answer?**

Yes. The score is based on the number of questions answered correctly and there is no penalty for guessing. Since it is to the candidate's advantage to respond to each question, they should answer questions they are sure of first. If time permits, go back to the more difficult questions, eliminate the responses that appear incorrect and then choose from the remaining responses.

### **Does PES report scores directly to the candidates?**

No. PES reports scores and relevant normative data only to the licensure board or their administrative authority in the state where the candidate applied for licensure. Candidates seeking score report information must make their requests directly to the appropriate administrative board.

licensed. (Scores are routinely reported to the jurisdiction in which the examination was taken, whether the candidate registers with the IRS or not). Currently, the charge for permanent registration of scores and the first transfer is \$60.00. Subsequent transfers cost \$60.00 each. A copy of the order form for the Interstate Reporting Service is provided at the back of this handbook. Candidates can also write to:

*Professional Examination Service  
ATTN: NAB IRS  
111 Eighth Ave. Rm 526  
New York NY 10011-5290*

### **Can candidates receive more detailed information on their performance on the NAB licensing examination beyond the total score and scores on the five major subject matter areas of the test specifications?**

Yes. NAB and PES have established an optional scoring service for candidates who wish more information on their NAB licensing examination scores. This scoring service includes a *NAB Diagnostic Score Report* that provides scaled scores on the five major subject matter areas of the test specifications AND scaled scores on the component tasks within each major subject area. Candidates who do not pass the NAB licensing examination may find the *NAB Diagnostic Score Report* to be of value in

identifying specific areas of the NAB test specifications for further study and preparation. Please note that the *NAB Diagnostic Score Report* is not an official score report, and it may not be used for score transfer or score reporting purposes to licensing boards and agencies.

PES will produce *NAB Diagnostic Score Reports* for candidates who register for this service. The fee for a copy of the *NAB Diagnostic Score Report* is \$60.00, and this fee is paid by candidates to PES. A copy of the order form for this scoring service is provided at the back of this booklet; candidates may also obtain an order form by writing to:

*Professional Examination Service  
Attn: NAB Diagnostic Score Report  
Coordinator (644)  
111 Eighth Avenue, Rm 526  
New York, NY 10011-5290*

### **What must a candidate agree to at the test site?**

Candidates must agree to a statement in which they attest that they will not divulge the nature or content of any question on the examination to any individual or entity.

NAB also offers computer-based test (CBT) administration of state-based examinations in some jurisdictions. Applicants should check with the jurisdiction in which they are seeking licensure to determine if that jurisdiction participates in NAB's CBT state examination. If the state CBT exam is offered candidates may elect either to schedule and take both the NAB licensing examination and the state exam concurrently, or to schedule and take them in two separate sessions. (Note that the Diagnostic Report is available only for the NAB licensing exam, not the state-based examination.)

If applicable, the fee for the state-based examination is \$115. (The total fee for both exams is \$350.) A certified check/money order should be made payable to NAB and submitted along with payment for the NAB licensing examination. Each state will provide candidates with instructions on where to send payments. The Fee Payment Transmittal Form at the back of this handbook should accompany each payment.

### **ABOUT NAB'S COMPUTER-BASED TEST**

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The NAB licensing examination will be administered on computer through the Sylvan Prometric multi-state network of testing centers beginning January 2000. Upon receiving the Authorization to Test letter from PES, candidates must contact Sylvan's Candidate Service Call Center (CSCC) to schedule an appointment to take the

Breach of this agreement will result in a report to the appropriate licensing authority for investigation.

### **Can candidates submit comments on items or challenge the validity of items presented on NAB licensing examinations?**

Yes, candidates have the right to challenge a question if they feel the answer is incorrect. The challenge must be submitted in writing within seven days to PES:

*Professional Examination Service  
NAB Exam Coordinator  
475 Riverside Dr., 7<sup>th</sup> Floor  
New York, NY 10115*

Comments and challenges received by PES are directed to the NAB Examination Committee leadership for their review and disposition. Each challenge is also reviewed by the full Examination Committee.

### **STATE EXAM**

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NAB exam. NAB will not schedule appointments to take the NAB examination; all scheduling must be done by the candidate directly with Sylvan. A toll-free number for the CSCC will be included in the Authorization to Test letter. Once candidates receive the Authorization to Test letter, they will have 60 days from the date on the letter to schedule and take the examination. Failure to schedule and take the examination within 60 days of notification will result in forfeiture of all fees. No refunds or rescheduling will be granted beyond the 60-day testing eligibility period. Unsuccessful candidates are eligible to retake the exam 90 days after the date of prior testing.

Candidates may reschedule or cancel their examination by noon, two business days prior to the scheduled test date, by calling the toll-free number provided in the Authorization to Test letter. Candidates who wish to reschedule their appointment but fail to contact Sylvan within the above time frame, OR fail to show up on their scheduled test date, forfeit their examination fees and the remainder of their 60 day eligibility period. Such candidates must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination.

The examination will be given by computer at a Sylvan Technology Center. Candidates do not need computer experience or typing skills to take the examination. Candidates will have an introductory tutorial on the computer before they start their test. Candidates should arrive at least fifteen (15) minutes before their scheduled

appointment to allow them time to sign in and to verify their identification.

Candidates must provide two valid forms of identification before they may test, and the I.D. must meet the following criteria:

First form of I.D.

1. It must be a current, valid, government-issued document (e.g., driver's license, passport, state-issued identification card, or military identification);
2. It must have a current photo and the candidate's signature, and;
3. The name on the identification must be the same as the name used to register for the examination (including designations such as "Jr." or "II," etc.).

Second form of I.D.

1. The second form of I.D. must contain the candidate's signature (i.e., a credit card).

The following security procedures will apply during the examination:

1. Examination contents are proprietary. No cameras, notes, tape recorders, pagers, or cellular phones are allowed in the testing

The form must be read by a computer scanner. Each box of the application is numbered. The instructions which follow reference these numbered boxes and indicate what information is being requested in each box. At the top of each box are spaces where the candidate is to print the requested information (e.g., first name, last name, date of birth, etc.). Only one letter or one number should go in each of the spaces. After printing the requested information in each space, the candidate must blacken the oval under each printed letter or number that corresponds with the text written in the space above it.

The spaces at the top of each box MUST be filled in with the requested information. Each oval MUST be blackened below the corresponding letter or number in each box where the candidate is providing information.

*Page 1: Box 1 through 3 - NAME*

Candidates should print their first name in Box 1 in the spaces provided. The middle initial goes in Box 2. Candidates should print their last name in Box 3 in the spaces provided; any suffix (e.g. Jr. or II) goes in the last name box, as well. Only one letter goes in each space. Candidates should fill in the ovals in each vertical column that correspond to the letters of their first name, middle initial and last name. Candidates must use the same form and spelling of their name as appears on the picture

room;

2. No calculators are permitted; and
3. No personal items may be brought to the testing center. Only keys and wallets may be taken into the testing area. Sylvan is not responsible for items left in the reception area.

Violations of security provisions in effect for the NAB licensing examination program will be reported to the applicable agency governing the licensing process for further investigation and possible legal and/or disciplinary action.

**Completing an Application Form for the Nursing Home Administrator Licensing Examination**

Use ONLY a Number 2 pencil. If any other marking instrument is used, the application form cannot be processed by computer and the application will be returned to the candidate. These instructions will provide information on procedures for completing each page of the scannable application form. ONLY the candidate's signature on the application should be in ink.

identification they will use on the day of the examination.

*Page 1: Box 4 through 5 - TELEPHONE NUMBERS*

Candidates print their home telephone number in Box 4. They should write only one number in each space, and fill in the ovals in each vertical column that correspond to the numbers in their telephone number including their area code. Candidates print their work telephone number in Box 5. They should write only one number in each space, and fill in the ovals in each vertical column that correspond to the numbers in their telephone number, including the area code.

*Page 1: Box 6 - SOCIAL SECURITY NUMBER*

Candidates must print their social security number in the spaces provided. Fill the ovals in each vertical column for the numbers that correspond to the social security number.

*Page 1: Box 7 - BIRTH DATE*

Candidates provide their month, day and year of birth in Box 7, filling the ovals in each vertical column that correspond to numbers of their birth month, day and year.

*Page 1: Box 8 - NUMBER OF TIMES TAKEN*

The candidate must fill the corresponding oval that indicates how many times he/she has taken the NHA exam in the past 12 months. New applicants put "0."

*Page 2: Box 9 - PREVIOUS LAST NAMES*

Provide, in the spaces given, any previous last name used, such as a maiden name.

*Page 2: Box 10 through 14 - ADDRESS*

Enter candidate's residence number, street, apartment number (if any), city, state, and zip/postal code. (A five (5) digit zip code will leave one space blank at the beginning or the end of the entry.) Fill in the ovals that correspond to the letters and numbers of the candidate's address.

*Page 2: Box 15 - JURISDICTION*

Fill in the oval for the jurisdiction in which candidate has applied for licensure.

*Page 2: Box 16 - EXAMINATION*

Fill in the oval corresponding to the examination for which candidate is applying (i.e., NAB National Exam only, State-Based Exam only, or both).

*Page 2: Box 17 - SIGNATURE*

Sign the application form on the line in Box 17. Use ink for the signature only.

The board will evaluate the candidate's application and, if approved, will forward registration information to PES. PES will notify the candidate that he/she may schedule an appointment to take the examination and will provide a toll-free number for that purpose. If the application is not in order, the jurisdiction will send the candidate a letter explaining why the application could not be processed.

**When the Authorization Letter Arrives**

Upon receiving an Authorization to Test letter from PES, the candidate should schedule the appointment immediately to get his/her preferred examination date. The candidate may sit for the examination at any one of the Sylvan Technology Centers nationwide (a list of sites will be enclosed with the authorization letter). Candidates have 60 days from the date on their authorization letter to schedule an appointment and sit for the examination. If the candidate does not take the examination within 60 days, his/her name will automatically be removed from the eligibility list and he/she will have to repeat the application process.

The authorization letter will contain a toll-free number to reach the Sylvan CSCC to schedule an appointment. Staff are available Monday-Friday from 8:00AM to 8:00PM (Eastern Time), and Saturdays from 8:00AM to 4:00PM. Candidates are also provided with the option of using Sylvan's interactive voice system from 8:00am to 12:00 midnight Monday-Saturday and holidays.

Warning: Boxes 1-17 contain required information. Unsigned or incomplete applications will be returned.

**When the Application is Completed**

Application procedures vary in some states.

CANDIDATES MUST CHECK WITH THEIR STATE BOARD/AGENCY FOR THE LATEST DETAILS ON SUBMITTING APPLICATIONS AND PAYMENTS.

Candidates should return their application to the licensing board/agency in the jurisdiction where they wish to practice, including any additional material the board provided to determine eligibility. States will provide candidates with instructions on where to send payments. (All payments must be accompanied, however, by the Fee Payment Form at the back of this handbook.) The examination fees and CBT fee are \$235.00. If applicable, the fee for the state-based examination is \$115, if offered through NAB's State-Based Exam Program. The total fee for both exams is \$350. (Personal checks are not accepted.) Check with the jurisdiction about local application fees.

Determine the Sylvan Technology Center that is most convenient to sit for the examination **BEFORE** calling to schedule an appointment. When scheduling, candidates must provide their:

1. name (as it appears on the completed scannable application);
2. Identification Number (provided on the authorization letter);
3. daytime telephone number;
4. the name of the exam(s) being taken (Nursing Home Administrator Licensure Examination and/or the NAB State-Based Examination).

Applicants may reschedule an exam, provided they do so by noon on the second business day before a scheduled exam appointment, by calling the toll-free number on their authorization letter. Reference the identification number when rescheduling an exam. No refunds are available if an appointment is missed, or if the applicant cannot test on the day of the appointment.

## On the Day of the Scheduled Examination

1. Applicants must arrive at the testing center at least 15 minutes prior to an exam appointment.
2. Applicants must provide a *valid* form of identification, which must meet the following criteria: (a) ID must be government-issued (e.g., driver's license, passport); (b) It must have a current photo and the applicant's signature; and (c) the name on the ID must be the same as the name used to register for the exam.
3. Applicants must provide a SECOND piece of identification containing a signature (credit card).
4. Bring the authorization letter to the testing center.
5. All testing sessions will be videotaped.

## THE COMPUTER-BASED TEST EXPERIENCE

No prior knowledge of computers is needed to take a computer-based test. Before the examination begins, a simple introductory lesson explains the process of selecting answers and moving around in the examination. Time spent on the practice lesson does not count against the time allotted for the examination. Most candidates take approximately five to ten minutes to complete the tutorial; however, candidates may repeat the tutorial, if desired.

Candidates may choose to select a letter on the keyboard and press "ENTER" to record answers, or they may use the mouse to click on the chosen response. Candidates are strongly encouraged to use the tutorial prior to taking the examination.

One of the most important rules to follow: give the test undivided attention. Begin reading the first question in its entirety and then carefully read all four responses to the question. Read all the responses before choosing one, even if the first or second response appears to be the right answer. One of the later responses might be better or more precise. Candidates may skip, or mark for later review, a question they cannot easily answer, then go on to the next question. They can return to the question later, if time permits. The amount of examination time remaining appears on the computer screen.

Having answered all the questions of which a candidate is certain, he/she should go through the test again and try the questions not easily answered the first time. While rereading these questions, the candidate should try to eliminate the responses that appear incorrect. The more responses that are eliminated, the better the chance of choosing the correct answer, since the score is based on the number of correctly answered questions. There is no penalty for guessing. Even if no responses can be eliminated, it is best to answer the item rather than to leave it blank. After answering all the questions, the candidate can review as much of the exam as desired.

## SAMPLE TEST QUESTIONS

1. Communication of grievances and recommendations by residents and families is *most effectively* accomplished by:
  1. Writing to the state ombudsman
  2. Meeting with the facility staff
  3. Forming a resident/family group
  4. Calling in the state department of health
2. Which of the following actions is part of the assessment stage of the nursing process?
  1. Formulating a care plan
  2. Taking a nursing history
  3. Establishing priorities
  4. Determining approaches to care
3. The most significant factor that influences nursing facility personnel to remain on the job is:
  1. Attaining a satisfactory level of compensation
  2. Fulfilling a personal need
  3. Liking their coworkers
  4. Liking the residents
4. Many facilities adhere to the policy of establishing as few rules as possible because rules:
  1. Are too difficult to enforce
  2. Do not allow staff to use judgment
  3. Will probably be broken anyway

4. Place too many limits on actions
5. When the accrual method of accounting is used, expenses are recorded:
  1. When they are incurred
  2. Only when they are capitalized
  3. On a monthly basis
  4. When they are paid
6. The Life Safety Code mandates that every resident's sleeping room shall have an outside:
  1. Door
  2. Window and outside door with a window
  3. Window that locks
  4. Window or an outside door with a window
7. Which type of fire extinguisher should be used in case of an electrical fire?
  1. A multiphasic extinguisher
  2. Any water-based or CO<sub>2</sub>-type extinguisher
  3. A foam or dry chemical extinguisher
  4. A soda acid extinguisher
8. Safety policies usually prohibit the use of electrical adapters because such adapters:
  1. Are likely to shock residents who may come into contact with them
  2. Are not properly grounded
  3. Overload electrical circuits
  4. Trip electrical switches, causing a power shut-off
9. The careful monitoring of purchasing, receiving, storage, and issuing is the foundation of a strong:
  1. Pest control program
  2. Security program
  3. Linen inventory program
  4. Diet program
10. A positive outcome of health-care marketing would be increased revenues through:
  1. Availability of advanced technology
  2. Consumer satisfaction
  3. Staff development
  4. Development of new services
11. From the standpoint of the nursing facility administration, which of the following are known to be useful qualities of a feedback scheme?
  1. Reciprocity, measurability, congruence, objectivity
  2. Functionality, verifiability, relevance, timeliness
  3. Originality, validity, specificity, brevity
  4. Promptness, reliability, coverage, cost

Correct Answers:

1. (3); 2. (2); 3. (3); 4. (2); 5. (1); 6. (4); 7. (3); 8. (2); 9. (2); 10. (2); 11. (4)

## NURSING HOME ADMINISTRATOR EXAMINATION BIBLIOGRAPHY

Below is a list of texts and publications intended for possible use by individuals studying to become licensed Nursing Home Administrators. Inasmuch as there are many books and publications generic to this field, this list is not intended to be all inclusive. It is only intended to provide information on some resources and to serve as a reference for the development of examination questions.

1. Allen, James E. **Nursing Home Administration**, 3rd Ed., 1996. Springer Publishing Company, 536 Broadway, New York, NY 10012-3955. Tele. 212/431-4370. 583+pages.
2. **American National Standards for Buildings & Facilities**, (1986), A-117.1-1986. American National Standards Institute, 1430 Broadway, New York, NY 10018
3. Berkowitz, E.N., Kerin, R.A., and Rudelius, William. **Marketing**, 5th Edition, 1997. Richard D. Irwin Publishing. 747 pages.
5. Buettner, Linda and Martin, Shelley. **Therapeutic Recreation in the Nursing Home**. 1995. Venture Publishing, 1995.
5. Burnside, Irene and Schmidt, Mary Gwynne. **Working With Older Adults: Group Process**. 3rd Edition. \$41.25.
6. Buttaro, Peter J. **Principles of Long Term Health Care Administration**, Revised, 1994, HCF Educational Services, 404 S. Lincoln, Aberdeen, SD 57402-1453. Tel. 800/357-6735. \$90.00.
7. Chaff, Linda. **Safety Guide For Health Care Institutions**. 5th Edition. 1994. \$52.00. American Hospital Publishers.
8. Cleverly, **Essentials of Health Care Finance**, 4th ed., 1997. Aspen Publisher, Rockville, MD.
9. **Compliance Assistance Guidelines**, Department of Labor, 2/27/90, OSHA Inst. CPL 2.2.44B, Enforcement Procedure.
10. **Construction and Equipment for Hospital and Medical Facilities**, U.S. Dept. of HEW, DHEW Publications # (HRA) 79-14500, Government Printing Office, Washington, DC.
11. Davis, Winborn E. **Introduction to Health Care Administration**, 1996. Publicare Press, P.O. Box 5758, Bossier City, LA 71171-5758, \$110.00. Tele. 318/746-6880. 282 pages.
12. Esberger, Karen and Hughes, Sam. **Nursing Care of the Aged**. Prentice-Hall. 1989.
13. **Fair Labor Standards Act**, U.S. Government Printing Office, Washington, DC., Publication #1318, 1985.
14. Gwyther, Lisa. **Care of the Alzheimer's Patient: A Manual for Nursing Home Staff**, American Health Care Association, Illinois: Chicago, 1985.
15. Haimann, Theo. **Supervisory Management for Health Care Organizations**, WCB/McGraw Hill, June 1998. \$63.05.
16. Hegner, Barbara and Caldwell, Esther. **Geriatrics**. 5<sup>th</sup> Edition.

17. Jameson, David. **Managing Workforce 2000**, Jasley-Bass Publishers, 1991.
18. Jarvik, L.F. and Winograd, C.H. **Treatments for the Alzheimer Patient, The Long Haul**, 1989. Springer Publishing Company, 536 Broadway, New York, NY 10012-3955. Tele. 212/431-4370. \$28.95 288 pages.
19. Kapp, Marshall B., Pies, H.E. & Doudera, A.E. (1986) **Legal and Ethical Aspects of Health Care for the Elderly** (Section IV: Rights of the Long-Term Care Residents) Health Administration Press, Ann Arbor, MI \$30.00 342 pages.
20. Katz, Paul R. and Calkins, Evan **Principles and Practice of Nursing Home Care, 1988**. Springer Publishing Company, 536 Broadway, New York, NY 10012-3955. Tele. 212/431-4370. \$52.95 448 pages.
21. Kotler, Phillip and Perry, Linda **Marketing for Health Care Organizations**, 1987. Prentice Hall Publishing Company. \$84.00 546 pages.
22. Lathrop, James K. ed. **Life Safety Code Handbook** with complete text of NFPA 101-1985 Life Safety Code, 3rd edition, 1985. 1161 pages.
23. Liebler, J.G. et al. **Management Principles for Health Care Professionals**, 2nd Ed., Aspen, Maryland: Gaithersburg, 1992.
24. May, Maurice. **Managing Institutional Care for the Elderly**. Aspen, 1991. \$82.00
25. **Medical Device User Facility Reporting: Interim Guidance**, 11/91, U.S. Department of Health and Human Services, FDA, Rockville, Maryland.
26. Miller, Robert D. **Problems in Hospital Law**. 6th Edition. \$51.00.
27. Neumann, B.R., Suver, J.D. and Zelman, W.N. **Financial Management: Concepts and Application For Health Care Providers**, 4<sup>th</sup> ed., 1997. Kendall/Hunt Publishing Company, 4050 Westmark Drive, Dubuque, IA 52002. Tele. 800/228-0810. \$50.95.
28. Pozgar, George and Nina. **Legal Aspects of Health Care Administration**. 1996. \$50.00 Aspen Publishers.
29. **Title 42, Code of Federal Regulations, (Public Health) Parts 400-429 to end**. U.S. Government Printing Office, Washington, DC, Tele. 202/783-3238
30. Walton, Karen. **Dietary Policies and Procedures**.
31. **Webster's Dictionary**, 10th Ed., 1995.
32. Weinberg, Andrew. **Risk Management in Long Term Care**, Springer Publishing, NY, NY. 1998. \$33.95.
33. Wolper, Lawrence F., and Pena, Jesus. **Health Care Administration: Principles, Practices, Structure and Delivery**, 2<sup>nd</sup> Ed. 1995, Aspen Publishers, Gaithersburg, MD. \$82.00

**The following publications can be ordered from:**

American College of Health Care Administrators Books  
325 South Patrick Street  
Alexandria, VA 22314 (703) 549-5822

34. ACHCA - **Quality Assurance and Long Term Care Facility**. Self Study Book.
35. ACHCA - **Medical Records, The Administrator's Role**. Self Study Book.
36. ACHCA - **Public Relations in Long-Term Care**. Self Study Book.
37. ACHCA - **Labor Relations Management**. Self Study Book
38. ACHCA - **Rehabilitation Therapy, Administration of Resident Care Programs**. Self Study Book.  
**Infection Control Policy and Procedure**. Volume 1 and 2.
39. ACHCA - **Job Descriptions for Long-Term Care**. Volume 1 and 2.
40. ACHCA - **Medical Policies and Procedures for Long-Term Care**
41. ACHCA - **Nursing Service Procedures for Long-Term Care**.
42. ACHCA - **Operational Policy and Procedure Manual**. Volume 1-4.
43. OSHA - **Exposure Control Plan**.
44. OSHA - **Hazard Communication Plan**.
45. OSHA - **TB Compliance Manual**.

**The following publications can be ordered from:**

Publications from Heaton Publications  
105 Madison Avenue  
Albertville, AL 35950 (800) 221-2469

46. **Administrative Guidelines to the Survey Enforcement Procedures**. (HCFA). 1995.
47. **Center for Disease Control for Preventing the Transmission Mycobacterium Tuberculosis in Health Care Facilities**, 1994.
48. OBRA - **Regulations and Interpretive Guidelines for Appendix N.P. and Q**.
49. OBRA - **Self-Assessment Compliance Checklist**, (Bloodborne Pathogens)
50. OCHF - **Resident Assessment Instrument**. (MDS Version 2.0)
51. **Survey Certification and Enforcement Procedures** (Final Rules).
52. **Health Care Financing Administrations, Survey Procedures for Long Term Care Facility**.

53. **Quick Index to Health Administration Laws, Regulations and Guidelines**, Volumes 1-4.
54. **Residents Rights** (Policy and Procedure Manual).
55. **Sexual Harassment Policy Manual and Training Program**. (For Health Care Providers).
56. Morris, Virginia. **How to Care for Aging Parents**. Workman Publishing Co., Inc. New York, 1996.



**Staple or paper clip (no tape, please) your certified check/money order HERE, payable to NAB.**

**DIAGNOSTIC SCORE REPORT OF RESULTS**  
**for National Association of Boards of Examiners of**  
**Long-Term Care Administrators, Inc. (NAB)**

**NURSING HOME ADMINISTRATORS LICENSING EXAMINATION**

**ORDER FORM**

Candidate Examination Identification Number*	Test Date MM/DD/YY	State/Jurisdiction where exam was administered	Cost	Amount Enclosed
			<b>\$60.00</b>	\$

\*If you do not know the number, please call the state/jurisdiction for which you took the exam for this information.

Today's Date: \_\_\_\_\_

YOUR NAME: \_\_\_\_\_

YOUR ADDRESS: \_\_\_\_\_

PREVIOUS NAME: \_\_\_\_\_

(If the current name is different from name used on test date)

**NAB Diagnostic Score Reports** are detailed breakdowns of your performance on the NAB/NHA licensing examination. They include detailed scaled score information for Resident Care Management, Personnel Management, Financial Management, and Governance and Management areas of the NAB/NHA licensing examination.

**TO ORDER: Complete this form (indicating method of payment below) and mail to:**

**PROFESSIONAL EXAMINATION SERVICE**  
**Statistics & Computer Services**  
**Attn.: NAB/NHA Diagnostic Score Report Coordinator (644)**  
**111 8th Avenue, Suite 526, New York, NY 10011-5290**  
**Telephone: 212-367-4338**

**Method of Payment:** Credit cards (Mastercard/VISA only), cashiers' check, money order, certified check, or corporate business checks. **PERSONAL CHECKS NOT ACCEPTED.**

A Cashiers' Check, Money Order, Certified Check, or Corporate Business Check is attached.

Please charge to my:  VISA  Mastercard

Expiration Date \_\_\_\_\_ Credit Card # \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

I certify that the information provided above is correct.

☞ Signature \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

(Your request will not be processed unless it is signed)

For Office Use Only

**THE INTERSTATE REPORTING SERVICE  
NURSING HOME ADMINISTRATOR LICENSING PROGRAM (NAB)  
Score Transfer Request Application**

\_\_\_\_ DA  
\_\_\_\_ RN  
\_\_\_\_ FEE

**Note: Omission or errors will result in delays. Please follow the instructions on the back of this form.**

**I. Applicant Information**

Current Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I. \_\_\_\_\_

Name at Time of Exam (last, first, middle, if different): \_\_\_\_\_ Other names: \_\_\_\_\_

Current address: \_\_\_\_\_  
include street#, apt# city state zip code

E-mail Address: \_\_\_\_\_ Tel. No.: ( ) \_\_\_\_\_ SSN.: \_\_\_\_\_

**II. Exam Information:** You must provide the appropriate information about the exam for score transfer

Date of Examination (mm-dd-yy)	State Applied For Examination	Candidate ID Number

**III. Fees: (A) Each Transfer Fee \$60.00 per examination (first transfer fee includes initial registration)  
In the space provided below, print the state(s) to which you want your exam score transferred.**

**State(s) To Which You Want Your Score Transferred**

1.	2.	3.
4.	5.	6.

**Total (A) \$60.00 x \_\_\_\_\_ states = \$ \_\_\_\_\_ TOTAL**

**(B) Fee for Expedited Transfer: ADDITIONAL \$30.00** for each state. Print below the state(s) for which you are requesting an expedited transfer.

1.	2.	3.
----	----	----

**Total (B) \$30.00 x \_\_\_\_\_ states = \$ \_\_\_\_\_ TOTAL GRAND TOTAL (A+B) \$ \_\_\_\_\_**

**IV. Method of Payment:** Credit cards (Mastercard/VISA only), cashiers' check, money order, certified check, or corporate business checks. **PERSONAL CHECKS NOT ACCEPTED.**

For credit card payment, you must provide the following: Credit Card Type:  VISA  Mastercard  
Expiration Date \_\_\_\_\_ Credit Card # \_\_\_\_\_ Cardholder's Name: \_\_\_\_\_

I have read the instructions on the back of this form, and I certify that the information provided above is correct.

☞ Signature \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

(Your request will not be processed unless it is signed)

**Mail to: PES, Interstate Reporting Service, 111 8th Avenue, Suite 526, New York, NY 10011-5290. Telephone: 212-367-4338**

## THE INTERSTATE REPORTING SERVICE

### NURSING HOME ADMINISTRATOR LICENSING PROGRAM (NAB)

The Interstate Reporting Service was established to facilitate the endorsement of licenses from one state to another.

Transfer of your scores on the Nursing Home Administrator Licensing Examination may be requested any time after taking the examination. **Your scores are reported to the jurisdiction for whom the test was taken at no charge to you.**

#### APPLICATION INSTRUCTIONS

**I. APPLICANT INFORMATION:** You must provide your current name (the complete name under which you took the examination). If your name has changed or is different, you must provide your current address, daytime telephone number, and social security number.

**II. EXAMINATION INFORMATION:** For the examination score you wish to transfer, you **must** provide the date (month, day, year), the state where you applied and paid to take the examination and your candidate ID number. To verify this information, you may contact the board of the state in which you applied and took the test.

#### **III. FEES**

##### **A) TRANSFER FEE - \$60.00 for initial registration and first transfer**

The transfer fee is **\$60.00 per examination**. The \$60.00 fee covers the initial registration for the first score transfer to the your licensing board. There is a \$60.00 fee for each additional state for which you wish to transfer scores. Transfers typically take ten (10) business days.

##### **B) FEE FOR EXPEDITED TRANSFER - \$30.00 for each state/province**

You may request expedited service for an **additional \$30.00** for **each** licensing board to which you want your scores transferred. Expedited processing time is five (5) business days after PES receives the request. If faxing the scores is preferred over express-mail, check with the board to make sure that is acceptable. You will also need to provide PES with the fax number and the name and title of the licensing board contact.

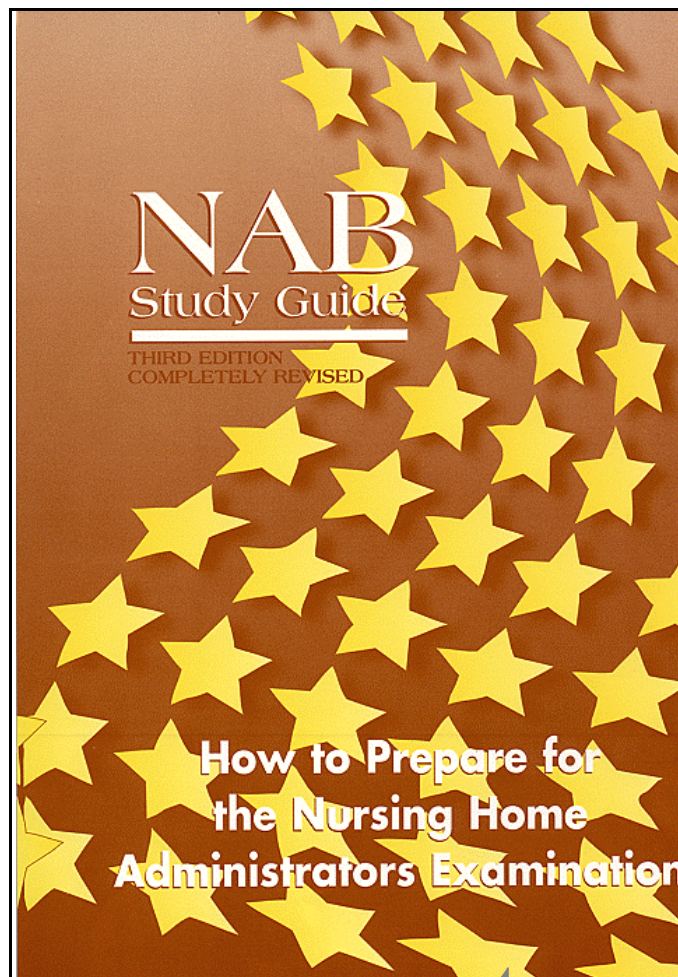
#### **IV. METHOD OF PAYMENT: Credit card (Mastercard/VISA only), certified check, cashier's check, business checks or money order made payable to PES. PERSONAL CHECKS WILL NOT BE ACCEPTED.**

In offering this service PES makes no guarantees that any licensing board will accept a score transfer in lieu of other state requirements for the purpose of licensure.

Applications for the Interstate Reporting Service may be obtained from the licensing boards. This application form may be requested at the same time you request your endorsement/licensure application from the board of the state in which you want to be licensed. Please allow three weeks from the date the transfer request is mailed for the reporting of your scores to licensing board(s). Please include a self-addressed, stamped envelope with each request if you wish to have PES send a confirmation notice that the application has been processed and mailed to the appropriate board(s).

**Name one of the best resources available to help you prepare for the NHA licensing exam.**

**(Here's a hint.)**



**How can you get a copy?**

- A. Use the order form inserted into this handbook.**
- B. Go to [WWW.NABWEB.ORG](http://WWW.NABWEB.ORG) on the Internet.**
- C. Call NAB Publications at 202-712-9040.**