

Submitter: Rebecca Moore

On Behalf Of:

Committee: House Committee On Behavioral Health and Health Care

Measure: SB703

Date: April 26, 2023

To: Senate Committee on Health Care

From: Rebecca Moore, RN , Owner, and Program Director for Moore Nurse Consulting

Dear Senate Committee on Health Care,

I am submitting testimony in response to the proposed SB 703 which I do not support. I have been a Nursing Assistant 1 program director and instructor for a number of years. I have held positions in management of long-term care as well. I have been dedicated to healthcare and educating those who serve others in need of care since 1985. Throughout my career, it has been stressed to students and all employees, how to work with people of all cultures and cognitive abilities. It is important that staff understand the impact on clients including those with cognitive loss when proper communication does not happen. Many of our clients do experience loss of cognition. With the proposed changes for testing in Spanish, that would inadvertently eliminate the skill of properly communicating with a client. With cognitive loss this would create a frightening experience for clients and leave questions for the supervisors when all communication may not be understood. Regardless of language, communication must be flawless with nurses who oversee the CNA. All students need to be able to communicate in English to be able to provide proper patient care, communicate with patients and staff, follow instructions given by nurses and document properly. Without this, it could lead to errors in care due to lack of understanding leading to mistakes. I believe it is important that students show proficiency by being able to pass an exam in English. Changing the current process could have a major impact on our current delivery of care.

The current company, D&S Diversified Technologies LLP; Headmaster LLP has been the third-party company that has administered the Nursing Assistant (NA) 1 certifying exam for several years. This company provides excellent customer service to instructors as well as students. Anytime you contact this company, regardless of who answers, they can answer questions without delay. Students and Instructors understand the expectations of the test and are able to properly prepare the individuals for the job of a Nursing Assistant. The company works closely with OSBN to provide bi-annual sessions for instructors to review knowledge test questions and the patient care skills that are tested in the skills portion of the test. This keeps us up to date with current practice in the healthcare field. Both the knowledge and skills components of the test are very comprehensive. Students must demonstrate true understanding and competency to pass the exam. D&S Diversified Technologies provides a detailed report to instructors after testing, so instructors can view content

areas that students struggle with. It also gives the ability to track success in a number of areas that only improve the program. Students do have the option of having knowledge test questions read orally during the knowledge exam and I encourage anyone who has difficulty identifying words, including other students besides ESL students. This can help non-native English-speaking students as well as English speaking students who also experience difficulty at times to hear how words are pronounced. This helps to alleviate confusion with what a question is asking. Headmaster has continued to grow during the past seven years and is the third-party company providing Nursing Assistant testing services to the many states. I would prefer OSBN to be allowed to work with D&S Diversified Technologies to fill any language issues or barriers, rather than limiting the testing provider options in Oregon that can be utilized. Our current provider has been very successful. If passed, this Bill will majorly impact all Nursing Assistant classes in the State as well as the health care setting.

Thank you for your consideration,