**Pima Community College-West Campus** 

Governor



Joey Ridenour Executive Director

**CODE # 4098** 

# Arizona State Board of Nursing 1740 W. Adams Street, Suite 2000, Phoenix, AZ 85007

Phone (602) 771-7800 | www.azbn.gov

### NURSING ASSISTANT TRAINING PROGRAM **SITE-VISIT REPORT**

| 2202 W Anklam Rd, Tucson, AZ 85709   |  | Office: 520-206-6661   |   |  |
|--|--|--|---|--|
| <b>Application Received:</b> 6/17/2025 <b>Date of Visit</b>  |  | t: 6/25/2025   | <b>Type of Visit:</b> Skype □ In Person ⊠   |  |
| Type of Program:   | Community C  | College  |   | Original Approval: 1992  |
| Purpose of Visit:  | Renewal App  | roval  | Recommendat   | ion to Exec. Director: 2 Year Approval   |
| <b>Persons Interviewed:</b>  | Carol William  | ns, Yolanda M  | IcCoy-Stokes, C   | hristina Miller and Brandi Bride   |
| <b>Reviewed on: 6/20/202</b>   |  |  | •   | otice Sent on: 6/20/2025   |
| Relevant History/ Con which is now a center f  |  | am with 2 con  | solidated sites, th   | ne program moved to the west campus,   |
|  |  |  |   | L, oral testing, increased enrollment, the class, and state testing.   |
| <b>Program Strengths:</b> C  | Consistent coord   | dinator and ins  | tructors, good lo   | ngevity  |
| either at or before the concilif any of the following occur<br>the Board: 1. The program does not red 2. The findings are of a seri 3. The findings are part of a<br>similar to the findings.  | usion of the site v<br>r, the Education C<br>nedy the potential<br>ous nature with po<br>pattern of progra | isit or upon disco<br>Consultant shall o<br>I violation within<br>otential to harm s<br>um unprofessiona | very in reviewing do<br>pen a complaint and<br>60 days.<br>tudents, patients or<br>l conduct or the pro | m will be informed of the potential violation ocumentation after the visit. Il prepare an Investigative Report to present to faculty or promote unsafe practices. If gram has had past Board action on conduct |
| 4. The findings are likely to result in Board action against the program.  Copy Provided by Board Staff: Initial: CG Date: 7/1/2025  I acknowledge receipt of this site visit report and understand information obtained during the review may be used in a report to the Board. While the Board allows for a voluntary 60 day remediation period under some circumstances per Board policy, only the Board may make a determination related to any actual deficiency and required remediation including disciplinary action. I understand that if our program does not qualify for the 60 day remediation period or if the deficiencies are not remediated, I will receive additional information on potential deficiencies including a chance to respond in writing to any potential deficiencies and be afforded an opportunity for an administrative hearing.  Copy Declined The program was offered the opportunity to make a copy of this inspection report and declined to do s at this time. |  |  |   |  |

| OFFICIAL   | USE ONLY  |
|--|---|
| Education Program Consultant Cindy George, RN, BSN- Authori<br>Signature                               | zed Electronic  Date Reviewed - 7/1/2025          |
|  |   |
| Shannon Bitza, DNP, AGPCNP-BC, AGACNP-BC Associate Director of Education and Evidence Based Regulation | Joey Ridenour, RN, MN, FAAN<br>Executive Director |
| Comments:  | Comments:   |
| APPROVAL CERTIFICATE SENT BY:  |   |

| PROGRAM STAFF - R4-19-802       |                |   |  |  |  |
|---------------------------------|----------------|---|--|--|--|
| Name of Administrator or Owner: | Carol Williams | Owner Email: cwilliams96@pima.edu       |  |  |  |
| Name of Coordinator:            | Carol Williams | Coordinator Email: cwilliams96@pima.edu |  |  |  |

Coordinator Qualifications Met: Unencumbered RN License; 2 Years Overall Nursing Experience; 1 Year Long-term Care

#### COORDINATOR R4-19-802(B)(1); R4-19-802(B)(3)

Program coordinator qualifications include: a. Holding a current, registered nurse license that is active and in good standing or multistate privilege to practice as an RN under A.R.S. Title 32, Chapter 15; and b. Possessing at least two years of nursing experience at least one year of which is in the provision of long-term care facility services. A program coordinator's responsibilities include: a. Supervising and evaluating the program; b. Ensuring that instructors meet Board qualifications and there are sufficient instructors to provide for a clinical ratio not to exceed 10 students per instructor; c. Ensuring that the program meets the requirements of this Article; and d. Ensuring that the program meets federal requirements regarding clinical facilities under 42 CFR 483.151.

#### INSTRUCTOR APPLICANT R4-19-802(C)1

Program instructor qualifications include: a. Holding a current, registered nurse license that is active and in good standing under A.R.S. Title 32, Chapter 15 and provide documentation of a minimum of one year full time or 1500 hours employment providing direct care as a registered nurse in any setting; and b. At a minimum, one of the following: i. Successful completion of a three semester credit course on adult teaching and learning concepts offered by an accredited post-secondary educational institution, ii. Completion of a 40 hour continuing education program in adult teaching and learning concepts that was awarded continuing education credit by an accredited organization, iii. One year of full-time or 1500 hours experience teaching adults as a faculty member or clinical educator, or iv. One year of full time or 1500 hours experience supervising nursing assistants, either in addition to or concurrent with the one year of experience required in subsection (C)(1)(a).

#### Instructor Qualifications Met:

- · Unencumbered RN License
- · One or More of the Following
  - · Course Credit
  - Experience Teaching
  - · CNA Supervision

List Instructor(s):

Kiinani Kay Mulvihill, RN127094 Brandi Bride, RN086779 Karen Marie Brown, RN236969 Carmen Candelaria Druyvesteyn, RN156462 Neal Scott Foster, RN160352

#### **INSTRUCTION**

#### HOURS - R4-19-802(D)(1)

A nursing assistant training program shall ensure each graduate receives a minimum of 120 hours of total instruction consisting of: a. Instructor-led teaching in a classroom setting for a minimum of 40 hours; b. Instructor-supervised skills practice and testing in a laboratory setting for a minimum of 20 hours; and c. Instructor-supervised clinical experiences for a minimum of 40 hours, consistent with the goals of the program. Clinical requirements include the following: i. The program shall provide students with clinical orientation to any clinical setting utilized. ii. The program shall provide a minimum of 20 hours of direct resident care in a long-term care facility licensed by the Department of Health Services, except as provided in subsection (iv). Direct resident care does not include orientation and clinical pre and post conferences. iii. If another health care facility is used for additional required hours, the program shall ensure that the facility provides opportunities for students to apply nursing assistant skills similar to those provided to long-term care residents. iv. If a long-term care facility licensed by the Department of Health Services is not available within 50 miles of the training program's classroom, the program may provide the required clinical hours in a facility or unit that cares for residents or patients similar to those residing in a long-term care facility. d. To meet the 120 hour minimum program hour requirement, a CNA program shall designate an additional 20 hours to classroom, skill or clinical instruction based upon the educational needs of the program's students and program resources.

| Minimum 120-Hour Progr<br>Theory & Clinical ( |                            | Total Ho  | urs: 136                                       |
|---|----------------------------|---|--|
| <b>Didactic</b><br>(Minimum 40)               | Skills Lab<br>(Minimum 20) | Instructor Supervised Clinical (Minimum 40 with Minimum of 20 in LTC) | Direct Long Term Care Facility<br>(Minimum 20) |
| 48  | 48                         | 40  | 27   |

| 1. POLICIES  *Policies must be provided to students and show the effective date and review date for each policy   |  |                 |          |  |
|---|--|-----------------|----------|--|
| Rule Citation   | Document                                 | Criteria<br>Met | Comments |  |
| R4-19-801(A)(5) a. Make all program costs readily accessible on the school's website with effective dates, b. Publically post any increases in costs on the school's website 30 days in advance of the increase; c. Include in the cost calculation and public posting, all fees directly paid to the program including but not limited to tuition, lab fee, clinical fee, enrollment fee, insurance, books, uniform, health screening, credit card fee and state competency exam fee; and d. Provide a description of all program costs to the student that are not directly paid to the program | Fees and<br>Financial Aid<br>Policy      | Y ⊠ N □ N/A □   |          |  |
| R4-19-801(A)(6) Before collecting any tuition or fees from a student, a training program shall notify each prospective student of Board requirements for certification including legal presence in the United States, criminal background check requirements, and ineligibility for certification under A.R.S. § 32-1606 (B) (17).  | Notification of<br>Board<br>Requirements | Y ⊠ N □ N/A □   |          |  |
| R4-19-801(B)(3) Admission requirements including: i. Criminal background, health and drug screening either required by the program or necessary to place a student in a clinical agency; and ii. English language, reading and math skills necessary to comprehend course materials and perform duties safely.  | Admission<br>Requirements<br>Policy      | Y ⊠ N □ N/A □   |          |  |

| R4-19-801(B)(3)(b) Student attendance policy, ensuring that a student receives the hours and types of instruction as reported to the Board in the program's most recent application to the Board and as required in this Article. If absences are permitted, the program shall ensure that each absence is remediated by providing and requiring the student to complete learning activities that are equivalent to the missed curriculum topics, clinical experience or skill both in substance and in classroom or clinical time.  | Attendance<br>Policy                    | Y ⊠<br>N □<br>N/A □ |  |
|--|---|---------------------|--|
| R4-19-801(B)(3)(c) A final examination policy that includes the following provisions; i. Require that its students score a minimum 75% correct answers on a comprehensive secure final examination with no more than one re-take. The program may allow an additional re-take following documented, focused remediation based on past test performance. Any re-take examination must contain different items than the failed exam, address all course competencies, and be documented with score, date administered and proctor in the student record  | Final Exam<br>Policy                    | Y ⊠<br>N □<br>N/A □ |  |
| R4-19-801(B)(3)(c)(ii)  ii. Require that each student demonstrate, to program faculty, satisfactory performance of each practical skill as prescribed in the curriculum before performance of that skill on patients or residents without the instructor's presence, direct observation, and supervision.  R4-19-801(C)(8)(e) Require satisfactory performance of all critical elements of each skill under R4-19-802 (H) for nursing assistant and R4-19-803(D)(4) for medication assistant before allowing a student to perform the skill on a patient or resident without the instructor's presence at the bedside.  R4-19-802(H)   | Skill Exam Policy                       | Y ⊠ N □ N/A □       |  |
| Skills: A nursing assistant instructor shall verify and document that the following skills are satisfactorily performed by each student before allowing the student to perform the skill on a patient or resident without the instructor present:  1. Hand hygiene, gloving and gowning; and 2. Skills in subsection (F)(7), (8) and (11)(a), (c), (d), (f), and (g).  | Skill Exam<br>Checklist                 | Y ⊠ N □ N/A □       |  |
| R4-19-801(B)(3)(d) Student record maintenance policies consistent with subsection (D) including the retention period, the location of records and the procedure for students to access to their records  R4-19-801(D) A training program shall maintain the following program records either electronically or in paper form for a minimum of three years for CNA programs and five years for CMA programs: a. Curriculum and course schedule for each admission cohort; b. Results of state-approved written and manual skills testing; c. Documentation of program evaluation under subsection (A)(10); d. A copy of any Board reports, applications, or correspondence, related | Student Record<br>Maintenance<br>Policy | Y ⊠<br>N □<br>N/A □ |  |

| to the program; and e. A copy of all clinical contracts, if using outside clinical agencies.  2. A training program shall maintain the following student records either electronically or in paper form for a minimum of three years for CNA programs and five years for CMA programs: a. A record of each student's legal name, date of birth, address, telephone number, e-mail address and Social Security number, if available; b. A completed skill checklist containing documentation of student level of competency performing the skills in R4-19-802(F) for nursing assistant, and in R4-19-803 (D)(4) for medication assistants; c. An accurate attendance record, which describes any make-up class sessions and reflects whether the student completed the required number of hours in the course; and d. Scores for each test, quiz, or exam and whether such test, quiz, or exam was retaken.   |                                      | Y 🖾                 |  |
|---|--------------------------------------|---------------------|--|
| R4-19-801(B)(3)(f) Student conduct policies for expected and unacceptable conduct in both classroom and clinical settings   | Student Conduct<br>Policy            | N □<br>N/A □        |  |
| R4-19-801(B)(3)(e) Clinical supervision policies consistent with clinical supervision provisions of this Section, and: i. R4-19-802 (C) and (D) for CNA programs, or ii. R4-19-803 (B) and (C) for CMA programs Also, R4-19-801(C)(10) A qualified RN instructor shall supervise any student who provides care to patients or residents by: a. Remaining in the clinical facility and focusing attention on student learning needs during all student clinical experiences; b. Providing the instructor's current and valid contact information to students and facility staff during the instructor's scheduled teaching periods; c. Observing each student performing tasks taught in the training program; d. Documenting each student's performance each day, consistent with course skills and clinical objectives; e. During the clinical session, engaging exclusively in activities related to the supervision of students; and f. Reviewing all student documentation. | Clinical<br>Supervision<br>Policy    | Y ⊠<br>N □<br>N/A □ |  |
| R4-19-801(B)(3)(g) Dismissal and withdrawal policies  | Withdrawal and<br>Dismissal Policies | Y ⊠ N □ N/A □       |  |
| R4-19-801(B)(3)(h) Student grievance policy that includes a chain of command for grade disputes and ensures that students have the right to contest program actions and provide evidence in support of their best interests including the right to a third party review by a person or committee that has no stake in the outcome of the grievance  | Student<br>Grievance Policy          | Y ⊠ N □ N/A □       |  |

| R4-19-801(B)(3)(i)<br>Program progression and completion criteria | Program Progression & Completion Policy | Y ⊠ N □ N/A □ |  |
|---|---|---------------|--|
|---|---|---------------|--|

| 2. MISC. PROGRAM REQUIREMENTS   |  |                 |   |  |
|---|--|-----------------|---|--|
| Rule Citation   | Document                                       | Criteria<br>Met | Comments  |  |
| R4-19-801(A)(4) - NON LTC FACILITY PROGRAMS  A training program that uses external clinical facilities shall execute a written agreement with each external clinical facility that: a. Provides the program instructor the ability to assign patient care experiences to students after consultation with facility staff, and b. Contains a termination clause that provides sufficient time for enrolled students to complete their clinical training upon termination of the agreement.   | Clinical<br>Contracts (Non-<br>Facility Prog.) | Y ⊠ N □ N/A □   | Haven of Saguaro Valley<br>Handmaker Jewish Services<br>for Aging<br>Devon Gable Rehabilitation |  |
| R4-19-802(J) - LTC FACILITY PROGRAMS  A Medicare or Medicaid certified long-term care facility-based program shall provide in its initial and each renewal application, a signed, sworn, and notarized document, executed by the program coordinator, affirming that the program does not require a nursing assistant student to pay a fee for any portion of the program including the initial attempt on the state competency exam.   | Long-Term<br>Care Facility<br>Affidavit        | Y □ N □ N/A ⊠   |   |  |
| R4-19-802(A)(2)(a) - PRIVATE PROGRAMS WITHOUT PPSBE APPROVAL  Hold a surety bond from a surety company with a financial strength rating of "A-" or better by Best's Credit Ratings, Moody's Investors Service, Standard and Poor's rating service or another comparable rating service as determined by the Board in the amount of a minimum of \$15,000. The program shall ensure that: i. Bond distributions are limited to students or former students with a valid claim for instructional or program deficiencies; ii. The amount of the bond is sufficient to reimburse the full amount of collected tuition and fees for all students during all enrollment periods of the program; and iii. The bond is maintained for an additional 24 months after program closure. | Surety Bond                                    | Y □ N □ N/A ⊠   |   |  |

| R4-19-802(A)(2)(b) - PRIVATE PROGRAMS WITHOUT PPSBE APPROVAL  Upon initial use and remodeling, provide the Board with a fire inspection report from the Office of the State Fire Marshall or the local authority with jurisdiction, indicating that each program classroom and skill lab location is in compliance with the applicable fire code      | Fire Inspection<br>Report |               | Y □ N □ N/A ⊠  |  |
|---|---------------------------|---------------|--|--|
| Rule Citation   |                           |               | Textboo  | ok Reference Materials   |
|   |                           |               | Name of T  | extbook, Author, Publisher & Year                                |
| R4-19-801(C)(6) A training program shall utilize an electronic or paper textbook corresponding to the certification level of the course that has been published within the previous five years. Unless granted specific permission by the publisher, a training program shall not utilize copies of published materials in lieu of an actual textbook |                           | Y ⊠ N □ N/A □ | Lippincott Textbook for Nursing Assistants: A Humanistic Approach to Caregiving; Wolters Kluwer; Pamela J. Carter  SelectYear  2023 INSERTNEWBOOKSHERE |  |
| R4-19-801(C)(7)(a) A training program shall provide, to all program instructors and enrolled students, access to the following instructional and educational resources: a. Reference materials, corresponding to the level of the curriculum  |                           | Y ⊠ N □ N/A □ |  | f Current Reference Materials  Listed on Page 66 of application. |
| R4-19-801(C)(1) During clinical training sessions, a training program shall ensure that each student is identified as a student by a name badge or another means readily observable to staff, patients, and residents.  |                           | Y ⊠ N □ N/A □ |  | Name Badge   |
| R4-19-804(D)(2)(i) Copies of the redacted record of one program graduate  |                           | Y ⊠ N □ N/A □ | ]  | Redacted Student Record  |

| 3. EVALUATIONS  |                                  |              |          |  |  |
|---|----------------------------------|--------------|----------|--|--|
| Rule Citation   | Document                         | Criteria Met | Comments |  |  |
|   |                                  | Y 🗵          |          |  |  |
|   | Student Evaluation               | N□           |          |  |  |
| R4-19-801(A)(9) A training program shall provide each student with an opportunity to anonymously and  | Policy                           | N/A □        |          |  |  |
| confidentially evaluate the course instructor,<br>curriculum, classroom environment, clinical<br>instructor, clinical setting, textbook and resources |                                  | Υ□           |          |  |  |
| of the program  | Blank Student<br>Evaluation Form | N□           |          |  |  |
|   |                                  | N/A □        |          |  |  |

| R4-19-801(A)(10) A training program shall provide and implement a plan to evaluate the program that includes the frequency of evaluation, the person responsible, the evaluative criteria, the results of the evaluation and actions taken to improve the program. The program shall evaluate the following elements at a minimum every two years: a Student evaluations consistent with subsection (A)(9); b. First-time pass rates on the written and manual skills certification exams for each admission cohort; c. Student attrition rates for each admission cohort; d. Resolution of student complaints and grievances in the past two years; and e. Review and revision of program policies | Y ⊠ N □ N/A □ |  |
|---|---------------|--|
|---|---------------|--|

| 4. SYLLABUS  |  |                         |          |  |  |  |  |  |
|--|--|-------------------------|----------|--|--|--|--|--|
| Rule Citation  | Document   | Criteria<br>Met         | Comments |  |  |  |  |  |
| R4-19-801(C)(4) A training program shall provide, in either electronic or paper format, a written curriculum to each student on or before the first day of class that includes a course description, course hours including times of instruction and total course hours, instructor information, passing requirements, course goals, and a topical schedule containing date, time and topic for each class session.  R4-19-801(C)(5)   | Syllabus Containing:  Course Description Y⊠ N□  Course Objectives Y⊠ N□  Instructor Information Y⊠ N□  Passing Requirements Y⊠ N□  Hours&Times of Instr. Y⊠ N□  AND  Topical Schedule  Containing:  Date, Time, and Topic for each class session Y⊠ N□ | Please<br>See Left<br>← |          |  |  |  |  |  |
| For each unit or class session the program shall provide, to its students, written: a.  Measurable learner-centered objectives, b.  An outline of the material to be taught, and c. The learning activities or reading assignment.   | Curriculum   |                         |          |  |  |  |  |  |
| R4-19-801(C)(8) a. Plan each learning experience; b. Ensure that the curriculum meets the requirements of this Section; c. Prepare written course goals, lesson objectives, class content and learning activities; d. Schedule and achieve course goals and objectives by the end of the course; and e. Require satisfactory performance of all critical elements of each skill under R4-19-802 (H) for nursing assistant and R4-19-803(D)(4) for medication assistant before allowing a student to perform the skill on a patient or resident without the instructor's presence at the bedside. | Including:  Unit objectives, Unit outline, Learning activities and Hours of instruction for each unit of instruction - May use Board template with activities and hours completed by the program.  | Y ⊠ N □ N/A □           |          |  |  |  |  |  |

| the bedside.  |                               |                     |          |  |  |  |  |  |
|---|-------------------------------|---------------------|----------|--|--|--|--|--|
|   |                               |                     |          |  |  |  |  |  |
| 5. STANDARDIZED CURRICULUM  |                               |                     |          |  |  |  |  |  |
| R4-19-802(F) A nursing assistant training   | program shall provide classro | om and clinical ins | truction | regarding each of the following subjects |  |  |  |  |
|   | *Minimum 16 Hours Class I     | Prior to Patient Co | ontact   |  |  |  |  |  |
| <b>R4-19-802(G)</b> Curriculum sequence: A nursing assistant training program shall provide a student with a minimum of 16 hours instruction in the subjects identified in subsections (F)(1) through (F)(6) before allowing a student to care for patients or residents. |                               |                     |          |  |  |  |  |  |
| Document Criteria Met Comments  |                               |                     |          |  |  |  |  |  |
| Communication*  | Y                             | ⊠ N □ N/A           |          |  |  |  |  |  |
| Interpersonal Skills*   | Y                             | ⊠ N □ N/A           |          |  |  |  |  |  |
|   |                               |                     |          |  |  |  |  |  |

| Documentation*  | $Y \boxtimes N \square N/A \square$ |
|---|-------------------------------------|
| Infection Control*  | Y⊠ N□ N/A□                          |
| Safety/Emergency Procedures; CPR-Abdom. Thrusts*            | Y ⊠ N □ N/A □                       |
| Resident's Independence*                                    | Y⊠N□N/A□                            |
| Reside  | nt's Rights*                        |
| Confidentiality*  | Y ⋈ N □ N/A □                       |
| Privacy*  | Y⊠ N□ N/A□                          |
| Free from Neglect/Abuse*                                    | Y⊠ N□ N/A□                          |
| Personal Choices*   | Y⊠ N□ N/A□                          |
| Obtain Assistance in Resolving Grievances*                  | Y⊠ N□ N/A□                          |
| Security of Personal Property*                              | $Y \boxtimes N \square N/A \square$ |
| Restraint Free*   | Y⊠ N□ N/A□                          |
| Need to Report Abuse, Mistreatment and Neglect*             | $Y \boxtimes N \square N/A \square$ |
| Basic   | NA Skills                           |
| TPR   | $Y \boxtimes N \square N/A \square$ |
| BP  | Y⊠ N□ N/A□                          |
| Measuring and Recording                                     | Y⊠ N□ N/A□                          |
| Height and Weight Using standing, wheelchair and bed scales | Y ⋈ N □ N/A □                       |
| Maintaining Resident's Environment                          | Y⊠ N□ N/A□                          |
| Observing and Reporting pain                                | Y⊠ N□ N/A□                          |
| Assisting with Diagnostic Tests/Obtaining Specimens         | Y⊠N□N/A□                            |
| Care of Residents with Drains and Tubes                     | $Y \boxtimes N \square N/A \square$ |
| Recognizing and Reporting Abnormal Changes to Supervisor    | Y⊠ N□ N/A□                          |
| Applying Clean Bandages                                     | Y⊠ N□ N/A□                          |
| Providing Peri-Operative Care                               | $Y \boxtimes N \square N/A \square$ |
| Admitting, Transferring and Discharging Residents           | $Y \boxtimes N \square N/A \square$ |
| Persona   | l Care Skills                       |
| Bed Baths and Bathing                                       | Y⊠ N□ N/A□                          |
| Dressing the Resident                                       | Y⊠ N□ N/A□                          |
| Oral/Denture Care   | Y⊠ N□ N/A□                          |
| Shampoo & Hair Care   | Y⊠ N□ N/A□                          |
| Skin Care   | Y⊠ N□ N/A□                          |
| Fingernail Care   | Y ⊠ N □ N/A □                       |
| Toileting   | Y⊠ N□ N/A□                          |
| Perineal Care   | $Y \boxtimes N \square N/A \square$ |

| Ostomy Care   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
|---|-------------------------------------|--|--|--|--|--|--|
| Nutrition: I&O  |                                     |  |  |  |  |  |  |
| Feeding and Hydration   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Measuring and Recording I&O   | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Assistive Devices   | Y ⋈ N □ N/A □                       |  |  |  |  |  |  |
| Age Specific, Mental Hea  | alth, and Social Service Needs      |  |  |  |  |  |  |
| Modifying the nursing assistant's behavior in response to patient or resident behavior  | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Demonstrating an awareness of the developmental tasks and physiologic changes associated with the aging process                                       | Y ⋈ N □ N/A □                       |  |  |  |  |  |  |
| Responding to patient or resident behavior  | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Allowing the resident or patient to make personal choices<br>and providing and reinforcing other behavior consistent<br>with the individual's dignity | Y ⋈ N □ N/A □                       |  |  |  |  |  |  |
| Providing culturally sensitive care   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Caring for the dying patient or resident  | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Using the patient's or resident's family as a source of emotional support for the resident or patient   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Care of the Cognitively   | Impaired Patient or Resident        |  |  |  |  |  |  |
| Understanding and addressing the unique needs and behaviors of patients or residents with dementia or other cognitive impairment                      | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Communicating with cognitively impaired patients or residents   | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Reducing the effects of cognitive impairment  | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Appropriate responses to the behavior of cognitively impaired individuals.  | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Skills for Basic  | Restorative Services                |  |  |  |  |  |  |
| Body mechanics  | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Resident self-care  | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Assistive devices used in transferring, ambulating and dressing   | Y ⋈ N □ N/A □                       |  |  |  |  |  |  |
| Range of motion exercises   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Bowel and bladder training  | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Care and use of prosthetic and orthotic devices   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Turning and positioning a resident in bed, transferring a resident between bed and chair and positioning a resident in a chair.                       | Y ⋈ N □ N/A □                       |  |  |  |  |  |  |
|   | Misc.                               |  |  |  |  |  |  |
| Health Care Team Member Skills Including Time<br>Management and Prioritizing Work   | $Y \boxtimes N \square N/A \square$ |  |  |  |  |  |  |
| Body Structure and Function/Common Diseases of the Elderly  | Y ⊠ N □ N/A □                       |  |  |  |  |  |  |
| Legal Aspects of Nursing Assistant Practice   |                                     |  |  |  |  |  |  |

| Board-prescribed requirements for certification and recertification including criminal background checks, testing, Board application, felony bar under A.R.S. § 32-1606 (B)(17), proof of legal presence, allotted time to certify and practice requirement for re-certification | Y ⊠ N □ N/A □                       |  |
|--|-------------------------------------|--|
| Delegation of nursing tasks  | $Y \boxtimes N \square N/A \square$ |  |
| Ethics   | Y ⊠ N □ N/A □                       |  |
| Advance directives and do-not-resuscitate orders   | Y ⊠ N □ N/A □                       |  |
| Standards of conduct under R4-19-814   | Y ⊠ N □ N/A □                       |  |

#### 6. THIS SECTION IS COMPLETED FOR INITIAL PROGRAMS ONLY { Not Initial Prog.} **Rule Citation Document** Criteria **Comments** Met R4-19-804(C)(3-4) $\mathbf{Y} \square$ Name, license number, telephone number, e-mail address and qualifications of the program coordinator as Coordinator and required in R4-19-802; 4. Name, license number, $N \square$ Instructor telephone number, e-mail address and qualifications of each program instructor including clinical instructors as **Forms** N/Arequired in either R4-19-802 for NA programs or R4-19-803 for CMA programs $\mathbf{Y} \square$ Classroom R4-19-804(C)(9)(b) - NEW PROGRAMS List and description of classroom facilities, equipment, **Facilities and** $N \square$ and instructional tools the program will provide **Equipment** N/A $\mathbf{Y} \square$ R4-19-804(C)(9)(i) - NEW PROGRAMS **Implementation** An implementation plan including start date and a $N \square$ description of how the program will provide oversight Plan to ensure all requirements of this Article are met N/A R4-19-801(A)(10) A training program shall provide and implement a plan to evaluate the program that includes the frequency of evaluation, the person responsible, the evaluative $\mathbf{Y} \square$ criteria, the results of the evaluation and actions taken to improve the program. The program shall evaluate the **Blank Program** following elements at a minimum every two years: a $N \square$ Student evaluations consistent with subsection (A)(9); **Evaluation Plan** b. First-time pass rates on the written and manual skills N/A □ certification exams for each admission cohort; c. Student attrition rates for each admission cohort; d. Resolution of student complaints and grievances in the past two years; and e. Review and revision of program policies.

## The following section is to be completed for EACH location ON-SITE:

| <b>Location Name:</b>   | Pima Community College-West Campus   |                                      |                      |  |          |        | Program                                     | #: 4098                                   |    |
|---|--|--------------------------------------|----------------------|--|----------|--------|---|---|----|
| Physical Address:   | 2202 W. Ank  | 2202 W. Anklam Rd., Tucson, AZ 85709 |                      |  |          |        | Phone: 52                                   | 20-206-6663                               |    |
| <b>Type of Program:</b>   | Community  | College                              |                      |  |          |        | Original A                                  | Approval: 1992                            |    |
| <b>Date of Visit:</b> 6/2   | 25/2025  |                                      |                      | Type of Visit                          | :        | Via Si | kype 🛮                                      | In Person 🗵                               |    |
| Purpose of Visit: Re  | enewal Appro   | val                                  |                      | Recommenda                             | ation t  | o Exe  | c. Director                                 | : 2 Year Approval                         |    |
| <b>Persons Interviewe</b>   | d:   |                                      |                      |  |          | Car    | ol William                                  | s and Brandi Brid                         | e  |
| Relevant History/ C   | Comments:  | Program o                            | did n                |  |          |        |   | ch is the Center for<br>w the main campus |    |
| Number Trained in<br>(At least one class held dur   |  | val neriod )                         | 2023<br>2024<br>2025 | <b>3-1</b>                             | SACCIN   | ince.  | This is nov                                 | w the main campus                         | '• |
| Pass Rates (Year to<br>(At least one graduate took<br>exam within previous appro  | the certification  | 20                                   | 24-                  | m: 2023-100<br>No testers<br>ΓD-86.96% | <b>%</b> |        | 2024-                                       | m: 2023- 100%<br>No testers<br>TD-91.30%  |    |
|   |  | SITE                                 | C OB                 | SERVATION                              | NS       | 1      |   |   |    |
|   | Rule   |                                      |                      | Criteria                               | Met      |        | C   | Comments                                  |    |
| A training program shall p free learning environment f  |  |                                      |                      | Y⊠ N□                                  | N/A      |        | Tables,                                     | chairs, projector                         |    |
| A training program shall provide, to all program instructors and enrolled students, access to the following instructional and educational resources:  a. Reference materials, corresponding to the level of the curriculum; and                     |  |                                      | Y⊠ N□                | N/A                                    |          | -      | s, videos, textbook,<br>, handouts and wifi |   |    |
| b. Equipment and su   | applies necessary to   | practice skills.                     |                      | Y⊠ N□                                  | N/A      |        |   |   |    |
| A training program shall maintain the following program records either electronically or in paper form for a minimum of three years for CNA programs and five years for CMA programs:  a. Curriculum and course schedule for each admission cohort; |  |                                      | Y⊠N□                 | N/A                                    |          |        |   |   |    |
| b. Results of state-a   | pproved written an   | d manual skills t                    | esting               | Y⊠N□                                   | N/A      |        |   |   |    |
| c. Documentation of (A)(10)   | of program evalua  | tion under subs                      | ection               | Y⊠ N□                                  | N/A      |        |   |   |    |
| d. A copy of any Board reports, applications, or correspondence, related to the program; and  |  |                                      | s, or                | Y⊠ N□                                  | N/A      |        |   |   |    |
| e. A copy of all clinical contracts, if using outside clinica agencies.   |  |                                      | linical              | Y⊠ N□                                  | N/A      |        |   |   |    |
|   | aper form for a mir<br>th student's legal<br>ne number, e-mai                        | nimum of three y<br>name, date of    | ears<br>birth,       | Y⊠ N□                                  | N/A      |        |   |   |    |
| student level of c  | Il checklist contain<br>competency performances<br>rsing assistant, and<br>sistants; | ming the skills i                    | n R4-                | Y⊠ N□                                  | N/A      |        |   |   |    |

| <ul> <li>An accurate attendance record, which describes any make-<br/>up class sessions and reflects whether the student<br/>completed the required number of hours in the course; and</li> </ul>  | Y⊠ N□ N/A□    |
|--|---------------|
| d. Scores for each test, quiz, or exam and whether such test, quiz, or exam was retaken.   | Y⊠ N□ N/A□    |
| A nursing assistant training program shall ensure that equipment and supplies are in functional condition and sufficient in number for each enrolled student to practice required skills. At a minimum, the program shall provide:  a. Hospital-type bed, over-bed table, linens, linen protectors, pillows, privacy curtain, call-light and nightstand; | Y⊠N□N/A□      |
| b. Thermometers, stethoscopes, including a teaching stethoscope, aneroid blood pressure cuffs, and a scale;  | Y⊠ N□ N/A□    |
| <ul> <li>Realistic skill training equipment, such as a manikin or<br/>model, that provides opportunity for practice and<br/>demonstration of perineal care;</li> </ul>   | Y ⋈ N □ N/A □ |
| d. Personal care supplies including wash basin, towels,<br>washcloths, emesis basin, rinse-free wash, tooth brushes,<br>disposable toothettes, dentures, razor, shaving cream,<br>emery board, orange stick, comb, shampoo, hair brush, and<br>lotion;   | Y⊠ N□ N/A□    |
| e. Clothes for dressing residents including undergarments, socks, hospital gowns, shirts, pants and shoes or non-skid slippers;  | Y⊠ N□ N/A□    |
| f. Elimination equipment including fracture bed pans, bed pans, urinals, ostomy supplies, adult briefs, specimen cups, graduate cylinder, and catheter supplies;   | Y⊠ N□ N/A□    |
| g. Aseptic and protective equipment including running water, sink, soap, paper towels, clean disposable gloves, surgical masks, particulate respirator mask for demonstration purposes, gowns, hair protectors and shoe protectors;  | Y⊠N□N/A□      |
| h. Restorative equipment including wheelchair, gait belt, walker, anti-embolic hose, adaptive equipment, and cane;   | Y⊠ N□ N/A□    |
| <ol> <li>Feeding supplies including cups, glasses, dishes, straws,<br/>standard utensils, adaptive utensils and clothing protectors;</li> </ol>  | Y⊠ N□ N/A□    |
| j. Clean dressings, bandages and binders; and  | Y⊠ N□ N/A□    |
| k. Documentation forms.  | Y ⊠ N □ N/A □ |

| <b>Location Name:</b>   | Pima Comm<br>School  | unity College                            | gh                                       | <b>Program #:</b> 4100 |  |  |
|---|--|--|--|------------------------|--|--|
| <b>Physical Address:</b>  | 2475 W Nara  | <b>Phone:</b> 520-206-5222               |  |                        |  |  |
| <b>Type of Program:</b>   | High School  |  |  |                        |  | Original Approval: 2021                                  |
| Date of Visit: 6/2  | 25/2025  |  | Type of Visit                            | : 1                    | Via SI   | kype 🛭 In Person 🗆                                       |
| <b>Purpose of Visit:</b> R  | enewal Appro   | val                                      | Recommend                                | ation to               | o Exe  | c. Director: 2 Year Approval                             |
| <b>Persons Interviewe</b>   | d: Karen B   | rown, Yoland                             | a McCoy-Stoke                            | es, Caro               | ol Wi  | lliams, Christina Williams                               |
| Relevant History/ (   | Comments:  |  |  | Con                    | solida   | ated site, high school program                           |
| Number Trained in Last 2 Yrs:  (At least one class held during previous approval period)  2024-   |  |  | 23-15<br>24-14<br>25-YTD-3               |                        |  |  |
| Pass Rates (Year to<br>(At least one graduate took<br>exam within previous appro  | the certification  | 20                                       | Exam: 2023-87°<br>24-85.71%<br>5-YTD-100 | %                      |  | Skills Exam:2023- 73%<br>2024-92.86 %<br>2025-YTD-66.67% |
|   |  | SITE (                                   | <b>DBSERVATIO</b>                        | NS                     |  |  |
|   | Rule   |  | Criteria                                 | a Met                  |  | Comments   |
| A training program shall provide a clean, comfortable, distraction-free learning environment for didactic teaching and skill practice   |  |  | on- Y⊠N□                                 | N/A [                  |  | Tables, chairs, projector and TV                         |
| A training program shall provide, to all program instructors and enrolled students, access to the following instructional and educational resources:  a. Reference materials, corresponding to the level of the curriculum; and |  | nd Y N D                                 | N/A [                                    |                        | Posters, computers, videos,<br>textbook, workbooks, handouts<br>and wifi |  |
| b. Equipment and so   | upplies necessary to   | practice skills.                         | Y⊠N□                                     | N/A                    |  |  |
| A training program shall reither electronically or in programs and five a. Curriculum and cohort;   | paper form for a m   | inimum of three ye ograms:               | ars V N N                                | N/A [                  |  |  |
|   | pproved written an   |  | -  | N/A                    |  |  |
| (A)(10)   | of program evalua  |  | YMNU                                     | N/A                    |  |  |
|   | ny Board repor<br>related to the progr   |  | or Y⊠N□                                  | N/A                    |  |  |
| e. A copy of all cli<br>agencies.   | inical contracts, if   | using outside clini                      | cal Y⊠N□                                 | N/A                    |  |  |
| A training program shall either electronically or in p  a. A record of eac address, telephor Security number,   | aper form for a mir<br>th student's legal<br>ne number, e-mai                        | nimum of three year<br>name, date of bir | th, YNN                                  | N/A [                  |  |  |
| student level of o  | Il checklist contain<br>competency performance<br>rsing assistant, and<br>ssistants; | ming the skills in I                     | <sup>24-</sup> VM ND                     | N/A [                  |  |  |
| up class sessio   | dance record, which<br>ns and reflects<br>quired number of he                        | whether the stud                         | ent $ig  Yig Nig \Box$                   | N/A                    | ⊐ │  |  |

| d.                   | Scores for each test, quiz, or exam and whether such test, quiz, or exam was retaken.   | $Y \boxtimes N \square N/A \square$ |                                  |
|----------------------|---|-------------------------------------|----------------------------------|
| and supp<br>each enr | sing assistant training program shall ensure that equipment<br>olies are in functional condition and sufficient in number for<br>olled student to practice required skills. At a minimum, the<br>shall provide:<br>Hospital-type bed, over-bed table, linens, linen protectors,<br>pillows, privacy curtain, call-light and nightstand; | Y⊠ N□ N/A□                          | 3 Hospital beds for student use  |
| b.                   | Thermometers, stethoscopes, including a teaching stethoscope, aneroid blood pressure cuffs, and a scale;  | Y⊠ N□ N/A□                          |                                  |
| c.                   | Realistic skill training equipment, such as a manikin or model, that provides opportunity for practice and demonstration of perineal care;  | Y⊠ N□ N/A□                          | Male and female manikins present |
| d.                   | Personal care supplies including wash basin, towels, washcloths, emesis basin, rinse-free wash, tooth brushes, disposable toothettes, dentures, razor, shaving cream, emery board, orange stick, comb, shampoo, hair brush, and lotion;   | Y ⊠ N □ N/A □                       |                                  |
| e.                   | Clothes for dressing residents including undergarments, socks, hospital gowns, shirts, pants and shoes or non-skid slippers;  | Y⊠ N□ N/A□                          |                                  |
| f.                   | Elimination equipment including fracture bed pans, bed pans, urinals, ostomy supplies, adult briefs, specimen cups, graduate cylinder, and catheter supplies;   | Y⊠ N□ N/A□                          |                                  |
| g.                   | Aseptic and protective equipment including running water, sink, soap, paper towels, clean disposable gloves, surgical masks, particulate respirator mask for demonstration purposes, gowns, hair protectors and shoe protectors;  | Y⊠ N□ N/A□                          |                                  |
| h.                   | Restorative equipment including wheelchair, gait belt, walker, anti-embolic hose, adaptive equipment, and cane;   | Y⊠ N□ N/A□                          |                                  |
| i.                   | Feeding supplies including cups, glasses, dishes, straws, standard utensils, adaptive utensils and clothing protectors;   | Y ⊠ N □ N/A □                       |                                  |
| j.                   | Clean dressings, bandages and binders; and  | Y⊠ N□ N/A□                          |                                  |
| k.                   | Documentation forms.  | Y ⊠ N □ N/A □                       |                                  |

| <b>Location Name:</b>   | Pima Community College - Santa Cruz Center                     |                    |             |  |        |   | Program #: 4097   |
|---|--|--------------------|-------------|--|--------|---|---|
| <b>Physical Address:</b>  | l Address: 2021 N Grand Ave Nogales, AZ 85621                  |                    |             |  |        |   | <b>Phone:</b> 520-206-5222                                    |
| <b>Type of Program:</b>   | m: Community College Or  |                    |             |  |        |   | Original Approval: 2019                                       |
| <b>Date of Visit:</b> 6/2   | 25/2025  |                    | 7           | Гуре of Visit                          | :      | Via Sk  | kype $oxtimes$ In Person $\Box$                               |
| <b>Purpose of Visit:</b> R  | enewal Appro   | val                | ]           | Recommenda                             | tion t | o Exe   | c. Director: 2 Year Approval                                  |
| PersoTables, chairs smart TVns Interviewed:   | Yolanda<br>Daniel G  | •                  | kes, (      | Carol Williai                          | ns, Cl | ıristin   | na Williams, Maricruz Ruiz,                                   |
| Relevant History/ (   | Comments:  | Consolidate        | ed si       | te, working o                          | n enr  | ollme   | nt  |
| Number Trained in<br>(At least one class held dur   |  | val period.)       |             | - 7<br>-YTD-0                          |        |   |   |
| Pass Rates (Year to<br>(At least one graduate took<br>exam within previous appro-   | the certification  | 2025-              | 024-<br>YTI | m: 2023-71 %<br>57.14%<br>D-No testers |        |   | Skills Exam: 2023-71 %<br>2024- 85.71%<br>2025-YTD-No testers |
|   |  | SITE               | OBS         | SERVATION                              | NS     |   |   |
|   | Rule   |                    |             | Criteria                               | Met    |   | Comments  |
| A training program shall p<br>free learning environment   |  |                    |             | Y⊠ N□                                  | N/A    |   | Tables, chairs and smart TV                                   |
| A training program shall provide, to all program instructors and enrolled students, access to the following instructional and educational resources:  a. Reference materials, corresponding to the level of the curriculum; and   |  |                    | Y⊠N□        | N/A                                    |        | Computer labs, videos,<br>textbook, workbooks, google<br>meets, study sheets, and<br>handouts, wifi |   |
| b. Equipment and s  | upplies necessary t  | o practice skills. |             | Y⊠ N□                                  | N/A    |   |   |
| A training program shall maintain the following program records either electronically or in paper form for a minimum of three years for CNA programs and five years for CMA programs:  a. Curriculum and course schedule for each admission cohort:                               |  |                    | Y⊠ N□       | N/A                                    |        |   |   |
|   | pproved written an   |                    |             | Y⊠ N□                                  | N/A    |   |   |
| (A)(10)   | of program evalua  |                    |             | Y⊠ N□                                  | N/A    |   |   |
|   | ny Board repor<br>related to the progr                         |                    | , or        | Y⊠ N□                                  | N/A    |   |   |
| e. A copy of all clinical contracts, if using outside clinical agencies.  |  |                    | nical       | Y 🛛 N 🗆                                | N/A    |   |   |
| A training program shall maintain the following student records either electronically or in paper form for a minimum of three years  a. A record of each student's legal name, date of birth, address, telephone number, e-mail address and Social Security number, if available; |  |                    | Y⊠N□        | N/A                                    |        |   |   |
| b. A completed skill checklist containing documentation of student level of competency performing the skills in R4-19-802(F) for nursing assistant, and in R4-19-803 (D)(4) for medication assistants;  |  |                    | Y⊠N□        | N/A                                    |        |   |   |
| up class sessio   | ndance record, which<br>was and reflects<br>quired number of h | whether the stu    | ıdent       | Y 🛛 N 🗆                                | N/A    |   |   |

| d.               | Scores for each test, quiz, or exam and whether such test, quiz, or exam was retaken.   | Y⊠N□N/A□      |                                  |
|------------------|---|---------------|----------------------------------|
| and suppeach enr | sing assistant training program shall ensure that equipment<br>blies are in functional condition and sufficient in number for<br>olled student to practice required skills. At a minimum, the<br>shall provide:<br>Hospital-type bed, over-bed table, linens, linen protectors,<br>pillows, privacy curtain, call-light and nightstand; | Y⊠ N□ N/A□    | 2 Hospital beds for student use  |
| b.               | Thermometers, stethoscopes, including a teaching stethoscope, aneroid blood pressure cuffs, and a scale;  | Y⊠ N□ N/A□    |                                  |
| c.               | Realistic skill training equipment, such as a manikin or model, that provides opportunity for practice and demonstration of perineal care;  | Y ⊠ N □ N/A □ | Male and female manikins present |
| d.               | Personal care supplies including wash basin, towels, washcloths, emesis basin, rinse-free wash, tooth brushes, disposable toothettes, dentures, razor, shaving cream, emery board, orange stick, comb, shampoo, hair brush, and lotion;   | Y ⊠ N □ N/A □ |                                  |
| e.               | Clothes for dressing residents including undergarments, socks, hospital gowns, shirts, pants and shoes or non-skid slippers;  | Y ⊠ N □ N/A □ |                                  |
| f.               | Elimination equipment including fracture bed pans, bed pans, urinals, ostomy supplies, adult briefs, specimen cups, graduate cylinder, and catheter supplies;   | Y ⊠ N □ N/A □ |                                  |
| g.               | Aseptic and protective equipment including running water, sink, soap, paper towels, clean disposable gloves, surgical masks, particulate respirator mask for demonstration purposes, gowns, hair protectors and shoe protectors;  | Y⊠N□N/A□      |                                  |
| h.               | Restorative equipment including wheelchair, gait belt, walker, anti-embolic hose, adaptive equipment, and cane;   | Y⊠ N□ N/A□    |                                  |
| i.               | Feeding supplies including cups, glasses, dishes, straws, standard utensils, adaptive utensils and clothing protectors;   | Y⊠N□N/A□      |                                  |
| j.               | Clean dressings, bandages and binders; and  | Y⊠N□N/A□      |                                  |
| k.               | Documentation forms.  | Y ⊠ N □ N/A □ |                                  |