



Student and Instructor Handbook

Medication Nursing Assistant (MNA) Training Program



Written August 2020

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Mission Statement:

*Our mission is to provide a quality education to our students.
By achieving this, our graduates will be confident, competent, and compassionate nursing
assistants serving the healthcare community proudly.*

Philosophy

LNA Health Careers goal is to educate and prepare caring, competent, and compassionate MNAs who will function in this role in long-term care and assisted living facilities. The MNA's will adhere to the NH BON regulations for MNA medication administration. MNAs will assist the nurse as a team member in the nursing department.

Our MNA Students will provide care for individuals that are chronically ill. The MNA's will promote dignity and maintain resident's rights. Medication Nurse Assistants interact with residents and other members of the health care team in order to promote, maintain and restore health through the administration of medications. The MNA's will be safe and cautious and promote comfort when giving medications.

The scope of practice for the Medication Nurse Assistant is directed toward collaborating with the RN for the administration of medications to support stable individual's responses to common well-defined health problems. The MNA will perform these functions under the direct supervision of an RN.

LNA Health Careers carries the belief that learning is enhanced in an environment where there is mutual respect between teacher and learner. LNA Health Careers accepts the responsibility to provide an environment which encourages a learner's development as a person and as a professional member of the health care team. Learning will be accomplished through theory, hands on lab practice and clinical application.

Admission Requirements

The following standards must be met prior to acceptance into the Medication Nursing Assistant (MNA) course:

- Evidence of a valid and unencumbered Nursing Assistant license issued by the NH Board of Nursing
- Has been employed as a Licensed Nursing Assistant within the past 5 years for the hours-equivalent of 2 years of full time employment (3,744 minimum hours).

- ❑ Possesses proficiency in English and basic math as determined by the pre-entrance examination. Must successfully pass the pre-entrance examination with a score of 80% or greater.
- ❑ Has not been convicted of a felony. All students will complete a State of NH criminal background check prior to being accepted into the program.
- ❑ Complete an application for the program which includes a written essay of personal goals and desire to become proficient in the administration of medications.
- ❑ Submit proof of employment within the past 5 years, which provides the hour equivalent of two years full time employment (3,744 working hours) on the employment requirement form provided by the LNA Health Careers Admissions Office or on letterhead from the employer signed or submitted via employer's email.
- ❑ Submit two-character references from Nurse Managers or Directors on behalf of the employer affirming the applicant's honesty, integrity, compassion and enthusiasm for nursing related activities. Must be completed on supplied forms from the LNA Health Careers Admissions Office and either emailed or mailed.
- ❑ Submit documentation of a two-step TB test dated within the past year or results of a negative chest x-ray dated within the past 5 years.
- ❑ Submit documentation of Hep B vaccine series or declination.
- ❑ Submit documentation of current year's flu vaccine (if taking class Oct-Apr) or signed declination. If a student declines to receive the flu vaccine, they will be required to wear a mask during clinical.

Acceptance into the program will be determined by meeting all the above criteria. Acceptance will not be influenced by race, color, religion, age, national origin, marital status, or sexual preferences. Students with disabilities will also be considered for the program provided they can perform the functions of a Medication Nursing Assistant safely. All students will be given equal clinical opportunities. If a student needs their tests read to them orally it is the student's responsibility to notify the instructor on the first day of class.

While receiving education through the MNA program, students shall comply with all of the regulations and requirements set forth by LNA Health Careers in this handbook and of the program and the NUR 802.03.

Program Hours

LNA Health Careers follows the federal guidelines set forth by the NH Board of Nursing, which requires a minimum of 30 hours of theory and 30 hours of clinical instruction for the MNA program. The MNA program at LNA Health Careers consists of 35 hours of theoretical instruction and 35 hours of clinical instruction, for a total of 70 hours of training. Once all training hours have been met, the written competency exam is then offered.

Classroom/Lab Training (Theory)

Training will be conducted in a New Hampshire Board of Nursing approved environment that fosters growth and where students are given the opportunity to succeed. The theory portion of the program consists of 35 hours of classroom instruction, including 4 written Tests.

Learning is achieved through interactive lectures, various teaching methods and strategies, small group activities including jeopardy and classroom discussion and lab practice. Students will be monitored closely by the instructor and will be instructed on safe practices. Through documentation on the Proficiency Skills Checklist, the Instructor will measure students on all learning experiences. Clinical skills required for an MNA will be practiced in the lab setting prior to beginning clinical. The following topics will be covered during theory:

- ❑ Information related to individual rights regarding accepting or denying medications
- ❑ Review of the law and rules pertinent to nursing and nursing related activities in NH
- ❑ Review of the policies, protocols and procedures of the facility where clinical training will take place
- ❑ Review of anatomy and physiology as it relates to medication administration
- ❑ Principles of infection control and aseptic procedures as they relate to medication administration
- ❑ The 6 principles of medication administration as follows:
 - Right Drug
 - Right Time
 - Right Dose
 - Right Person
 - Right Route
 - Right Documentation
- ❑ Residents have the right to refuse medication
- ❑ Methods of administration of medication to stable clients
- ❑ Common reactions to medications
- ❑ Quality management related to storage, disposal, security, recording and error control pertinent to medications
- ❑ Methods of documenting the administration of medications and the storage and disposal of medications, including security for supplies of medications and errors in the administration of medications
- ❑ Effective communications with residents about their medications
- ❑ Behaviors and performance expected of an MNA administering medications

Throughout the theory component of training, there are 4 written tests. Students must maintain an overall average of 80% on their written tests in order to continue on in the clinical component of training. Students are given the opportunity to retake one test throughout the duration of theory. If an 80% average is not achieved by the last day of theory, the student will be in academic failure and will not be able to continue on in the clinical training. Students in

academic failure are eligible to retake the course at the rate of \$1,850 (tuition and registration fee).

Clinical Training

Clinical training will consist of 35 hours of experience, conducted in a long-term care setting. The ratio of MNA Instructor to student will not exceed 1:4 during any hour of clinical instruction. The content of the clinical component is designed to teach the accurate and safe administration of medications by the following methods complying with NUR 804.02 (6)a-h.

- ❑ Topical
- ❑ Oral
- ❑ Nasal
- ❑ Ocular
- ❑ Auricular
- ❑ Vaginal
- ❑ Rectal
- ❑ Enteral Tubes

All clinical training will be held in a long-term care facility that meets the following criteria:

1. There are one or more nursing clients who are in-patients
2. A nursing care plan has been established for such clients by a registered nurse
3. The care of such clients is managed by a healthcare team
4. The student is permitted to participate in the care of the clients

Expected Outcome of Students

The MNA program at LNA Health Careers was designed to meet the evolving needs of the healthcare industry. The curriculum is designed to provide LNAs the knowledge and understanding of the NH Board of Nursing regulations for MNA medication administration and the skill and knowledge to safely administer medications to a stable population under RN supervision. Expected outcomes include:

- ❑ Understand the role of the Medication Nursing Assistant within the healthcare system
- ❑ Demonstrate comprehension and basic knowledge of medication categories and commonly prescribed medications within those categories as well as associated side effects and possible adverse effects
- ❑ Identify basic drug actions and factors which affect them
- ❑ Demonstrate strong communication skills
- ❑ Ability to strictly adhere to the principles of medication administration
- ❑ Demonstrate understanding of infection control practices
- ❑ Identify and understand medical terms/abbreviations necessary for MNAs to communicate while charting and/or verbally

- ❑ Demonstrate understanding of the all legal and ethical responsibilities as it relates to nursing and nursing-related activities in NH
- ❑ Identify ethical and legal issues of the MNA
- ❑ Demonstrate understanding of client's rights regarding accepting or denying medications
- ❑ Always demonstrate professionalism
- ❑ Safely administer medications under the supervision of a Registered Nurse
- ❑ Ability to report changes and concerns to delegating nurse for feedback and assistance
- ❑ **Always demonstrate safety**

Program Requirements

There are three (3) areas that you are required to meet in order to pass the course: You must pass academically, clinically and with attendance.

LNA Health Careers also follows NUR 806.03 which states after the completion of the theory and clinical components of the medication administration education program a student shall pass with a minimum of 90% on a final competency written exam.

Criminal Record Policy

All students enrolled in the MNA training program at LNA Health Careers will complete a NH State Police criminal background check. Individuals with a positive criminal record may have difficulty finding gainful employment in the healthcare field. Individuals with any felony convictions **will not** be accepted into the program. LNA Health Careers cannot guarantee the ability for any individual to find gainful employment in the healthcare field with a criminal record.

Academics/Grading/Clinical

Examinations will be as follows:

There will be 4 written tests to be graded during the theory portion of the program. You must pass with an 80% average or better in order to attend clinical. Students are given the opportunity to retake one test in order to bring up their average if necessary.

There is a Final Competency Written Exam administered at the completion of the course. The written competency exam is administered upon completion of all 70 program hours within 5 business days. A minimum grade of 90% must be obtained on the Final Competency Written Exam in order to pass the course and apply for your MNA Certification. If a student does not score a 90% or greater on the competency exam, they are given the opportunity to retake a different version of the Final Competency Written Exam for an additional \$25 fee. Only two retakes are allowed. If after 2 retakes the student has not met the minimum 90% requirement, the student will be required to retake the course over at the rate of \$1,850 (tuition & registration fee).

Clinical competence will be evaluated through successful completion of the proficiency skills checklist and by continuous direct observation of the Instructor. The proficiency skills checklist will be reviewed each class by the Instructor. All students must demonstrate proficiency in all basic skills in order to be eligible for certification. If there is a concern with the student regarding the clinical component of the course, the Instructor will identify those areas with the student in the form of a counseling report and the Instructor will send a copy of the counseling report to the Medication Nurse Reviewer. A counseling report can lead to probation or termination from the program, depending on the severity of the concern. Final clinical evaluation will be completed by the Instructor based on the skills checklist.

Throughout the program there are 4 tests. To continue in the clinical portion of the program students must meet a minimum overall average of 80%. Clinical is based on pass or fail. There are no letter grades. Exams are formulated from the program objectives and expected outcomes. LNA Health Careers has adopted a zero-tolerance policy on cheating. Any student caught or suspected of cheating will result in disciplinary action and/or expulsion from the program.

If a student fails the course and is eligible for readmission, they may enroll at a later date. The fee will be \$1,850 which includes the registration fee and tuition.

Tutoring (Remediation)

If a student feels they would benefit from additional review of course material or lab practice with an Instructor on a one on one basis, tutoring is available. Tutoring sessions are scheduled in two hour increments at the rate of \$45 per hour (\$90 per session). Tutoring is conducted in Manchester at 22 Concord St. 3rd floor.

Attendance

LNA Health Careers' MNA program consists of 70 hours; 35 hours of theory and 35 hours of clinical. Our expectation is that students will come to class prepared, on time and as scheduled. A class schedule/calendar will be provided to each student. Leaving early/coming in late more than 2 times for any reason will result in progressive disciplinary action.

Students must provide proof of an excused absence for **any** missed time. An excused absence consists only of: (1) a Doctor's note, (2) vehicle accident report, (3) pre-approved court appearance or (4) death in the immediate family.

Any missed time over 5 hours (but less than 11 hours) must be made up regardless of the reason for the missed time. Missing more than 10 hours for any reason will result in termination from the program. **All excused absence over 5 hours (but less than 11 hours) must be made up and will be an additional fee of \$45 per make up hour regardless of the reason for the missed time.**

Students may not miss more than 10 hours of the program. Missing more than 10 hours of the program, regardless of the circumstances surrounding the missed time, will result in termination.

All make-up time must be scheduled with the LNA Health Careers' office and will be the financial responsibility of the student regardless of the circumstances surrounding the missed time.

Holidays

LNA Health Careers will not be in class on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas.

Dress Code

Students are expected to present themselves in a professional manner at all times, including their appearance. Per Board of Nursing regulations, students must be easily identifiable. For this reason, LNA Health Careers has established the following dress code for students.

- ❑ Uniform white scrub top and navy scrub pants. Must be clean and in good repair. No spandex or tight fitting clothing is acceptable.
- ❑ White socks or nylons.
- ❑ Clean, closed toe shoes, leather sneakers are acceptable.
- ❑ LNA Health Careers will supply name tags which will be worn at all times
- ❑ A watch with a second hand is required.
- ❑ Large jewelry, dangling earrings and necklaces are discouraged for safety reasons.
- ❑ Visible body piercing and tattoos must be covered or removed including nose and eyebrow rings.
- ❑ Acrylic nails are not allowed in clinical for infection control purposes. Nails are to be trimmed, clean and free of chipped polish.
- ❑ Hair longer than shoulder length will be pulled back.
- ❑ Practice good personal hygiene including:
 - Showering daily
 - Using deodorant
 - Oral hygiene

Any student coming to class or clinical without their proper attire, will be sent home to change and hours missed doing so will be documented.

Breaks

Students will be given one 15 minute break for any 5 hour class.

Code of Conduct

LNA Health Careers reserves the right to refuse a student in class if alcohol, drug, or any substance abuse is suspected. LNA Health Careers reserves the right to request a voluntary

drug or blood alcohol test, to be completed within 24 hours, at the expense of the student if impairment is probable (suspected by two licensed staff, one being the instructor). Refusal will result in expulsion. Positive findings will also result in expulsion.

Any student bringing weapons of any type to a class/clinical will be expelled from the class and the police will be notified as appropriate. Cell phones and pagers should be turned off during class time and/or clinical time.

LNA Health Careers has a NO SMOKING policy. There is no smoking allowed at classroom or clinical facilities (even in designated smoking areas). During breaks, smoking is allowed only in the student's own vehicles. Also smoking materials must be disposed of in their vehicles.

LNA Health Careers will not accept behavior that interferes with the learning processes of fellow students, infringement of other's rights, or degradation. This includes sexual harassment, threats, insults, profanity and offensive jokes. Any student that witnesses or is subjected to this behavior should report the behavior to their instructor immediately.

It is expected that students will present themselves in a positive, helpful manner at all times. Students must stay awake and alert during all classroom and clinical time. Students will abide by a code of ethics that fosters personal growth, responsibility, confidentiality, and professional conduct at all times. Any student that impedes the rights of others, or acts in an unprofessional manner will advance through the progressive disciplinary process.

Honesty & Integrity Policy

LNA Health Careers expects all Instructors, employees and students to maintain and uphold high ethical and moral standards. We have adopted guidelines from the NH Board of Nursing Nur 501.03 General Ethical Standards which states:

A licensed Nurse or Nursing Assistant shall:

- (a) Hold the health and safety of clients to be of first consideration and render to each client the full measure of his or her ability as an essential health care provider;
- (b) Always strive to perfect, enlarge, and utilize his or her knowledge in conjunction with his or her professional judgment;
- (c) Observe the law and uphold the nursing profession;
- (d) Be truthful and respectful of information received and rendered;
- (e) Hold confidential the information received from clients and their caregivers;
- (f) Not agree to practice under terms or conditions which through interference with professional judgment and skill would cause deterioration in the licensee's ability to render safe care at all times; and
- (g) Fulfill all professional obligations conscientiously.

Source. #7769, eff 10-1-02; ss by #8873, eff 4-24-0

LNA Health Careers will not tolerate dishonest conduct in any form; including lying, cheating and stealing. Dishonest conduct will result in termination and is also reportable to the NH Board of Nursing.

Abandonment

LNA Health Careers has a zero tolerance policy on abandonment, defined by the Board of Nursing as: "Leaving an assignment without notifying your supervisor (instructor)." Abandonment of any reason will result in immediate expulsion from the program.

Tuition/Payment of Course

If a student has a payment contract then the final payment must be received in the office one week prior to the final competency exam date. There is a \$50 late fee assessed to all accounts after the due date. Any student with a positive balance upon completion of the course will not be allowed to receive their certificate or sit for their final written competency exam until all of the tuition and fees have been received, not to exceed 9 months from the date of graduation. Personal checks are not accepted for the final payment. Final payment can be made with Visa/MC/Discover, money order or cash.

Withdrawal Policy

If a student wishes to withdraw from the program he/she must put their withdrawal request in writing and submit it to the Student Affairs Coordinator in order to process a refund. The number of hours used to calculate the refund will be based on the start date of the class and the date and time that the student officially contacts the office to withdraw. LNA Health Careers has 30 days to issue a refund once the written request has been received.

Transfer of Classes

Once a student has started the course they cannot transfer to a different session. If a student wishes to take a different class after their training has begun, they would need to withdraw and then register for a new class. The refund policy would be followed and a new deposit would be required.

If a student transfers from one class to another before either class begins the \$150 registration fee will be withheld and a new registration fee of \$150 will be required.

Refund Policy

Refunds are not offered at the time of withdrawal after class has started. Withdrawals 7 days before the class starts will result in forfeiture of the \$450 registration fee. Once the student has started the training, LNA Health Careers does not provide refunds. ***Any student in attendance, breach of policy, clinical or academic failure will not be issued a refund if***

they have completed 35 hours or more of the program, and will still be responsible for their balance if they have not paid in full.

All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

Detail of Fees

The following is a table of all fees charged by LNA Health Careers. Items listed in bold are fees charged to all students. Items not listed in bold are extra fees that could be encountered.

Item	Fee	Detail of Fee
Registration Fee	\$450	Registration for one class
Supplies Fee	\$200	Textbook, class supplies and name badge
Criminal Record Check	\$25.	NH State Police criminal background check
Tuition	\$1175.	MNA program tuition
Late Fee	\$50	Assessed if final payment is received after due date outlined on payment contract
Clinical Make Up Fee	\$45/hour	Assessed for any missed clinical time
Administrative Fee	\$200	Assessed to all withdrawals after the 1 st day of class. Also assessed to all medical withdrawals.
Tutoring	\$90 per 2-hour session	Optional for students who request additional support
Final Competency Written Exam Re-Take	\$50	Only two re-takes allowed

Release of Responsibility

Students are discouraged from bringing money or valuables to class. LNA Health Careers or the host facility will not be responsible for any lost items/monies.

Grievance Policy

LNA Health Careers has adopted the following grievance policy: If a situation occurs while in class/clinical where a student feels there is a need for the Instructor to assist them with conflict resolution, the students will provide their complaint in writing. The instructor has 3 weekdays to investigate and attempt to find an agreeable resolution. If the student is unsatisfied with the resolution, they may notify the program Medication Nurse Reviewer. The student will forward all original written complaints to the program Medication Nurse Reviewer. The program Medication Nurse Reviewer has an additional 3 weekdays to investigate and provide written attempt of resolution to the student. All grievance resolutions will be forwarded

to the program Medication Nurse Reviewer to keep on file. If the student's concern is related to the Instructor, they will provide written documentation to the program Medication Nurse Reviewer directly.

If the student feels that their grievance has not been resolved after the completed investigation, the student has the right to contact the NH Department of Education, Office of Career School Licensing, at 101 Pleasant St, Concord, NH 03301; phone 603-271-6443.

Progressive Disciplinary Procedure

It is anticipated that all students will adhere to the codes established by LNA Health Careers. It is also expected that students will follow policies, protocols and procedures of the facility offering the setting for the clinical training of the program. In the event this is not achieved, disciplinary action up to and including termination from the program may occur. Disciplinary action will be based on the severity of the transgression. LNA Health Careers recognizes two varying degrees of infractions. The lesser degree being those that do not result in physical or mental harm to others or result in damage to property due to purposeful or negligent acts. Lesser infractions may include but are not limited to the following:

- ❑ Excessive use of the telephone
- ❑ Loitering
- ❑ Unauthorized breaks
- ❑ Smoking in unauthorized areas
- ❑ Wasting facility supplies
- ❑ Failure to maintain personal appearance
- ❑ Tardiness
- ❑ Use of profanity or vulgar language
- ❑ Dishonest behavior
- ❑ Demonstrating unprofessionalism towards Instructor, staff, fellow classmates, and/or residents.
- ❑ Not showing up to a scheduled class, tutoring session or make up without notification ("no call/no show")

A first offense may result in counseling from the Instructor. The area for concern will be brought to the Student Medication Nursing Assistant's (SMNA's) attention. The SMNA and the Instructor will work together to problem solve towards a positive outcome.

A second offense may result in a written warning. The SMNA and the Instructor will discuss the need for immediate improvement and a formalized plan of correction will be developed. A copy of the plan of correction will be given to the student with measurable goals and a time frame in which to demonstrate improvement.

A third offense will result in termination from the program.

Depending on the severity of the violation a SMNA may be expelled from the program without delay and with out a refund. Such actions of gross misconduct may include but are not limited to:

- ❑ Abuse of care recipients, classmates, Instructor and/or any other staff
- ❑ Attending class/clinical under the influence of alcohol, drugs, or other substance
- ❑ Falsifying records
 - Falsifying information on the student application
- ❑ Performing duties outside of parameters
- ❑ Breach of confidentiality
- ❑ Abandonment
- ❑ Cheating
- ❑ Theft
- ❑ Not showing up to a scheduled clinical without first notifying the Instructor (“no call/no show”)
- ❑ Violating Social Media policies

Social Media

In an increasingly digital world, we appreciate the opportunities and resources that social media can provide. It is important that students and staff always use social media responsibly. Be aware that future employers may see what you post on social media sites. Maintain professionalism at all times. Cell phones are never allowed on any facility unit during clinical and taking pictures at any time during the clinical setting is strictly prohibited. We request that you maintain professionalism while using social media, by ensuring confidentiality of all patient, employee, peer, and educational matters.

Termination

If a student faces termination from the program the instructor will arrange a conference with the SMNA. At this time, the SMNA will be informed why he/she is being considered for termination. The SMNA will have the opportunity to defend his/her actions. The instructor will bring all information before the Medication Nurse Reviewer for review. A written binding decision will be forwarded to the SMNA within two (2) business days. If a student is terminated from the program after 35 hours or more have been completed, no refund will be allotted and final payment will still be due.

Insurance

Students are not covered by any type of medical/health insurance through LNA Health Careers, LLC while in class or clinical. Any accidents or incidents resulting in injury to a student will be the responsibility of the student to seek medical treatment on their own at their own expense.

Student Records

Student records are maintained at the admissions office located at 22 Concord Street in Manchester, NH. Student records are maintained for two years. After two years, records are purged with the exception of copies of the certificate of completion. Students are given an original certificate of completion after successfully passing the competency exam. Copies of certificates of completion are kept indefinitely. An original replacement certificate is not available if the original is lost or damaged. In the event that a graduate needs a copy of their certificate due to the original being lost or damaged, a photo copy will be given.

Medical records of any kind, including TB tests, flu vaccines, Hep B series vaccines etc. are not maintained on file and are returned to the student on their last day of class. Any medical records contained in student files upon graduation are purged.

All discarded records are shredded and destroyed to maintain confidentiality.

Graduate Reference Forms

Upon graduating from the program, all MNA Instructors fill out a graduate reference form on each graduate. Instructors rate the student's attendance, clinical skills, team player ability, academic and lab performance, 6 rights of medication administration, safety and professionalism. This will serve as a written reference from the Instructor and can be sent directly to potential employers upon request. When filling out applications for employment, the student can list LNA Health Careers as a reference with the office phone number (603-647-2174). Employers will then call and request your reference directly through the admissions office. Graduate reference forms are maintained for 2 years from the student's graduation date. Copies are not available to students in order to maintain the integrity of the reference.

Certification with the NH Board of Nursing

Upon successful completion of the MNA program and successful completion of the competency exam, the student will receive a certificate of completion. To receive a Certification to work as an MNA from the NH Board of Nursing (BON), the graduate needs to submit an application to the Board. The application for Medication Nursing Assistant Certification can be found on the BON website (www.nh.gov/nursing). You will need to include a payment of \$10 payable to "Treasurer, State of New Hampshire" as well as a copy of your certificate of completion from the program. Your application will be processed by the BON and once processed, your certification can be found online at their website.

Employment

LNA Health Careers can provide a graduate reference to your employer upon request from the employer. LNA Health Careers does not provide job placement services for graduates from the MNA program as most MNA students have positions lined up prior to taking the course. However, LNAs who take the MNA program may be given the option to join our email list where we will email you any MNA job openings that are presented to us.

Graduates from the MNA program may receive an employment survey by email or mail, up to two times the first year after graduation, in an effort for the school to track employment statistics. We appreciate you taking the time to complete those brief surveys.