

Certified Patient Care Technician/Assistant (CPCT/A)

Preparation Suite Edition 2.0 Implementation Guide

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About This Guide

This guide is a companion to the *Certified Patient Care Technician/Assistant (CPCT/A) Preparation Suite 2.0*, and is to provide directed preparation for the CPCT/A certification exam and to instill the knowledge and standards needed for excellence in the practice of medical billing and coding. We incorporated information such as how many hours you will need to incorporate the training, numerous tips to make implementation seamless, and detailed information on what content is included.

LEGEND

Learner: Student, Employee, or Apprentice | Facilitator: Educator, Instructor, Trainer, or Employer

Description

The goal of the *Certified Patient Care Technician/Assistant (CPCT/A) Preparation Suite 2.0* is to provide directed preparation for the CPCT/A certification exam and to instill the knowledge and standards needed for excellence in patient care technician practice.

Preparation materials include an online or printed study guide and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CPCT/A study guide provides the best insight on the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it will provide the map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in field.

The quizzes and practice tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these practice tests will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that learners are not just memorizing information in the study guide but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

Features

The study guide, available in both printed and online formats, focuses on patient care technician principles as aligned with the CPCT/A exam blueprint.

BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow certification candidates to review definitions of selected terms.
- Quizzes assess candidates' knowledge of chapter/module content and other relevant subject matter related to the test plan.
- Case studies in the printed book and virtual challenges in the online version test candidates' ability to think and respond to real-world scenarios.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION INCLUDE:

- Electronic gaming and flashcards to help reinforce learning throughout module sections.
- The CPCT/A online study guide includes four Situation Station challenges that provide real world critical-thinking practice. These are found in the Patient Care module. Learners watch a scene and identify everything the patient care technician does incorrectly. Later, learners watch the scene again, and this time the patient care technician performs the tasks in the scene correctly.
- Professionalism tips provide insights on important soft skills specific to patient care technicians and include: adaptation, communication, confidence, dependability, good attitude, prioritization, professionalism, and work ethic. These can be found by clicking on the nurse's cap icon in the bottom left hand corner of any module page.
- Video enhancements reinforce information presented in the module.
- Audio pronunciation of glossary terms assist learners in knowing how to pronounce terms correctly
- Centralized Quiz Scoring includes both Individual and cohort results

ON-LINE PRACTICE ASSESSMENT FEATURES

Online practice assessments match the CPCT/A exam blueprint and provide rationales for each question. Focused Review© is provided for remediation based on practice assessment results.

REPORTING AND ANALYTICS

The various reports and analytics, found in the Learning Insights center, assist facilitators and learners in tracking usage and comprehension.

Using the Certification Prep/Study Guide

WHY USE THE MATERIALS

Promote certification candidate's success in the education of patient care technicians.

- Facilitate content mastery.
- Help certification candidates improve confidence.
- Supports certification candidate understanding and review of competencies.
- Teach essential patient care technician practice skills.
- Advocate certification candidate self-learning.
- Enforce critical thinking and application of knowledge with case studies.

Provide review materials to assist with preparation for CPCT/A exam.

- Study guide can be viewed in printed or online format for customized learning.
- Online practice assessments provide test questions and answers to assess learning.
- Glossary reinforces vocabulary.

Support faculty teaching practices.

- Assign selected chapters as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of in-class presentations.

Implementation Strategies

WHERE TO START

MAPPING THE NATIONAL CERTIFICATION TEST TO COURSE CURRICULUM

Course curriculum extends beyond the national certification test plan (www.nhanow.com/test-plans.aspx), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to existing course curriculum, but never as a replacement for course curriculum.

STUDY GUIDE IMPLEMENTATION

- Read the study guide outline to know exactly what topics are covered and in what order.
 - The study guide provides a review of core subjects on the national certification test plan.
 - The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within 2 weeks) can help keep tutorial content fresh in the certification candidate's mind.
- Match module/chapter content to related courses and build into lesson plans.
- Assign related module/chapter content for each course.
- Direct certification candidates to complete all textbook/workbook assignments first, then to move to the study guide assignment.
- Assign a study guide "quiz due date" a couple of days before the end of each related course.

- Review quiz learning insights to determine if there are any gaps in over-all learner learning.
- Review common deficiency areas with the learners, before moving on to next course.
- Have learners take all module quizzes a second time before taking the first practice exam.

RECOMMENDED TIME

<i>Content</i>	<i>Time</i>
Entire Study Guide Content	5.0 hours
Extra Module Features	2.25 hours
Module Quizzes	2.5 hours
Total Study Guide Hours	9.75 hours

RECOMMENDED TIME¹ PER MODULE BREAKDOWN

<i>Module Name</i>	<i>Learning Content</i>	<i>Estimated Extra Features²</i>	<i>Module Quiz (each attempt)</i>	<i>Estimated Total Time</i>
Patient Care	70	75	30	160
Compliance, Safety and Professional Responsibility	45	15	30	90
Infection Control	30	15	30	75
Phlebotomy	90	15	30	135
EKG	70	15	30	115

1. All times are in minutes.

2. Extra features include gaming, video challenges, video enhancements, module overviews.

PRACTICE ASSESSMENT IMPLEMENTATION - 2 HOURS, 30 MINUTES FOR EACH ATTEMPT (MAX 6)

Administer the first online practice assessment.

- There are a total of three practice assessments, each of which can be taken twice. Practice assessments are administered in the following order: A version, B version, C version, A version (2nd attempt), B version (2nd attempt), C version (2nd attempt).
- A certification candidate's first attempt on the practice assessment should be attempted after all domains of the CPCT/A test plan have been presented and learners have completed all 17 modules in the study guide and taken each quiz twice.
- Give certification candidates ample time to review any content areas that provided challenges on each practice assessment.
- As the practice assessment mirrors the certification exam in length and format, it is recommended to disable the rationales for a certification candidate's first attempt and to set a timer for 2 hours.

Administer additional online practice assessments.

- Candidates should have sufficient time to spend in focused review before moving to additional assessments (1 minute in focused review for every question missed).
- Direct learners to take the first attempts for versions B & C. (Consider turning rationales off and setting a timer for 2 hours to simulate test day like you did for the first practice exam).
- NHA recommends that all learners take practice assessments twice.
- Administer the last set of assessments (2nd attempt for versions A, B, and C). It is up to the instructor to decide if rationales should be turned on or off and whether or not the exams should be timed according to exam day specifications.
- The last practice assessment should be administered in close proximity to the NHA certification exam date. (Data suggest within 5 days.) Administering the last practice assessment close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.

GENERAL INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Inform certification candidates where policies and procedures differ from the study guide.
- Supplement the study guide with handouts that explain the rules and regulations of your state.
- Review video enhancements and critical thinking challenges together as a class.
- Assign learners to watch one to two professionalism tips per module and have them journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.
- Highlight real-world application of knowledge and skills from your experiences as a patient care technician.
- Conduct assessments of material mastered and as opportunities for setting goals for improvement.
- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.
- Keep in mind that adult learners often do better with hands-on learning.
- Encourage questions from certification candidates
- Meet one-on-one to talk about progress and challenges.
- Invite a past certification candidate who recently passed the exam to visit the class and talk about his or her experience and best practice for preparation.
- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of soft skills on a regular basis.

ACTIVE INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Have certification candidates teach the new concepts to the class.
- Assign readings, and follow up the next day with tasks that relate to the subject matter of the chapter.
- Create index cards with questions from the chapter, and have each certification candidate read the question and teach the content to the class. After each lesson, request that the group provide feedback.
- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

ISBN and Copyright Information

- Printed study guide: 978-1-56533-591-2
- Online study guide: 978-1-56533-592-9
- Practice tests: 978-1-56533-593-6

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