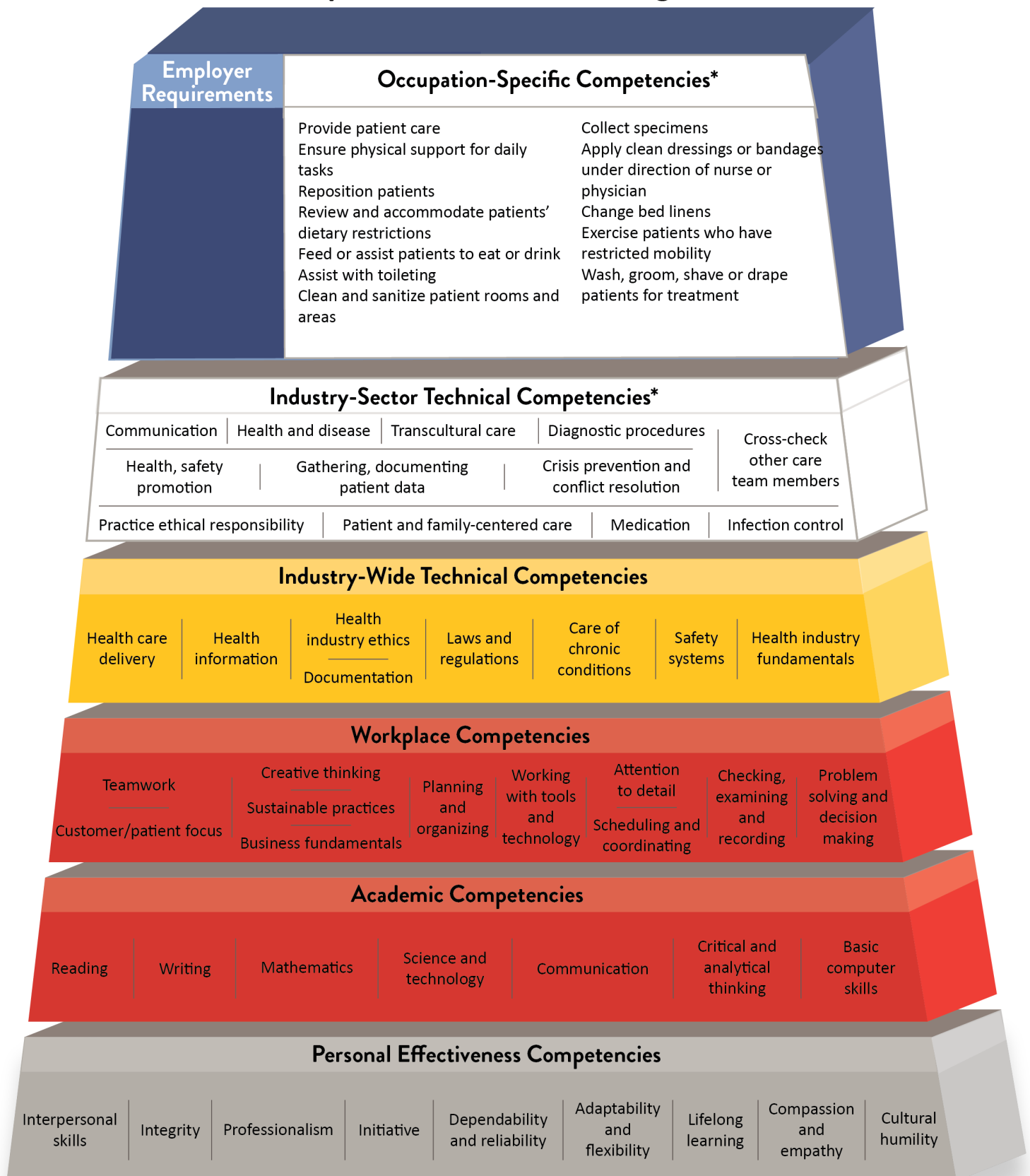


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Certified Nursing Assistant



Based on: Fundamentals of Health Care Competency Model, Employment and Training Administration, United States Department of Labor, February 2025. For more detailed information about competency model creation and sources, visit dli.mn.gov/business/workforce/health-care-services.

Competency Model for Certified Nursing Assistant

Certified Nursing Assistant – An individual who provides basic patient care under direction of nursing staff. They perform duties such as feed, bathe, dress, groom, or move patients, or change linens. They may also support the transfer or transport patients.

*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job (OJT) training opportunities.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Communication** – Active listening, appropriate conversation, and relaying of information.
- **Health and disease** – Effective application of the knowledge, skills and ethics necessary to assist and support individuals who require health and human services to live a self-determined life in a safe and healthy manner. Disease prevention and control.
- **Transcultural care** – Strong awareness of different cultures and cultural sensitivity with both verbal and non-verbal communications.
- **Diagnostic procedures** – Familiarity with various diagnostic procedures or refer to local departmental standard operating procedures and follow up procedures.
- **Health, safety promotion** – Be able to implement procedures and protocols to promote the health and wellness of person receiving health care or services.
- **Gathering, documenting patient data** – Know how to collect subjective and objective data, as well as clearly and accurately tracking each patients/residents' care.
- **Crisis prevention and conflict resolution** – Knowledge of potential crisis situations or behavior and the appropriate procedures to de-escalate the situation or minimize the likelihood of danger.
- **Cross-check with other care team members** – Knowledge of the roles of the physician and nursing staff caring for the patient/resident.

- **Practice ethical responsibility** – Understand how to respect the patient's/residents right to self-determination in their medical care while maintaining the highest standards of patient/resident privacy and confidentiality.
- **Patient and family-centered care** – Understand that patients/residents are partners with their health care providers, and providers treat patients/residents and families not only from a clinical perspective, but also from an emotional, mental, spiritual, social and financial perspective.
- **Medication** – Understand medication and possible side-effects.
- **Infection control** – Basic knowledge of infection control techniques and appropriate protocol.

Occupation-Specific Competencies

On-the-Job Training is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Provide patient care** – Know how to attend to patients'/residents' activities of daily living to ensure that person feels at ease physically and emotionally.
- **Ensure physical support for daily tasks** – Know how to assist with tasks such as bathing, dressing, eating, using the restroom.
- **Reposition patients** – Ability to reposition and transfer patients/residents from their beds to wheelchairs, walkers or other mobile medical equipment.
- **Review and accommodate patients' dietary restrictions** – Understand the importance of nutrition including the implications of malnutrition and techniques for providing adequate nutritional care.
- **Feed or assist patients to eat or drink** – Ensure patients/residents receive food and fluid. This includes providing encouragement or help to enable patients/residents to eat.
- **Assist with toileting** – Important skill to provide sensitive and supportive care to individuals to lessen embarrassment and discomfort.
- **Clean and sanitize patient rooms and areas** – Ability to thoroughly clean and disinfect all living areas to prevent contamination and disease.
- **Collect specimens** – Know how to obtain specimens in the proper containers, correctly labeled, and promptly transported.

- **Apply clean dressings or bandages under direction of nurse or physician** – Understand patient/resident wound care being mindful of possible infection.
- **Change bed linens** – Know how to ensure bed linens are clean, dry, and wrinkle-free.
- **Exercise patients who have restricted mobility** – Ability to perform range of motion exercises while maintaining patient/resident mobility and safety.
- **Wash, groom, shave or drape patients for treatment** – Be able to show proper techniques and efforts intending to achieve hygiene tasks and privacy procedures.

Updated October 2025