

Internationally Educated Nurses Exam Orientation

IENCAP

Professional Conduct

- Touchstone Institute collaborates with Nursing Regulators to administer this examination.
- **Behaviour that disrupts the delivery of the exam** in any way including, but not limited to, challenging site administration staff directives, questioning exam policies and procedures, disruptive comments about the exam, talking to other examinees during the exam or other behavior that the examination site staff considers disruptive or discourteous to others will be **documented and shared with the Regulator**.
- Examinees who continue to exhibit disruptive behaviour after being warned will be **removed from the exam**.

Confidentiality

Upon registration for this exam, examinees were expected to read, understand and sign the Exam Conduct Agreement.

This document confirms examinees will not disseminate or reveal to others any content of the examination. This means exam content **cannot** be discussed or disclosed with others at any time, in any way, even after the exam is over.

Examples include, but are not limited to:

- comparing client responses with colleagues
- sharing exam content with future examinees
- posting case information or exam questions online

Any breach in confidentiality of exam materials may lead to disciplinary and legal measures, including invalidating examinee results.

Please review Touchstone Institute's Ethical Exam Behaviour webpage by clicking below:

[Click here for webpage](#)

Format of The Exam

- > This exam consists of an Objective Structured Clinical Examination that consists of:
 - > Up to 12 clinical stations with standardized client encounters.

About the Examination

- This examination tests the **knowledge, skills and communication** abilities of an Internationally Educated Nurse (IEN) in a standardized way.
- The Blueprint for this examination is based on the ***CNO Entry-to-Practice Competencies for Registered Nurses (2018)***.
- Examinees will be evaluated on their ability to demonstrate their skills in the following areas:
 - Nursing knowledge
 - Nursing skill
 - Language fluency and comprehension
 - Client focus as it relates to the presenting problem
 - Ability to inform the client accurately and appropriately

Exam Overview

This exam may include clinical content from the following areas:

- Hospital (general, maternal, pediatric, psychiatric)
- Rural or remote clinic
- Long-term care facility or supportive living setting
- Community health clinic or primary health clinic
- Mental health/Psychiatric
- Palliative Care/End of life
- Public health clinic
- Homecare (Private residence/group home)

Exam Day Dress Code

- Examinees are encouraged to dress in comfortable, casual professional attire.
- Profession specific clothing is not required as examinees are not scored on how they are dressed.

General Information

The following slides contain information specific to the OSCE portion of the exam.

Exam Day Registration

Building Entry

- Do not show up at the assessment centre more than 10 minutes before your registration time.
- Everyone will be required to remain outside the building until a Touchstone Institute staff member instructs them to enter the building. Participants should dress appropriately for the weather.
- Everyone will be required to complete a screening questionnaire prior to participating in the examination. The screening tool used is provided by Toronto Public Health and can be found [here](#). Anyone answering 'YES' to any of the questions will not be permitted into the building.
- You will be issued a medical grade mask prior to entering the building that must be worn within the centre at all times.
- No one will have access to building washroom facilities until they have entered the assessment centre.

Exam Day Registration

- Touchstone Institute reserves the right to **refuse entry** to the exam to those examinees **exhibiting symptoms of COVID-19** or are unwilling to abide by the safety protocols.
- Friends, family members and/or children **will not be allowed** into the building or assessment centre.
- Examinees must arrange for their transportation to meet them outside.

Exam Day Registration

What to Bring to the Exam

- Copy of your exam invitation that was emailed to you, either a physical copy or on your phone.
- One piece of valid photo identification. Acceptable pieces of photo identification include; a valid passport, a valid driver's license, or a Canadian citizenship or permanent resident card.

Important Information

- Examinees will not be admitted to the examination after registration has closed.
- Touchstone Institute is a fragrance free assessment centre. Examinees should refrain from wearing cologne, after-shave, perfume scented oils and/or similar products.
- Food will not be served to examinees, but water will be available upon request.
- Please ensure that you have eaten a sufficient amount to get you through the exam before arriving at the centre.

Exam Day Registration

Secure Storage of Personal Belongings

- > **Upon entry** to the registration area, examinees will be asked to place all their personal belongings in a plastic bag that will have their name on it .
- > This bag will be sealed and stored in a secure area until the end of the exam.
- > Examinees are asked to **refrain from bringing** any unnecessary belongings with them to the exam, including profession-specific equipment.

Exam Prohibited Items

→ The following items **must** be left at registration:

- ✗ Any electronic devices (i.e. smartphones, smart watches, tablets, computers)
- ✗ Personal bags, wallets, purses, keys
- ✗ Paper, pens, pencils
- ✗ Books, notebooks
- ✗ Food, drinks

Exam Permitted Items

→ Examinees may have the following items with them during the exam and DO NOT require written permission in advance:

- ✓ Tissues
- ✓ Cough drops, mints, gum (in a clear plastic bag, unwrapped)
- ✓ Lip balm
- ✓ Hair ties
- ✓ Medication needed for a medical condition
- ✓ Menstrual products

Present these items to exam staff for inspection while at registration.

Exam Permitted Items

→ Examinees may use the following items at the exam centre but must **notify Touchstone Institute in advance**. Some items may require written permission from Touchstone Institute:

- ✓ Mobility aids (wheelchair, scooter, chair)
- ✓ Medical assistive equipment
- ✓ Medical devices that require transmitting technology
- ✓ Breast pump

If you have received written permission for your item, please present it while at registration.

COVID-19 Safety Protocols

→ COVID-19 safety protocols have been implemented to support examinee safety while at the assessment centre. They may include, but are not limited to:

- COVID-19 screening – verbal questionnaire before entering the assessment centre
- Wearing a face mask for the duration of time at the assessment centre
- Physical distancing

COVID-19 Safety Protocols

Hand Hygiene

- Hand hygiene will be strictly enforced.
- Examinees will be required to use alcohol-based hand sanitizer **at the beginning of every OSCE Interaction.**
- Alcohol-based hand sanitizer will be prominently displayed in all locations where examinees are expected to use it. This includes, but is not limited to, at sign-in/sign-out desks, in every OSCE station room, and in different sections of the exam floor.

COVID-19 Safety Protocols

Non-Compliance of COVID-19 Safety Protocols

- > All safety protocols will be monitored by examiners, site staff and standardized patients. Any violations of the COVID-19 safety protocols will be documented in an incident report and reported to the Touchstone Institute staff.
- > Violations include, but are not limited to:
 - Not wearing mask
 - Not adhering to physical distancing
 - Not performing hand hygiene
 - Engaging in physical touch beyond that which is required to complete the exam

COVID-19 Exam Content

- There is **no** COVID-19 content in this exam.
- Examinees will **not** be scored on their knowledge of COVID-19.
- Examinees should assume COVID-19 is **not** a factor in any exam content, questions or scenarios. It does not need to be considered, and no screening needs to be completed.
- No changes have been made to the blueprint of the exam.
- For the OSCE, Verbal Physical Assessments will be required for some stations, to replace physical contact with the standardized clients.

Exam Notebook and QR Code

- > Examinees will be provided with a notebook containing 12 blank pages for use during the OSCE.
- > Examinees should ensure their notebook contains the following information:
 - Name and registration number on the front cover
 - The correct number of pages
 - A QR code on the back cover
 - Examinee signature on the front cover

Exam Notebook and QR Code

- > Examinee notebooks will need to be turned in at the end of the exam with all pages accounted for.
- > **Do not rip pages out of the notebook.**
- > Examinees will also receive 2 pencils to use during the OSCE.
- > If another pencil is required during the exam, examinees must ask exam staff who will be positioned outside the OSCE stations in the hallway.

Exam Incident Reporting

- Any examinee who feels they **may have been disadvantaged** during their examination must notify a member of staff and complete an incident report **before leaving** the assessment centre. This will allow site staff to gather the examinee's account of the incident while it is fresh in their mind.
- Site staff may also ask examiners, standardized patients or relevant staff to complete an incident report to assist with the investigation process.
- Emails from examinees requesting to submit an incident report after leaving the assessment centre will **not** be considered for investigation.
- Examinees who have completed an incident report can expect to receive an email outlining a resolution within 8 weeks of the examination date.

Exam Incident Reporting

Exam Discontinuation

- If examinees begin to feel unwell during the exam, they should notify exam staff immediately.
- If examinees have started the exam and do not wish to continue or are unable to, exam staff will document their early departure in an incident report.
- The incident report will be shared with the regulator.
- Examinees will be required to sign an exam discontinuation waiver.

Designated Space and Washrooms

- > All examinees must remain in their designated rooms during breaks throughout the day.
- > Exam staff will organize movement of participants to and from the exam areas.
- > Washroom breaks are expected to occur before and after the exam administrations.
- > Washroom use **is allowed during the exam** but must be facilitated by exam staff.
- > Examinees **will not be given additional time** to make up for washroom breaks.

Building Evacuation

--->If an emergency situation occurs during the exam, examinees should:

- **Remain** calm.
- **Follow** instructions from exam staff who will escort them out of the building to a safe holding area.
- **Bring** exam notebook with you.
- **Remain as silent as much as possible and** do not share exam content with other examinees while outside of the exam space, as per the Exam Conduct Agreement.

Leaving Exam Site – Sign Out Procedure

Examinees must follow directions from exam staff who will take them to an area to complete the sign out procedure and collect their personal belongings.

- > Examinees will hand in their OSCE notebook with all the pages intact and any pencils they may have in their possession.
- > Once examinees have handed in all materials, site staff will sign them out and they may leave the building.
- > Reminder: examinees must continue to comply with physical distancing measures at all times.

Objective Structured Clinical Examination (OSCE)

The following slides contain information specific to the OSCE portion of the exam.

OSCE Orientation

- > An Objective Structured Clinical Examination or OSCE is a popular form of assessment that allows for the direct observation of clinical skills within a “real-patient” simulated setting.
- > Examinees rotate through a series of timed, simulated stations while interacting with standardized patients. These interactions are scored by trained examiners using a standardized rating tool and pre-defined competencies.
- > Rigorous training procedures, together with the highly standardized environment in which the exam takes place, promotes objective examiner scoring behaviour which in turn leads to highly reliable examinee results.

Standardized Clients

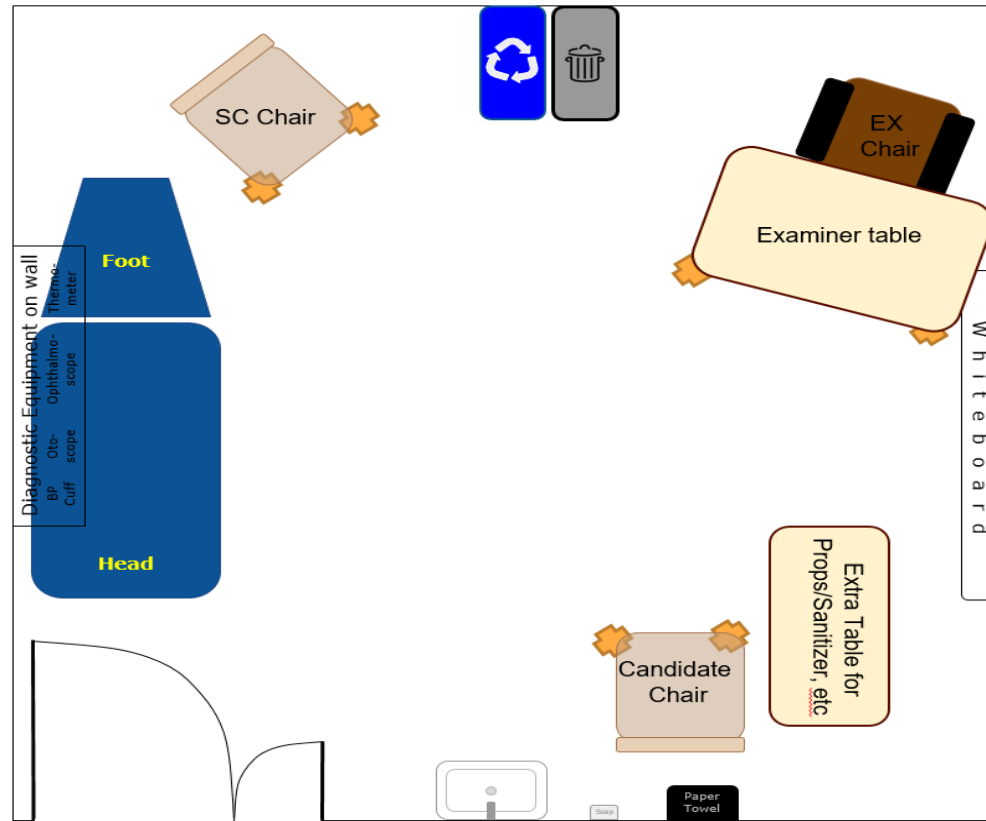
- The clients used in the stations have been trained to portray a real patient.
- A standardized client is an actor trained to replicate a patient's signs and symptoms in a reliable and consistent manner.
- Examinees should treat them as they would a real client in a real clinical environment.

OSCE Rooms

→ **Inside the OSCE station, examinees will find the following:**

1. Standardized Client
2. Examiner
3. Hand Sanitizer
4. Digital Clock - To support the station scenario, a time may be included in the Examinee Instructions which will be different from the time shown on the clock in the room.
5. Floor Tape (indicating a line not to pass)
6. Props related to the station scenario that are for examinee use or comment on
7. Station Examinee Instructions

Sample Room Set Up

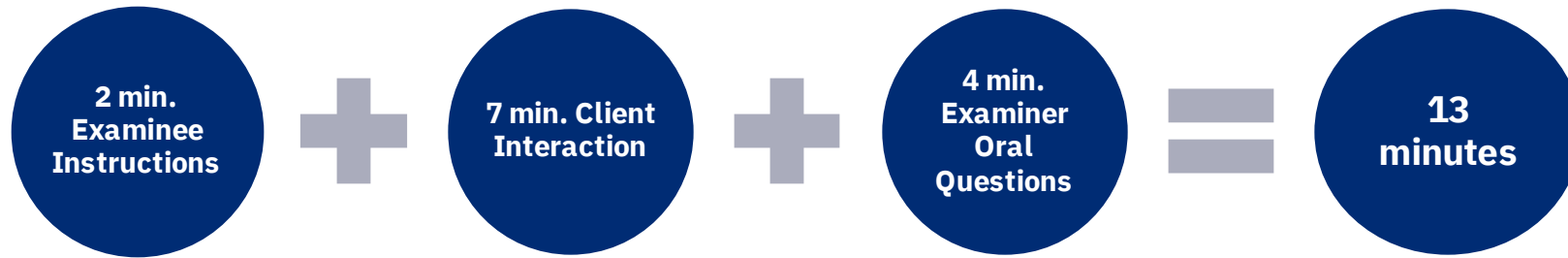


OSCE Orientation

---> The OSCE consists of up to 12 clinical encounter stations that are 13 minutes each. Examinees will be assessed on the following Role Domains during the OSCE:

- Clinician
- Professional
- Communicator
- Collaborator
- Coordinator
- Leader
- Advocate
- Educator
- Scholar

OSCE Components and Timing

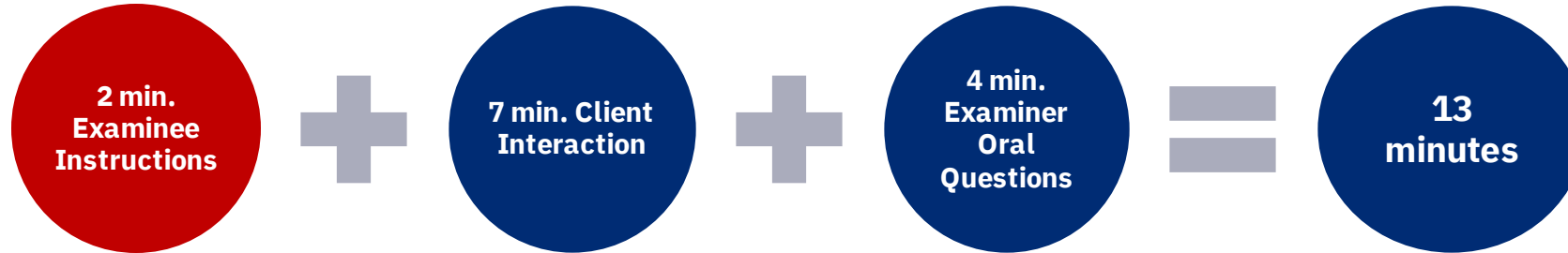


The OSCE stations consist of three distinct components as indicated in the image above.

Each component will be explained in the following slides.

The administration and timing of the station components are directed by a series audio announcements.

Examinee Instructions



→ **Examinee Instructions (2 minutes):** The time allocated for examinees to read the Examinee Instructions before entering the room.

→ At the start of the exam the following announcement will be heard:

" The Exam will now commence. You may begin reading your instructions."

→ During this component examinees read and familiarize themselves with the requested station challenge as outlined in the Examinee Instructions posted on the outside of the room.

Examinee Instructions

2 min.
Examinee
Instructions

- A copy of the Examinee Instructions is also available in the room for examinee reference at any point during the interaction.
- The Examinee Instructions may include information about the client such as their name and age.
- Examinees may make notes in the booklet provided to them on exam day.
- An announcement will indicate when examinees may enter the station to begin their interaction with standardized patient.

Examinee Instructions

2 min.
Examinee
Instructions

This is a sample of Examinee Instructions which will be available outside and inside each OSCE station.

Task and timing details

Examinees can use their notebooks to take down case information

Reminder to verbalize your interaction

Note: This station requires a physical assessment. Remember to verbalize all intended actions to the examiner.

Station 1

Instructions to Examinee

65-year-old Bonnie fell at home yesterday.

She is now complaining of left arm pain. **It is 10:00 a.m.**

You will have seven (7) minutes to:

- Obtain a history of the pain
- Complete a focused physical assessment of the arm
- Respond appropriately to the assessment findings

1. An x-ray report is available for review
2. An image of the arm is available for review

PLEASE NOTE:

As you proceed with the physical assessment, **EXPLAIN TO THE EXAMINER** what you would do and **DESCRIBE ANY FINDINGS.**

- At the seven (7) minute mark, you will have four (4) minutes to answer the examiner's questions related to the scenario.
- You have eleven (11) minutes for this station.

COVID-19 protocol statement

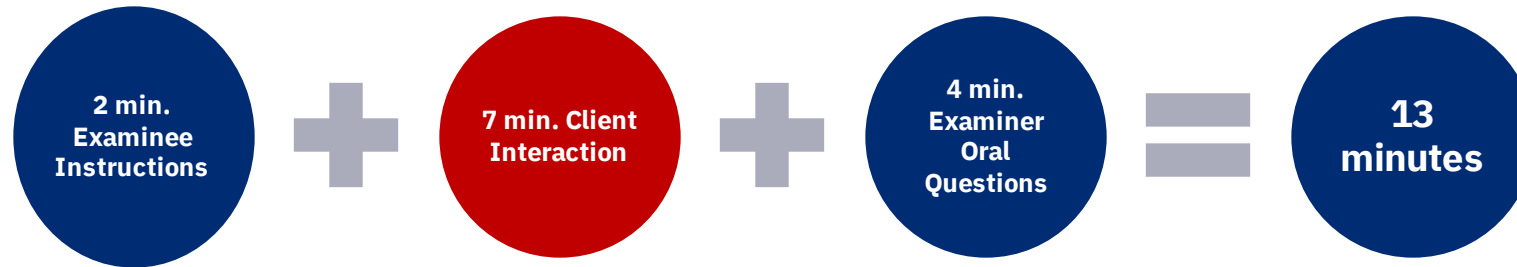
Case description

To support the station scenario, a time may be included in the instructions which will be different from the time shown on the clock in the room.

List of props available in the station

Additional timing information pertaining to the oral question component

Client Interaction



- **Client Interaction (7 minutes):** The time allocated for examinees to interact with the standardized patient to complete the station tasks.
- At the start of the Patient Interaction, the following announcement will be heard to instruct the examinee to enter the room.

“You may enter the station and begin your activity for Round (number).”
- Upon entering the room, examinees will remain within the designated area and present their QR code for scanning by the examiner.
- Once examinees have been successfully scanned, they will immediately begin the interaction with the standardized client.

Client Interaction

7 min. Client
Interaction

Verbal Physical Assessment

- > This requires examinees to verbalize aloud to the standardized client (SC) and examiner each action they intend to take in order to conduct an appropriate physical assessment.
- > Examinees may demonstrate maneuvers on themselves, but they are only scored on what is verbalized and the accuracy of these descriptions and actions.
- > SCs will not be trained to act out any physical actions and will not respond to instructions for physical movement.
- > Not all stations will require a physical assessment. The Examinee Instructions will outline when it is necessary.

Client Interaction

7 min. Client
Interaction

When the need to conduct a physical assessment arises, examinees should use the following guidelines to complete a Verbal Physical Assessment:

- Indicate to the (standardized) client **what** physical assessment needs to be performed and **why**.
- Describe **how** it will be performed
 - Include all steps leading up to the actual assessment, for example:
 - Washing hands before touching the client
 - Using gloves
 - Exposing only what is necessary to assess and position the client
- Describe **what** the physical exam would be looking for
- The examiner may provide essential findings, vitals or other information if the physical assessment is correct

Client Interaction

7 min. Client
Interaction

An example of a Verbal Physical Assessment:

- **Examinee:** *"I will conduct an abdominal assessment. Is this okay?"*
- **Standardized client:** *"Yes."*
- **Examinee:** *"I will first wash my hands, position the client on their back, and expose only their abdomen. Then I will auscultate in all four quadrants listening for bowel sounds."*
- **Examiner prompt stated verbatim as indicated in station notes:** *"Bowel sounds are normal."*

Client Interaction

7 min. Client
Interaction

Examiners may intervene by:

Asking examinees to re-read the instructions

→ The intent is to save examinees time by refocusing on the task

Provide examinees with results or information

→ The examiner will provide the results if they are directed to do so on their scoring sheet and only after the examinee has described the examination maneuver correctly:

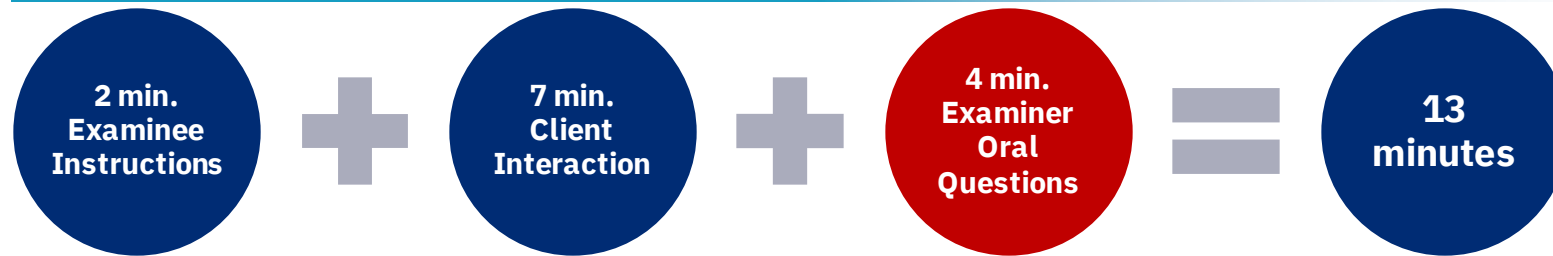
→ i.e. blood pressure results or vital signs

→ **Examiners have been trained not to interact with examinees outside of asking them the scripted questions. Examinees should not interpret this as unfriendly or intimidating.**

→ Before the end of the patient interaction component, examinees are given a one minute warning to indicate the need to wrap up the interaction. The following announcement will be heard before the end of the Patient Interaction:

"You have one minute remaining with the patient."

Examiner Oral Questions



Examiner Oral Questions (4 minutes): The time allocated for examinees to answer a series of oral questions asked one at a time by the examiner.

→ At the start of the examiner oral questions component, the following announcement will be heard:

“There are 4 minutes remaining in this station.”

→ At this point, the examinee is required to immediately stop all interaction with the standardized patient. The examiner will say

"Please stop. You have four minutes to answer (number) questions".

Examiner Oral Questions

4 min.
Examiner
Oral
Questions

→ Examiner questions assess examinees on the following:

- Analysis and interpretation of findings
- Nursing care plan developments
- Evaluation and monitoring of care
- Collaboration with the healthcare team
- Advocacy
- Legal obligations

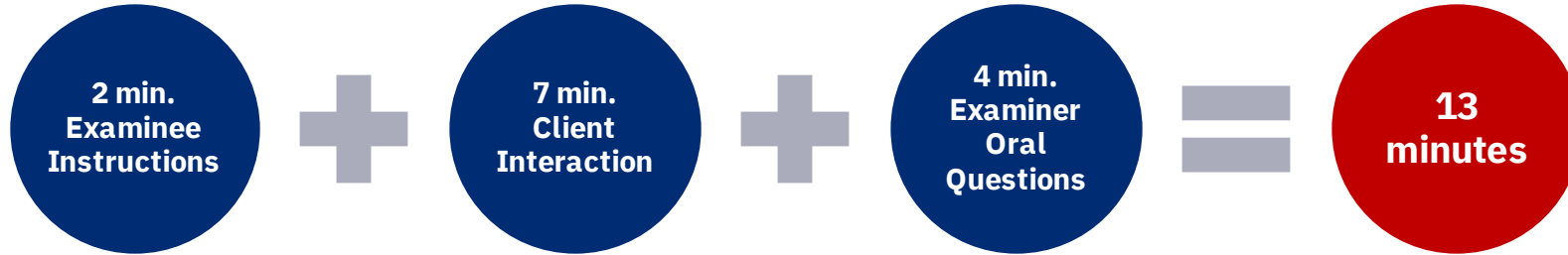
Examiner Oral Questions

4 min.
Examiner
Oral
Questions

Maintaining the standardized format of the examination requires the examiner to:

- Ask examinees the questions exactly as they are written
 - **Not** to provide any content clarification of the question
- Examinees may ask examiners to repeat the current question as many times as they require.
- Examinees are **not** permitted to ask the examiner questions during the station
- If examinees have skipped a question or answered it and moved on to the next, they may **not go back** and answer the previous question

Time is Up



→ At the end of the 13 minutes, the following announcement will be heard, indicating the end of the station:

"Time is up. Examinees, please exit the station . Move to the next station and begin reading your instructions"

Examinees will be asked to leave the station immediately, and move to the next station to begin reading the Examinee Instructions for the next station.

[OSCE Video Sample](#)

Helpful OSCE Tips

- Upon entering the station, examinees must show the back cover of their notebook to the examiner so the QR code can be scanned.
 - Examinees are required to stay behind the taped line on the floor while doing so.
- In the event that the QR code does not scan, the examiner will ask for the examinee's first name, last name and registration number which can be found on the front of their notebook.
- Click the button below to view a video outlining helpful OSCE tips for examinees.

[Helpful OSCE Tips](#)

OSCE Reminders

- > Examinee Instructions are posted outside & inside each station.
- > Read the Examinee Instructions carefully and pay attention to the statement that explains the task.
- > Credit is given for tasks that are completed satisfactorily.
- > Verbalize each step of any physical assessments.
- > **Do not** engage in physical contact with the examiner or standardized client
- > Treat the standardized client as a real client.
- > Examinees must remain in the station until they hear the announcement to leave
- > Group leaders and support staff are there to support and guide examinees from station to station.
- > Try to relax and stay focused on the examination.

Thank You

Our Vision

Public confidence in professional competence.

Our Mission

To excel in providing competency assessment and education services that meet professional and societal needs.

TOUCHSTONE
INSTITUTE
COMPETENCY EVALUATION EXPERTS