Neonatal Resuscitation Program® Exam

FAQs
“Survey Says…. 92% of respondents were satisfied or very satisfied with accessing the Neonatal Resuscitation Program® Exam through HealthStream!”

- 2013 NRP® Administrator Satisfaction Survey Results

“The AAP and its 60,000 members are dedicated to supporting the health and safety of all infants, children, adolescents, and young adults—and the healthcare professionals who provide care to them. The NRP is an important educational program in this process,” said Dr Errol R Alden, Executive Director, AAP. “Our partnership with HealthStream greatly advances our ability to make completion of the NRP broadly available and easily accessible, thus ultimately increasing the quality of care to neonatal patients.”

We conducted our first annual NRP satisfaction survey in July 2013 and here are the top 6 things you wanted to learn more about:

- Improving provider success with the NRP Exam
  - Providers who study prior to taking the NRP Exam are more likely to pass it.
  - Develop and implement a communication plan that outlines program expectations, policies and procedures. Include this information in the onboarding process for your neonatal staff and consider emailing providers that to remind them that advanced preparation is strongly encouraged.

- Developing recommended policies for the NRP Exam
  - Administrators should develop policies that address failed exams & required lessons. Include these policies and other NRP expectations in your communication plan so providers know what to expect from the program.
  - Refer to the NRP Instructor Manual for more information.

- Tracking and monitoring NRP licenses
  - Run the NRP License Usage Report monthly to determine the number of licenses your facility has used. Administrators can run a full data extract and export the data to Excel for further analysis. This is also an excellent way to identify providers who may need more remediation.

- Preventing automatic reassignment of the NRP Exam
  - Remember that by default, the NRP exam is automatically reassigned to those who fail it. Prevent this by clearing the Automatically reassign course if student fails box when creating the assignment.

- Accessing NRP Exam Information, Guides, and network with my peers
  - Visit the HealthStream Resuscitation Center for all your NRP management needs.
Finding NRP Exam pricing information and purchase licenses

<table>
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<th>Individual Purchase</th>
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- Pricing resets annually on the anniversary of your contract date and each tier must be filled before moving on to the next.
  - Ex. If you have 500 providers that need training and you are a HealthStream Learning Center customer, the first 50 exams will be $16.00, the next 200 will be $12.80 and the last 250 will be $11.20.
  - If you use more licenses than you purchase before your contract anniversary, additional exams will be priced at the lowest tier ($11.20).
  - When you are ready to buy for the next year, pricing will reset at the First 50 rate. Contact HealthStream if you would like a quote for a bulk purchase: 800-933-9293.

Frequently Asked Questions

1. What is the format of the Neonatal Resuscitation Program?

The AAP requires learners to self-study the *Textbook of Neonatal Resuscitation, 6th edition*, and to take the online examination during the **30 days before** attending their scheduled NRP course.
2. **How does a provider access the NRP exam via HealthStream?**

- You may already be an existing HealthStream Learning Center (HLC) customer... in which case you would purchase and deliver the exam to your providers like you do every other online course you currently access through HealthStream.
- You may not be a HealthStream customer... in which case, you have several options:
  - Send your providers to the “Self-Enrollment Site” for individual exam purchase: www.healthstream.com/hlc/aap
  - Work with HealthStream to set up a “Content Express Site” or site developed for you to access the NRP exam only
  - Work with HealthStream to set up a “Content Connect Site” which allows you to use your existing Learning Management System to access the NRP Exam.

3. **What is the price of the NRP Textbook?**

- The provider text is $60.95 for the *Textbook of Neonatal Resuscitation, 6th Edition* + companion DVD-ROM, and is available in both print and eBook formats.
- The *Instructor Manual for Neonatal Resuscitation* is $64.95, and is available in both print and eBook formats. For more information on programmatic and scientific changes for the NRP 6th Edition, visit: [http://www2.aap.org/nrp/docs/NRP2011Summary.pdf](http://www2.aap.org/nrp/docs/NRP2011Summary.pdf).
- The Textbook and Instructor Manual can be purchased through the AAP Bookstore.

4. **What support materials for the NRP Exam will be available for hospital administrators, instructors and providers?**

There are additional support materials that you and your provider will have access to, once you have implemented the NRP Exam at your facility, including: Administrator Guide, Provider Guide, Online Help Access, Online Instructional Webinars. Institutional customers can access these through the Resuscitation Center which can be found by clicking on the Community link > Products > Resuscitation Center once you have logged into HealthStream.

5. **Are instructors required to take the exam? When? Where? At what cost?**

- The examination is provided free of charge to current instructors through the NRP homepage at [www.AAP.org/NRP](http://www.AAP.org/NRP). (Refunds cannot be provided to instructors who purchase the exam.) You can access the exam by clicking the “online examination” circle in the center of the page. Your user name is your Instructor ID number, and your password is your last name in all lower case text.
- Beginning in 2013, Hospital-based Instructors and Regional Trainers are required to complete all 9 lessons of the NRP online examination every 2 years, based on the renewal date printed on your NRP Instructor Card.
- NRP providers, who are applicants for any NRP instructor course, must have taken and passed all nine NRP Exam Lessons **within 30 days** before attending an Instructor course or Regional Trainer course.

6. **How many lessons are in the exam? Are all lessons required?**

- While the AAP only requires that providers pass a minimum of lessons 1-4 and 9, some facilities prefer that their clinicians pass more than the minimum required lessons. If
your organization requires all nine lessons be completed, contact customer service to have the Lessons 1-9 Required version of the exam published to your site. **Note: Once a learner submits lesson 9, learners cannot go back in to complete additional lessons that may be required by your facility.** If your organization requires more lessons than the minimum required by the AAP, please be sure to communicate this to your learners so that they know to complete them prior to submitting the last AAP-required lesson.

7. **How many questions are on the exam and how long does it take?**

The number of questions varies by lesson (ranging from 10-12) with a total of about 100 questions in the entire exam. The average time required to take the online exam depends on how many lessons are being taken. Learners prepared for the exam can complete all 9 lessons in about one hour.

8. **How do learners navigate the NRP Exam?**

- Online testing is arranged into 9 lessons. The questions and distracters are randomized, so they are never in the same order.
- The provider may skip questions within a lesson and come back to them. The provider also may change answers on any question until the lesson is submitted for grading.
- The learner must hit the submit button to submit answers for scoring.
- Though the learner can access the non-required lessons, once all required lessons are passed, the exam is considered complete and optional lessons can no longer be accessed. **Note: If the provider wishes to access the non-required lessons, he/she should do so before completing lesson 9 (the last required lesson).**
- If the learner passes the lesson, he/she will be able to see and print questions that were missed/incorrect, with the correct answers. A provider may wish to discuss the results of the lesson with the instructor and clarify any questions or concerns. If the learner does not pass the lesson, he/she will not be able to print the questions missed. **Note: If interested in printing, learners must do so when the lesson summary page appears; this is the only opportunity to print.**
9. **What is required to pass the exam?**

- The exam is passed when all required lessons are passed. Lessons are passed with a score of 80% or higher.
- If a provider fails a required lesson, the provider is given the opportunity to attempt to pass it again. If the provider fails any one of the required lessons a second time, he/she will have failed the entire NRP exam and will be required to purchase and complete another exam. The internal policy at your facility determines how this second exam is paid for and accessed.
- Once the provider opens the exam for the first time, he/she must complete the required lessons within 14 days.
- Upon completion, the NRP instructor-led hands-on skills practice and team training is required within 30 days. If not completed within the required time period, the online exam becomes invalid and must be repurchased. (Original fee will not be refunded.)

10. **If a provider is beyond the 30 day window for having completed the exam and showing up for a course, should the instructor refuse to allow the provider to attend the class?**

Yes. If 30 days pass after completion of the online examination without completion of the NRP provider course, the online exam becomes invalid. The exam fee is not refundable and the provider will need to pay for another exam to retake it.

11. **How are course completion cards distributed to providers?**

Hospital-based Instructors and Regional Trainers should submit their rosters to the NRP Database. Once received, rosters will be reviewed and if approved, cards will be sent to the instructor. Instructors should use the date on which the course was conducted as the completion date.

12. **How does a provider/facility deal with a provider failing the exam?**

- Providers are expected to have studied the *Textbook of Neonatal Resuscitation, 6th Edition* before beginning the online exam. You should communicate to providers that preparation is encouraged, as there are no review activities included within the exam.
- If the provider does not achieve the minimum passing score of 80% on any lesson, he/she must retake it.
- If, after retaking the lesson for a second time, the provider is unable to achieve a
minimum passing score, the provider will be required to purchase the exam again and retake and pass all lessons prior to attending an NRP Course. At this time the instructor and provider should work together on a remediation plan. The provider will need to verify the policy for payment of the second exam with his/her employer.

13. **What prevents someone from cheating on the online exams? Answers written down, others helping the providers, etc....**

Distracters and test questions are in different order; therefore, 2 learners sitting side–by-side will appear to have 2 different exams and will find it nearly impossible to discuss answers as they test. The NRP Steering Committee emphasizes that the exam is a learning experience, and learners who perform the exam in an open book fashion will have sought and learned the key points of the NRP textbook.

14. **What types of policies should my organization consider implementing?**

As an administrator, it is critical that you consider how to best handle a failed exam and create a clear policy that addresses this scenario. This policy should include a statement of the ramifications for using more licenses than the established limit (for example, *XYZ Hospital will cover the cost of the first NRP Exam attempt. If the provider fails their first try, the Provider is responsible for the cost of subsequent exams. Please speak to management if the exam needs to be taken subsequent times or visit HealthStream’s online store to purchase an additional exam.*)

We also encourage our customers to pick out key information from the NRP Administrator Guide, NRP provider Guide, Frequently Asked Questions (FAQs), Instructor Manual for Neonatal Resuscitation, etc. to be included in the “policies” document so providers know what to expect from the Exam experience.

15. **How can I monitor my license usage? How do I know when it is time to renew?**

- HealthStream understands that a provider’s ability to work often depends upon completion of the NRP Exam. For this reason, HealthStream does not remove access to the NRP Exam once all licenses purchased have been used, unless specifically requested by the customer.
- Customers who purchase NRP are responsible for managing their own NRP license consumption and are obliged to reimburse HealthStream for all licenses used beyond those originally purchased.
- To monitor license usage, run a Learning Progress Report, available from the reports tab under View Reports. More detailed instructions are available through the HealthStream Resuscitation Center: [www.healthstream.com/NRP](http://www.healthstream.com/NRP).
16. How can I prevent providers from taking the NRP Exam multiple times if they do not pass?

- Remember that by default, the NRP exam is automatically reassigned to providers who fail it. The provider becomes enrolled in the second course when he/she accesses the first learning activity. This will use another license, if applicable.

- If you do not want the exam to automatically reassign to your providers when they fail the exam, clear the **Automatically reassign course if student fails** box on the assignment builder page when creating the assignment. We do not recommend that NRP Exams be assigned as part of a curriculum since this box cannot be unchecked in courses assigned through a curriculum.

- If you need assistance with this step, please contact your HealthStream representative.

- Note: If you are a HealthStream Connect customer, consult with your primary LMS to determine the functionality related to automatic reassignment of failed courses. If you are an individual purchaser, this consideration does not apply.