



## Top 10 Cna Certified Nursing Assistant Interview Questions and Answers [Updated 2024]

### Description

When getting ready for an interview for a Cna Certified Nursing Assistant position, it helps to be prepared with answers to common questions. In this guide, we will explore the top 10 questions that you may be asked and how best to answer them.

## Cna Certified Nursing Assistant Interview Questions

### Can you describe a time when you had to deal with an uncooperative patient and how you handled it?

#### How to Answer

Use the STAR method to answer this question. Describe the Situation, the Task you were faced with, the Action you took, and the Result of your action. This question is meant to gauge your problem-solving skills, your ability to remain calm under pressure, and your interpersonal skills.

#### Sample Answer

There was one incident where I had a patient who was very agitated and refused to take his medication. I knew that without the medication his health could deteriorate. I tried to calmly explain the reasons he needed his medication, but he was not convinced. I then decided to call his daughter, who he trusts, and explained the situation to her. She spoke with him and he agreed to take his medication. The result was that his health did not deteriorate and he trusted me more because he saw that I cared for his wellbeing and respected his feelings.

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### How do you handle stress and pressure in your work environment?

#### How to Answer

Your response should demonstrate your ability to maintain composure, think clearly, and continue to deliver quality care under pressure. Discuss any relevant strategies or techniques you've learned to manage stress and maintain efficiency during high-pressure situations. Highlight the importance of teamwork and communication.



### **Sample Answer**

As a Certified Nursing Assistant, I understand that high-pressure situations are part of the job and can sometimes be unavoidable. Over time, I have learned to manage this stress by prioritizing tasks and focusing on what needs to be done immediately. I also believe in the importance of open communication with my team, so we can provide the best care for our patients. Lastly, I ensure to take care of my own physical and mental health, which is crucial in maintaining my ability to handle stress.

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## **How do you ensure patient dignity while providing care?**

### **How to Answer**

In your response, emphasize your understanding of the importance of respect and dignity in care. Discuss your approach to maintaining privacy during personal care tasks, your communication style, and any additional steps you take to ensure patients feel comfortable and respected.

### **Sample Answer**

Maintaining patient dignity is a top priority for me. This includes always knocking before entering their room, covering them up during personal care tasks, and explaining the care I'm providing. I believe in keeping the communication lines open and always asking for consent before proceeding with any procedure. I also consider their personal preferences and cultural practices.

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## How do you ensure effective communication with patients who have hearing or speech difficulties?

### How to Answer

The best way to answer this question is to demonstrate your knowledge and experience in using different communication techniques and tools to engage with such patients. Mention any specific strategies or equipment you have used, such as sign language, hearing aids, or communication boards. It's also important to emphasize your patience, empathy, and willingness to spend extra time to understand and meet the patient's needs.

### Sample Answer

In my previous role, I worked with a number of patients who had hearing or speech impairments. I took the time to learn some basic sign language and also used text to speech apps to facilitate communication. I made sure to maintain eye contact and used clear, simple language to make sure they understood me. I always showed patience and reassurance, as I know it can be frustrating for them not to be understood easily. I believe that effective communication is key to providing quality care and I am willing to use any tools or techniques necessary to ensure that.

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## How do you handle a situation when a family member of a patient is unhappy with the care provided?

### How to Answer

The answer should demonstrate the candidate's communication skills, empathy, and problem-solving abilities. They should explain how they would calmly listen to the family member's concerns,



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acknowledge their feelings, explain the actions taken for the patient's care, and discuss how they would rectify the situation or escalate it to the relevant authority as required. It's important to show respect to the family member's concerns and ensure they feel heard.

### **Sample Answer**

If a family member is unhappy, I would first listen to their concerns without interrupting. It's important to let them express their feelings. Then, I would empathize with their situation and explain what we have done for the patient's care. If they're still dissatisfied, I would assure them that I would report their concerns to my supervisor or the charge nurse, so that we can review the care plan for the patient. My objective is to ensure the patient's well-being and comfort, and also to keep the family members informed and satisfied with the care provided.

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## **What steps would you take if a patient refuses to take their medication?**

### **How to Answer**

The interviewer is looking for your problem-solving skills and your ability to handle difficult situations. It's important to show that you understand the patient's rights and that you would respect their decisions while still doing your best to ensure they receive the care they need. Mention that you would try to understand their reasons and reassure them about their concerns. If they still refuse, you would report this to the nurse in charge.

### **Sample Answer**

If a patient refuses to take their medication, I would first try to understand why. Are they scared of side effects, or do they not understand why the medication is necessary? I would offer reassurances and try to address their concerns. If they still refuse, I understand that it is their right to do so, and I would report the situation to the nurse in charge. I would also document the incident in the patient's chart, so there's a record of their refusal.

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## **Can you describe a time when you had to prioritize your tasks during your shift?**

### **How to Answer**

When answering this question, the candidate should demonstrate their ability to efficiently manage their time and prioritize tasks. They should discuss an instance where they had multiple tasks at once and how they determined which tasks were most urgent or important. They should also explain any strategies or systems they use regularly to stay organized and manage their time.



### Sample Answer

During a particularly busy shift, I was assigned to attend to multiple patients with varying needs. I had to administer medication, assist another with physical therapy exercises, and help another patient with their personal hygiene. I prioritized by assessing the urgency and importance of each task. Administering medication was at the top of my list because it was time-sensitive. Next, I assisted with the physical therapy exercises, as it was crucial for the patient's recovery. Lastly, I attended to personal hygiene, ensuring the patient was comfortable and felt dignified. To stay organized, I often use a planner and checklist to keep track of my tasks.

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## Can you discuss how you would handle a situation where a patient is displaying aggressive behavior?

### How to Answer

Start by acknowledging that such situations can be challenging. Explain your understanding of the possible reasons behind the aggressive behaviors, such as fear, confusion, or illness. Discuss your approach to deescalating the situation calmly and respectfully, while ensuring the safety of the patient and others around. Emphasize on your ability to maintain professionalism, patience, and empathy in such situations.

### Sample Answer

Firstly, I understand that aggressive behavior can often be a result of the patient's condition and not a personal attack. In such situations, I would ensure to keep my calm and not respond with hostility. I would speak to the patient in a soothing, gentle voice and try to distract them from whatever is causing their agitation. In the meantime, I'd also ensure to maintain a safe distance to avoid any physical harm. If the situation doesn't improve, I would seek help from my superiors or colleagues. At all times, my aim would be to ensure the safety and well-being of the patient and everyone in the vicinity.

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## Can you describe a time when you had to administer first aid and what steps you took to ensure the patient's safety?

### How to Answer

The interviewer is looking to see if you can handle emergency situations and if you are aware of the correct procedures for administering first aid. When answering this question, you should describe a specific situation where you administered first aid. Discuss the steps you took, why you took them, and what the outcome was. Be sure to mention any training you have in first aid.



### Sample Answer

In my previous role, I was looking after a patient who suddenly fainted. I immediately checked her vital signs and found that her pulse was weak. I remembered my first aid training and placed her in the recovery position, ensuring her airway was clear. I then called for medical assistance while continuously monitoring her vital signs. She regained consciousness before the medical team arrived, and later tests showed she had a minor heart condition. My quick response and first aid skills helped ensure her condition didn't worsen.

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## How have you dealt with a situation where you had to care for a patient with a disease or condition that you were not familiar with?

### How to Answer

The interviewer wants to understand how you handle situations that are new or challenging to you. They are interested in your ability to learn quickly, adapt, and still provide quality care to the patient. You should discuss the steps you took to familiarize yourself with the condition, how you sought help from superiors or colleagues, and how you ensured the patient received the best possible care.

### Sample Answer

During my previous role, I was assigned to care for a patient with Huntington's disease, a condition I wasn't familiar with. I took it upon myself to research the disease, its symptoms, and the best care practices. I consulted with the nurse in charge and my colleagues to get their input and advice. I also paid close attention to the patient's behavior and symptoms, asking the patient about their comfort level regularly. Through these steps, I was able to provide quality care to the patient and help manage their symptoms effectively.

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## Cna Certified Nursing Assistant Job Title Summary

<b>Job Description</b>	A Certified Nursing Assistant (CNA) provides basic care to patients under the supervision of a Registered Nurse (RN) or Licensed Practical Nurse (LPN). Their duties often include helping patients with activities of daily living, such as bathing, dressing, eating, and toileting. They also monitor vital signs, assist with medical procedures, and report any changes in a patient's health status to the nursing staff.
<b>Skills</b>	Excellent communication, Time management, Attention to detail, Physical stamina, Empathy, Patience, Medical knowledge
<b>Industry</b>	Healthcare, Nursing
<b>Experience Level</b>	Entry level
<b>Education Requirements</b>	High school diploma or equivalent and a state-approved CNA training program
<b>Work Environment</b>	CNAs typically work in hospitals, nursing homes, and residential care facilities. They may be required to stand for long periods and often need to lift or move patients. The job can be physically demanding and sometimes emotionally stressful.
<b>Salary Range</b>	\$20,000 – \$30,000 per year
<b>Career Path</b>	CNAs often use their role as a stepping stone into higher level nursing positions. With additional education and training, they can become Licensed Practical Nurses (LPNs), Registered Nurses (RNs), or Nurse Practitioners (NPs). Some also choose to specialize in areas such as geriatrics, pediatrics, or critical care.
<b>Popular Companies</b>	Kindred Healthcare, Genesis HealthCare, HCR ManorCare, DaVita, Fresenius Medical Care



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