

TO: SR-AHEC TC Instructors
FROM: Andrea Novak, Ph.D., RN-BC, FAEN
SR-AHEC TC Coordinator
RE: TC Information Packet
DATE: January 2012



Enclosed is the latest information regarding SR-AHEC TC and your role as an instructor. Please review the information carefully. There are some new forms including new reporting rosters, evaluation forms, course applications as well as copies of the newest policies and procedures. I have also included the latest information about vendors for AHA training materials.

Please remember when you conduct any AHA course the participants must complete a course evaluation. I have included a copy of the TC form, but agency evaluation forms may be submitted, either as a summary evaluation or individual copies. These evaluations must be submitted at the same time the roster/reporting form is sent to me. Your identification number is the initials of your first and last name, followed by the last 4 of your social security number. (i.e. AN1234)

AHA Instructor cards have a renewal date for two years regardless of your institution's policy on renewal. You will receive your new instructor card(s) only if your instructor status is up-to-date having taught at least 4 courses in 2 years; BLS Instructor Trainers also have to have taught at least 1 instructor course in addition to the required 4, you have been successfully monitored before your instructor expiration date, your membership dues are current, and you have attended any of the required instructor rollouts or updates.

If you have a change of address/employment, email etc, please let me know as soon as possible so that I can update your record and to ensure that you will continue to receive AHA information. If you have affiliated through your institution and you leave their employ, remember your membership will automatically terminate as well, and you will need to join as an individual, or have your records transferred (\$10 fee) to your new training center.

Again, please review the enclosed information carefully. If you have any questions, please contact me. My office hours are 8:00 am - 5:00 pm Monday through Friday. Once you have read the information in this manual, please complete the form below and return it to my office.

Thank you.

I have received and reviewed the 2012 SR-AHEC TC Policy and Procedure Manual:

Name (Print): _____

Instructor ID #: _____

Signature: _____

Date: _____

Detach and return to: Southern Regional AHEC, Attn: Training Center, 1601 Owen Drive, Fayetteville NC 28304
or Fax to: (910) 323-0674 or Email to: Andrea.Novak@sr-ahec.org or Heather.Stewart@sr-ahec.org

Southern Regional Area Health Education Center

AHA Training Center



Policy – Procedure Manual

ORGANIZATION

Southern Regional AHEC has been a North Carolina Heart Association Training Center since November, 1997. This AHA Training Center maintains an Emergency Cardiac Care Training Network for instructors of Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support. The AHA Training Center serves as the regional liaison to the American Heart Association by implementing Emergency Cardiac Care science and education in the community, as well as maintaining the instructor database; performing quality assurance activities; and acting as the regional resource for AHA instructors. Many regional hospitals and other health care organizations are affiliated with SR-AHEC's Training Center as satellite facilities.



CONTACT

Southern Regional AHEC TC

1601 Owen Drive
Fayetteville, NC 28304

*We are located diagonally across the street from Cape Fear Valley Medical Center
at the intersection of Melrose Road and Owen Drive*

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American Heart Association

7272 Greenville Avenue
Dallas, Texas 75231
www.heart.org

AHA Customer Service

1-800-AHA-USA1 / 1-800-242-8721

Instructor Network

http://ahainstructornetwork.americanheart.org/AHAecc/ecc.jsp?pid=ahaecc.signin&_requestid=347832

MEMBERSHIP

INSTRUCTOR RESPONSIBILITIES

Unless otherwise indicated, the following information applies to all three disciplines. An AHA Instructor teaches provider courses in Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS). AHA defines the roles and responsibilities of Instructors to ensure consistency and quality, but an AHA Instructor is not an employee or agent of the AHA.

Instructor responsibilities include the following, but are not limited to:

- Have a firm working knowledge of the current provider course materials, which is maintained by teaching on a regular basis, attending Instructor updates, and reading the information materials provided by the TC and AHA.
- Instruct students concerning the objectives of the particular course being taught and evaluate students' progress towards those objectives.
- Maintain Instructor status according to AHA guidelines for Instructor Renewal.
- Teach at least 4 courses in 2 years – ACLS, PALS, and BLS.
- Provide completed course rosters and course evaluations **within 2 weeks of completion** of the course.
- Transmit data regarding training activities to the primary TC, if teaching for more than one TC.
- Keep the TC informed of status changes (i.e. name, address, contact numbers, email). **Failure to comply will jeopardize the Instructor's affiliation with the TC.**
- Provide TC with all information required to align with TC.
- Attend Instructor meetings and/or updates as required by the AHA, TC, or affiliated Training Sites.
- Adhere to equipment rental policies set by the TC.
- Follow the TC or affiliated Training Site guidelines for cleaning and decontamination of manikins.
- Purchase materials from designated AHA vendors (when equipment is not available to rent).
- Adhere to policies, procedures, guidelines, and requirements set for by the AHA, TC, and other affiliated Training Sites.
- Use complete Instructor identification on all correspondence and rosters.

Lead Instructor

- Must be an Instructor in the discipline in which he/she is coordinating.
- Work with the Course Director to ensure quality, select the faculty and site, assemble necessary equipment, choose course materials, and approve the agenda.
- Register students at the start of the course.
- Be present throughout the course to answer student questions, faculty questions or issues, and resolve logistical issues.
- Serve as a liaison between the Course Director and the students and faculty.
- Monitor student performance and evaluation.
- Remediation of students.
- Resolve disputes that may arise during a course in accordance with the TC resolution policy and the AHA Dispute Resolution Procedure.

TRAINING CENTER COURSE FACULTY

Training Center Course Faculty are responsible for quality assurance and is the education leadership of the TC. TCF members only serve in the TC from which they are appointed. A TCF member's status is not transferable between TCs.

- Serve as a resource on ECC issues and protocols to the TC, Instructors, and staff.
- Conduct Instructor Courses for TC while adhering to AHA guidelines.
- Responsible for TCF development by conducting updates/training for TC.
- Monitor Instructors' teaching abilities and completes required documentation.
- Teach at least 1 Instructor Course every 2 years.
- Monitor Course Directors.
- Cultivate and mentor TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions.

Criteria

- Active Instructor (BLS, ACLS, or PALS) for a minimum of 2 years.
- Willing to participate in a TCF orientation and AHA regional updates.
- Have positive evaluations of teaching ability from students.
- Completion of orientation by Regional Faculty before conduction first Instructor Course.
- Letter of Recommendation
- *For more information or to apply for TCF status contact: Andrea.Novak@sr-ahec.org*

PROVIDER COURSE FACULTY

- AHA courses must be taught by AHA instructors with current instructor status in their specific discipline.
- Specialty Faculty (i.e. an anesthesiologist who teaches airway management) may assist in teaching advanced level courses (ACLS, ACLS EP, PALS) at the discretion of the TC and with prior approval of the Course Director.
- The total number of Specialty Faculty Instructors may not exceed 50% of the total instructor staff.
- The Course Director or Lead Instructor is responsible for monitoring Specialty Faculty to ensure compliance with AHA guidelines.
- An AHA Instructor of the appropriate discipline must do the formal assessment of testing of students.

PROVIDER COURSE DIRECTOR – ADVANCED COURSES

- Each advanced life support provider course must have a Course Director and/or Lead Instructor.
- If the Course Director is not physically present during the course, a Lead Instructor must be on-site throughout the course.
- If the ACLS/PALS Course Director is not a physician, an AHA Instructor who is a physician must be available during the course to answer questions in person or by telephone, fax, or other means of communication.
- The course Director or Lead Instructor is responsible for course logistics and quality assurance.

NEW INSTRUCTORS

All Instructors who are new to our TC must complete affiliation forms and other requirements in no more than 30 days from the first date of intent to affiliate with Southern Regional AHEC TC.

For those who transfer from another TC, copies of form TC records and instructor card(s) must be received with the \$35 membership fee and application.

For instructor candidates completing Instructor Courses, Membership Application, Membership Fee, and Core Instructor Course certificate must be brought to the classroom portion of the Instructor Course, if participating in a SR-AHEC TC sponsored course.

For instructor candidates planning to take an Instructor Course outside of SR-AHEC TC and seeking affiliation with SR-AHEC TC, you must receive written pre-course acceptance from our TC.

All new instructors must be monitored while teaching/assisting an official AHA course no later than 1 year from the date of the Instructor Course. Any instructor who does not adhere to these guidelines will have any and all affiliation/application materials discarded after 30 days. *For more information of for affiliation/application materials contact: Heather.Stewart@sr-ahec.org*

INSTRUCTOR STATUS RENEWAL

- Teach a minimum of 4 courses in 2 years.
- Provide documentation that teaching ability was monitored by TCF every 2 years.
- Complete written provider examination with a score of 90% or better.
- Current with TC Membership dues.
- *Instructors must repeat the initial Instructor Course if renewal criteria is not completed by renewal date.*

INSTRUCTOR STATUS REVOCATION

SR-AHEC TC holds the right to revoke the privileges of any Instructor, Course Director, Lead Instructor, Regional Faculty, Training Center Faculty, Training Site Coordinator, or Affiliate Training Site, at this TC, if any of the following situations develop:

- Non-compliance with AHA guidelines or TC policies and procedures.
- Falsification of AHA or TC documentation (i.e. illegal issuance of card).
- Inappropriate or unprofessional behavior.
- Continued instruction inconsistent with AHA standards after remediation by the TC Coordinator, ECC staff, or RF.
- Using non-AHA approved course materials.
- Failure to meet criteria for renewing of Instructor of TCF status.

TEACHING

COURSE RECORDS

The AHA requires that primary instructors maintain (for 3 years) the following course records:

- Copies of completed course rosters (assisting instructors should also keep a copy for renewal purposes).
- Skill performance sheets.
- Written examination answer sheets.
- Course evaluations.

COURSES

1. Course rosters must be **properly completed** when submitted or they will be returned to the Lead Instructor. If rosters are illegible, they will be returned to the Lead Instructor.
2. Payment for cards is expected with the roster. If payment is not received and prior arrangements were not made, rosters will be returned to the Lead Instructor.
3. A Lead Instructor, or Course Director must be affiliated with SR-AHEC TC and sign all rosters.
4. The TC affiliation of all assisting instructors must be on all course rosters. It is the responsibility of lead instructors to ensure that assisting instructors hold valid American Heart Association BLS, ACLS, PALS instructor cards and to include a copy (front & back) of these cards with course roster. **All Lead Instructors MUST be aligned with SR-AHEC TC.**
5. Course rosters must be submitted within 2 weeks from the date of course completion. If rosters cannot be submitted within 2 weeks of the course taught, prior arrangements/agreement needs to be made and on file with SR-AHEC TC.
6. All course participants for BLS, ACLS and PALS must take the final written examination and test scores must be recorded on the rosters. Please remember that the passing score is 84%.
7. All course rosters must list the **full name, complete address, and phone number** of participants. The roster must reflect whether the course is renewal or initial training.
8. Course Evaluations must accompany ALL rosters.
9. Course rosters **MUST** include information demonstrating appropriate instructor/student, student/manikin ratios, adequate time frames, and the number of students who successfully complete the course. BLS training requires 1 instructor to 1 manikin for every 3 students. Student skill sheets and student course evaluations must be submitted with all course rosters. BLS = 9 students to 1 instructor; ACLS, PALS and PEARS = 6 student to 1 instructor.

TRAINING SITES

- All Training Satellites must have a TS Agreement on file with SR-AHEC TC; updated annually.
- All Training Satellites must have access to the Internet and email. On occasion you will be asked to download information and distribute to instructors. This will be the responsibility of the TS Coordinator.
- It is the responsibility of the TS Director or appointed person to maintain instructor records, and notify SR-AHEC TC of any status changes.
- Training Satellites must submit rosters on a **monthly basis**.
- Invoices must be paid within **30 days** of invoice date.
- No blank cards are to be issued. Course completion cards **MUST** be either typed or computer printed.

COURSE FEES

SR-AHEC TC or the Lead Instructor determines the course fee(s). The AHA does not set or receive fees for courses. The following disclaimer MUST be printed on all course promotional materials distributed to students in courses for which fees are charged:

“The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS, and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course material, do not represent income to the Association.”

USE OF AHA MATERIALS

All students must have access to the current appropriate AHA course textbook for their individual use before, during, and after the course. Students should review the textbook before class and have immediate access to their own copy afterward as a reference and review tool.

The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual student reference, before, during and after the course at his/her facility(ies). A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs. Agencies who wish to library books must have permission from the TC prior to establishing that option. *Please contact SR-AHEC TC for more information.*

COURSE RECORDS

The most recent written tests and skills tests are the only tests used to determine successful course completion. AHA examination masters can be requested from SR-AHEC TC by Instructor members. To prevent possible compromise of the examination contents, examinations are issued to TC Coordinators only and can be requested from your primary TC.

Test Security Guidelines:

- DO NOT give tests as pre-course material to be studied.
- DO NOT leave tests out in the open.
- USE the most current version of the test.
- ENSURE each student returns his/her test and answer sheet.
- COUNT the tests before and after administering to your students.
- VERIFY that all tests and answer sheets have been returned.
- DEVELOP a secure system of filing the tests away between uses.
- WRITE the student's actual test score on the roster.
- REMEDIATE a student, if necessary, and indicate the new score and test date on the roster.

CARD MAINTENANCE & ISSUANCE

Instructors will purchase provider cards only from the TC for which they are teaching a course and are aligned with. To purchase completion cards Instructors must be current and in good standing (i.e. current instructor card, current monitoring, member dues paid). Current completion card pricing is as follows (effective March 2011):

- Healthcare Provider & Heartsaver Provider cards - \$3.50
- Heartsaver Pediatric First Aid Provider card - \$2.75
- ACLS/PALS Provider cards - \$5.00
- Duplicate/Replacement cards: \$10.00
- Shipping and handling fee ranges from \$3.00 - \$46.00 and expedited shipping options are available.
- *Card fee structure will be evaluated on an annual basis and changes will be made at that time.*

CARD ISSUANCE PROCEDURES

- Each student who successfully completes an AHA ECC Course will be issued the appropriate course card that bears the AHA logo.
- Cards will be issued only with a completed roster and required attachments (i.e. course evaluation).
- Cards will be sent to the TS Coordinator, Lead Instructor or person designated on the Participant List to distribute to the course participants.
- When “duplicate” cards are required, the card will be marked “DUPLICATE” on the front of the card. The roster will be marked to indicate the participant received a duplicate card.
- Course participants will be charged a fee (\$10.00) for duplicate cards.
- All AHA course cards are valid for 2 years through the end of the month in which the card was issued.
- Requests for cards must be submitted in writing by mail, email, fax or in person **NO LATER THAN 2** weeks from the course.
- For mail in orders, a completed course roster and payment **MUST** be included. Forms of payment accepted are: cash, credit card, money order and check. Approved Training Sites may request to be invoiced. *Training Sites are required to have a TS Agreement on file with the TC and provide a complete list of instructors on file, with appropriate forms in each instructor’s file. It is the responsibility of the TS to update the TC of instructor changes.*

INSTRUCTOR CARD ISSUANCE REQUIREMENTS

- The Instructor candidate must successfully complete the Instructor Course.
- The Instructor candidate must align with an AHA recognized Training Center.
- Within 1 year of successfully completing the Instructor Course, the Instructor candidate must successfully demonstrate his/her teaching skills while being monitored by a TCF during a Provider or Provider Renewal Course.
- Within 30 days of receiving the completed monitoring form, affiliation/membership forms, Core Instructor certificate and membership fee, the primary TC must issue an Instructor card. The issue date of the card is the month and four-digit year in which the Instructor Course was completed.
- The card expires 2 years from the issue date.

EQUIPMENT RENTAL

COURSE EQUIPMENT

The use of manikins and equipment that allow demonstration of core skills (i.e. airway management, correct hand placement, etc) is required for all AHA ECC courses. Equipment required for each course is listed in the course-specific instructor manual.

The AHA or SR-AHEC TC neither endorses nor recommends any particular brand of manikin. The decision on which manikin to use is the responsibility of the TC or Course Director. Resources for manikins and other demonstration equipment are, but not limited to:

- www.laerdal.com
- www.eworldpoint.com
- www.channing-bete.com

All equipment use must be in proper working order and good repair. Manikins and contaminated equipment must be decontaminated according to the manufacturer's recommendations or the most recent CDC recommendations.

EQUIPMENT RENTAL

It is the policy of SR-AHEC TC to rent BLS manikins, AED Trainers, and any other equipment used for AHA courses to registered members in good standing (i.e. dues are paid and instructor status is current) of the SR-AHEC TC. ACLS and PALS equipment are not available for rent.

Equipment currently available for rent:

- 6 Adult torso manikins
- 3 Child manikins
- 6 Infant manikins
- 5 AED Trainers

Additional Equipment/Supplies:

- Bag Valve Masks
- Pocket Face Masks (not disposable)
- Face Shields
- One-way Valves (disposable)
- DVDs for all BLS courses
- Epi-Pens
- Stop Watches

RENTAL PROCEDURE

1. Reserve equipment by calling SR-AHEC TC, (910)-678/7286.
 - a. Reservations should be made a minimum of 24 hours in advance of need. Rental availability is on a first come basis.
 - b. Equipment is available for pick up Monday –Friday, 8:30 am – 4:30 pm.
 - c. Equipment may be rented for weekend use.
 - d. Equipment may not be rented for more than 3 days in a row, without special permission from the TC Coordinator.
2. TC Instructor member will pick up equipment and return them to the TC Office or designated representative at SR-AHEC.
3. TC Instructor member shall complete rental form (see included) and sign.
 - a. Manikin rental fee is \$10.00 per manikin per day (24 hour) of rental. **Weekend Rate:** Friday afternoon pick up and return by 8:30 am the following Monday is \$20.00 per manikin rented.
 - b. A late fee of \$10.00 per manikin per day will accrue beginning two hours past the identified return time.
 - c. AED Trainer rate is \$10.00 per day. *Same rate of weekend rental applies.*
 - d. Bag-valve Mask (BVM) rate is \$2.00 per BVM rented per day. *Same rate of weekend rental applies.*
 - e. DVD is \$5.00 per day per course.
4. Decontamination of manikin(s) will be performed by TC Instructor member according to SR-AHEC TC policy and procedure accompanying each manikin(s) (see decontamination procedure TC #002) prior to return of manikin to the TC.
 - a. TC Instructor members must attend SR-AHEC TC manikin decontamination in-service training prior to initial rental period.
 - b. TC Instructor members who fail to comply with decontamination procedure will no longer be permitted to rent manikins SR-AHEC TC.
 - c. TC Instructor members will sign in equipment with the TC Coordinator or TC Operations Assistant when returning attesting to having performed manikin decontamination according to SR-AHEC TC guidelines for decontamination.
5. Equipment shall be returned to SR-AHEC TC in proper working order. Any problems with equipment should be reported immediately to TC Coordinator.
6. TC Instructor members shall be charged for repairs to rental equipment above normal “wear”.
7. TC Instructor members who consistently damage this equipment and fail to make restitution will no longer be eligible to rent the above mentioned equipment from SR-AHEC TC.
8. TC Instructor members will be fully liable for the full replacement cost of rental equipment for loss or destruction regardless of the cause.

MANIKIN DECONTAMINATION

It is the policy of SR-AHEC TC that all manikins used in BLS courses will be decontaminated immediately upon completion of each course according to guidelines established by the American Heart Association. Proper manikin decontamination is imperative to prevent the spread of bacterial, fungal and viral disease.

Procedure:

1. Disassemble manikin as directed by the manufacturer instructions. Inspect for cracks and tears in plastic surfaces.
If any found, notify the TC Coordinator when manikin(s) are returned.
2. Thoroughly scrub all surfaces with a brush and warm antibacterial soapy water.
3. Rinse all surfaces with fresh water.
4. Clean all surfaces with ¼ liquid cup of household bleach per gallon of water for ten (10) minutes. This solution should be made fresh at each class and discarded after each use.
5. Rinse with fresh water and air dry. **Do not allow water to enter the internal parts of the manikin.**
6. Body parts should be wiped over with a cloth moistened in a mild detergent and then wiped over with a cloth moistened with clean water. Marks left by lipstick or ballpoint pen should be removed as quickly as possible using alcohol.

GREIVANCE POLICY QUALITY ASSURANCE

GRIEVANCE POLICY

All disputes, complaints, or allegations within SR-AHEC Training Center are to be managed in a clear, respectful, impartial and organized fashion, consistent with the ethics, values, policies and procedures of the ECC Training Network. Unresolved issues will be forwarded to the next level of the American Heart Association deemed necessary to resolve the particular issue.

Procedure:

1. Upon receipt of complaint, dispute, or allegation to the TC Coordinator, a QA form will be completed to include all pertinent information regarding the issue. Documentation should include the following information:
 - a. The name and contact information of the person making the complaint.
 - b. Whom the complaint is made against.
 - c. A detailed written description of the dispute, allegation or complaint or issue, including attempt made to resolve the issue and outcome.
2. Failure to resolve the complaint, dispute, allegation, or issue should then be noted and forwarded to the State ECC Liaison's Office for review and intervention.
3. Potential outcomes of the grievance process may involve the assignment of probationary status, termination of instructor status, satellite agreement and/or dismissal of complaint.
4. For grievances that cannot be solved at the TC level, refer to the AHA Program Administration Manual pg. 65-70 for the Dispute Resolution/Disciplinary Action Policy and Procedure.

QUALITY ASSURANCE

SR-AHEC Training Center is dedicated to insuring quality of all AHA ECC courses. A uniform approach to Performance Improvement will be used to assess and improve the TCs ability to meet the mission of the American Heart Association and facilitate each individual instructor's potential strengths in the appropriate discipline. The Performance Improvement Program is based on the guidelines, set forth by the American Heart Association which include, but are not limited to:

- Utilizing current AHA written examinations and skills competency checklists.
- Ensuring accessibility to AHA ECC course materials and publications.
- Providing core content at all ECC courses.
- Maintaining course completion cards and written examinations in a secure area.
- Maintaining adequate resources to meet program requirements (instructors, equipment, budget, etc).
- Ensure completion and review of course evaluations by participants.
- Participation in an annual/bi-annual TC visit by an assigned AHA North Carolina Regional Faculty. Satellite TCs participate in an annual visit by the TC Coordinator.
- Annual review of instructor status (may include membership status).
- Set and maintain an ethical standard when dealing with instructors, vendors, and other TCs.
- Ensuring renewal requirements are met by each instructor.