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**AHA DESIGNATED
TRAINING CENTER**

**POLICIES AND PROCEDURES FOR
UMHC TC-22**

EFFECTIVE DATE: 12/97

Revised 02/16/98, 02/15/99, 11/2000, 01/2003, 01/2005, 01/2008, 11/2008

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TABLE OF CONTENTS

Statement of Purpose	3
Acronyms	3
Chapter 1 The Role of the Training Center	4
Chapter 2 Keeping the Training Network Connected	4
Chapter 3 Training Center Operational Responsibilities	5
Chapter 4 Aligning and Interfacing With Instructors	8
Chapter 5 Training Sites	8
Chapter 6 Training Center Procedures	13
Chapter 7 Training Boundaries and Recognition of Status	13
Chapter 8 Course Information	13
Chapter 9 Conflict of Interest and Ethics Policies	17
Chapter 10 Legal Aspects	17
Additional Information Personnel Descriptions	18

STATEMENT OF PURPOSE

The purpose of this Training Center Policy and Procedure Manual is to supplement the March 1, 2008 ECC Program Administration Manual with additional information specific to Training Center-22.

This document is not intended to replace the Program Administration Manual. Please refer to the Program Administration Manual for reference. The 2008 Program Administration Manual is available to AHA instructors through the AHA Instructor Network by searching for “2008 Program Administration Manual.” Instructors may download this document at no charge or purchase a preprinted document from AHA product vendors.

ACRONYMS

ACLS	Advanced cardiac life support
AED	Automated external defibrillator
AHA	American Heart Association
BLS	Basic life support
CEUs	Continuing education units
CME	Continuing medical education
CPR	Cardiopulmonary resuscitation
CQI	Continuous quality improvement
ECC	Emergency cardiovascular care
EMS	Emergency medical services
FBAO	Foreign- body airway obstruction
HCP	Healthcare provider
ILCOR	International Liaison Committee on Resuscitation
ITC	International Training Center
PAD	Public access defibrillation
PALS	Pediatric advanced life support
QA	Quality assurance
RF	Regional Faculty
SDL	Self-directed learning
TC	Training Center
TCF	Training Center Faculty
TS	Training Site

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Chapter 1

The Role of the Training Center

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

The training center is a focal point in the community of ECC training. Operating under a written agreement with the AHA, the relationship between the AHA and the UMHC TC is strengthened for mutual benefit.

Chapter 2

Keeping the Training Network Connected

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

All TC-22 instructors are required to sign up on the AHA Instructor Network and check periodically for updated information. This requirement may be waved by the Training Center Coordinator if participating in the AHA Instructor Network creates a hardship.

Instructors should apply to the AHA Instructor Network by logging on to ahainstructornetwork.org and completing the registration process.

Instructors are required to notify the Training Center at 573-882-4161 or by emailing the current Training Center Coordinator when their contact information or status changes, including email address changes.

The training center will maintain contact with instructors by email, TC-22 Website updates and by first class mail (only when necessary.)

Instructors are required to contact the training center if they do not have email in order to receive postal mailing of mandatory updates and information.

It is the instructor's responsibility to maintain a line of communication with the training center at all times by email or mail contact.

Chapter 3

Training Center Operational Responsibilities

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

MANAGING RECORDS

The training center will maintain instructor records on every instructor aligned with TC-22. Training sites will maintain duplicate instructor records for instructors that teach at the training site.

TC SITES

As of July 2007, the following entities are official Training Sites to Training Center-22:

1. Capital Regional Medical Center- Jefferson City, MO
2. Fitzgibbon Hospital- Marshall MO
3. Audrain Medical Center- Mexico, MO
4. Higginsville Ambulance- Higginsville, MO
*(MRC-Missouri Rehabilitation Center is a remote training facility to the training center. As a part of the UMHC organization, MRC is **not** a separate training site.)*

Instructor files are kept at the training center on paper and electronically using a database.

POLICIES AND PROCEDURES specific to TC-22

EQUIPMENT/MANIKIN MAINTENANCE AND DECONTAMINATION

All courses conducted through instructors aligned with TC-22 will be expected to follow all requirements as outlined in the current discipline specific instructor manuals, or will set a standard higher than the AHA required minimum standard. At a minimum, instructors must indicate on the course roster who was responsible for decontaminating the manikins after class and the method of decontamination. A decontamination notebook may also be maintained.

UMHC SPECIFIC-

BLS manikins, ACLS & PALS manikins will be decontaminated with SaniWipes® after each class. Reusable manikin faces will be cleaned by the Respiratory Therapy Department by a pasteurization process. All equipment will be logged with an identifying number and inspected quarterly and as necessary after each use and repaired as needed.

QUALITY ASSURANCE PLAN

All instructors aligned with TC-22 should provide course participants the opportunity to complete an evaluation of the course. These evaluations should be summarized and kept by the individual instructor for 3 years from the course date. Any evaluation that required action should be forwarded to the training center coordinator.

All instructors aligned with TC-22 should maintain their own quality assurance plan to maintain the quality of the courses they conduct independently.

UMHC SPECIFIC-

- 1. Evaluations-Evaluation forms will be provided at all AHA courses. Results will be summarized and action taken as needed to address concerns.*
- 2. Missed Questions-A summary of all missed questions from the discipline specific courses will be kept for each class. These will be reviewed monthly to determine areas where students may consistently miss the same questions. Action will be taken to improve the teaching of these areas.*
- 3. Tests- Only copies of current course testing material will be kept. Tests will be kept locked when not in use. All testing situations will be proctored. All electronic copies of tests will be kept on secure computers and not on shared networks. All instructors requesting tests from the TC will be informed and reminded of these procedures to maintain the security of tests. The TC will keep a list of all instructors requesting tests. Tests used at UMHC will be numbered and accounted for before students are issued their course completion card.*
- 4. Course materials- Discipline specific course material will be available prior to, during and after all courses. Each participant will be loaned a course book to prepare for class and to use during class. All units requiring certification of staff will maintain a copy of the course book for reference by providers.*
- 5. Instructor renewals- Instructors aligned with TC-22 must renew their instructor status prior to their instructor expiration date. Renewals are completed by instructors arranging to teach a class and be monitored by a TCF in that discipline. Renewal candidates must be successfully monitored, take the provider test and achieve a score of 84% or greater, update contact information and document teaching the minimum number of courses for the renewal period. The TCF and/or Training Center Coordinator may required the instructor renewal candidate to attend a full instructor course. Instructor renewal candidates may request to attend a full instructor course. Renewal candidates who take the full instructor course must also be monitored by a TCF to complete the renewal process.*
- 6. UMHC will teach AHA courses according to the discipline specific lesson maps. No additional topics will be added to the course.*
- 7. Course cards will be kept locked and sold to instructors only upon receipt of completed course rosters and card order form. Training Sites may request to keep a supply of course cards on hand at the training site for convenience. Individual instructors may not pre-purchase course completion cards except by approval of the Training Center Coordinator.*
- 8. TC-22 is maintained by the Center for Education and Development. The Training Center Coordinator will submit a budget according to CED departmental*

guidelines in order to maintain adequate funding to provide training, equipment and instructors to conduct courses as scheduled. The training center will maintain a person specified as the Training Center Coordinator with dedicated support staff knowledgeable of the AHA guidelines.

9. Course completion cards will be issued for every course that is completed.

10. UMHC maintains equipment for each class based on the equipment requirements as outlined in the discipline specific instructor manuals.

11. TCFs aligned with TC-22 receive at a minimum, quarterly emails to update them. New TCF candidates must meet with the Training Center Coordinator for instruction prior to being appointed a TCF. A TCF orientation guide is in development, scheduled to be complete by Jan 1, 2009 for all new and current TCFs.

TC-22 and UMHC INTERNAL TC DISPUTE RESOLUTION

All disputes will be reported to the training center coordinator for referral or intervention. Any concern or complaint should be referred to the Training Center Coordinator as soon as possible and may also be sent to AHA Customer Service if desired. Complaints/concerns pertaining to instructors will be addressed by the course director and or Training Center Coordinator in person. In the event that an instructor committed an error in training or behaved inappropriately, they will receive a warning. Failure to correct their behavior or training methods may result in their instructor status being revoked by the Training Center.

TRAINING SITE MANAGEMENT/ RELATIONS

As of July 2007, the following entities are official Training Sites to Training Center-22:

1. Capital Regional Medical Center- Jefferson City, MO
2. Fitzgibbon Hospital- Marshall MO
3. Audrain Medical Center- Mexico, MO
4. Higginsville Ambulance- Higginsville, MO

TC-22 will perform site visits every two years and as necessary. Paper and electronic files will be maintained on each TS. TS will be maintained according to Chapter 5 of the PAM.

CARD ISSUANCE AND MAINTENANCE

Cards will be sold only to instructors aligned and in good standing with TC-22. Cards will be sold to instructors upon receipt of completed course rosters and card order form. Cards may not be pre-purchased. TS may request to keep a supply of cards at the TS. The TC reserves the right to refuse to allow a TS this privilege.

TC DOCUMENTS

Copies of training memos and bulletins will be added to the PAM notebook.

Chapter 4

Aligning and Interfacing With Instructors

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

INSTRUCTOR ALIGNMENT

TC-22 requires all instructors aligning with TC-22 to be monitored by the TC-22 Training Center Coordinator or designee. TC-22 reserves the right to refuse an instructor who does not meet the instructor requirements or does not exemplify exceptional instructor qualities. TC-22 will follow all procedures for revocation as outlined in Chapter 4 of the PAM.

Chapter 5

Training Sites

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

As previously noted in this document and in Chapter 5 of the PAM.

In order to be considered for Training Site status the training area must:

- ◆ Have own equipment
- ◆ Develop, advertise and conduct most if not all courses at a location separate from the TC.
- ◆ Be a separate business, organization from the TC.
- ◆ Rely on TC for primary record keeping, processing of course paperwork and issuance of course cards.

If the Training Site's need for course roster processing, instructor monitoring, etc. exceeds the level of service in which the TC can provide with quality, the TC might consider encouraging the Training Site to contact the AHA Regional office for information on becoming a TC.

TRAINING SITE RECORD KEEPING RESPONSIBILITIES

UMHC Training Sites will maintain an easily accessible file with the following course documents for each course, filed by month and year. This information is to be kept for three (3) years. The UMHC Training Sites and TC Coordinator

record keeping responsibilities include the following, but are not limited to:

Provider Course Documentation

Documentation is to be sent to the UMHC TC within two (2) weeks after the provider course and should include, but not limited to:

- ◆ Names of assisting Instructors, ID #'s, address, phone number, and email (TC affiliation if not primary assignment not with UMHC TC)
- ◆ Student names, addresses (Copy of UMHC TC course roster required. A computer printout may be used provided it contains the same information.) Appropriate complete/not yet complete documentation
- ◆ Course date and type (Course information sheet)
- ◆ Other information required on course roster
- ◆ Summary of Participants course evaluation
- ◆ Remediation documentation (if applicable)
- ◆ Course outline with faculty assignments
- ◆ Course evaluations (May send evaluation summary if no negative comments or concerns)
- ◆ Documentation relating to problem resolution (if applicable)

Instructor Course (New and Renewal) Documentation

Documentation is to be sent to the UMHC TC within two (2) weeks after the instructor course. Another copy of the completed course roster and course completion requirement forms are to be sent within ninety (90) days after the course and should include, but not limited to:

- ◆ Copy of Course Agenda with faculty assignments
- ◆ Copy of Course Roster (UMHC TC course roster required. A computer printout may be used provided it contains the same information.)
- ◆ Copy of Course Faculty Roster (UMHC TC course roster required.)
- ◆ Copy of completed participant written evaluations, mini-lecture

monitor forms, and manikin skills evaluation form

- ◆ List of course packet contents
- ◆ Course evaluations/comment forms (may send evaluation summary if no negative comments or concerns)
- ◆ Documentation relating to problem resolution
- ◆ Appropriate documentation that each instructor candidate has registered with an AHA recognized TC prior to entering the course and/or instructor course completion notice to primary TC.
- ◆ A list of TC's distributed at the time the instructor signs up for the class
- ◆ Completed monitoring report form on each new instructor

Miscellaneous Documentation

The Training Site will keep the following hard-copy documents easily accessible for review:

- ◆ Signed original of the current UMHC TC Training Site contract
- ◆ Appropriate documentation that the Training Site has minimum \$1,000,000 liability insurance coverage for ACLS/PALS courses and \$300,00 general liability insurance coverage for BLS courses for the Training Site and its instructors
- ◆ Memos from the AHA
- ◆ Proof that the Training Site, within 120 days of receipt from the AHA or UMHC TC, provided copies of appropriately designated memos, information regarding availability of new and revised training materials, and the most recent ECC materials order form to instructors for whom the TC is the primary center
- ◆ Any correspondence from the AHA ECC Committee and the AHA office
- ◆ Semi-annual Statistical Reports
- ◆ Manikin cleaning instructions and records

- ◆ Records of grievances and complaints (including reconciliation)
- ◆ Course schedules
- ◆ Schedule of Fees
- ◆ Any other information deemed appropriate by the UMHC TC

TRAINING SITE REVIEW

The contract between the Training Site and the UMHC TC may be renewed on an annual basis. The process for renewal is:

- ◆ Once the original site visit is complete and the Training Site contract has been signed, a review will be conducted once a year for the first two (2) years of the contract. At the end of two (2) successful annual site reviews, if no concerns have been documented, site reviews can be conducted every two (2) years. However, the UMHC TC reserves the right to conduct a site review at any time.
- ◆ Reviewing the Training Site on an annual/biennial basis to coincide with the TC's review, using the Training Site Review Checklist
- ◆ Provide proof of liability insurance annually. Failure to complete this step within the time allotted by the UMHC TC will immediately jeopardize renewal of the Training Site contract.

Currently, there is no "linking" fee attached to the Training Site contract.

The purpose of the UMHC TC review(s) of a Training Site is to work with the Training Site staff to ensure compliance with the ECC Program Guidelines between the AHA, UMHC TC and its Training Sites. It is the responsibility of the UMHC TC staff to designate and absorb the expenses of a site reviewer.

The Training Site review may include but it not limited to on-site review of the Training Site. Course monitoring is part of a Training Site review, although it does not have to occur simultaneously with the Training Site review. The site review will, as a minimum, include the following:

- ◆ A review of Instructor records.
- ◆ A review of record keeping and documentation related to implementation of AHA ECC courses and TC/Training Site administration.
- ◆ A review of course outlines, educational materials, and equipment used for AHA courses.

- ◆ A review of adherence to AHA national, local ECC, and the UMHC TC requirements and guidelines.
- ◆ A review of quality assurance documentation and procedures.
- ◆ A consultation with Training Site staff, as requested or appropriate, to ensure understanding of requirements.
- ◆ A review of customer service records and grievances (if any).
- ◆ A Training Site review by the UMHC TC staff will precede the TC entering into or signing a written contract with a Training Site applicant.
- ◆ Provide proof of liability insurance annually in the amount of \$300,000 (offering BLS only) or \$1,000,000 (offering BLS, ACLS and/or PALS AHA programs).
- ◆ Provide proof of Business License (if applicable).

If problems or potential problems have been identified and documented, the UMHC TC can recommend to continue annual or more frequent site reviews until the problems have been resolved or to terminate the Training Site contract. The UMHC TC reserves the right to conduct a site review at any time without prior notice to the Training Site.

TRAINING SITE RESPONSIBILITIES

The UMHC Training Center Training Site and the Training Site Coordinator responsibilities include the following, but are not limited to:

- ◆ The Training Site Coordinator serves as a liaison to the UMHC TC. This includes being accessible by phone and responding to all AHA and TC correspondence in a timely manner.
- ◆ Maintaining all record keeping required as part of the Training Site's Letter of Agreement with the UMHC TC and IAW the Regional Program Office and the AHA.
- ◆ Providing instructors for whom the Training Site is responsible, within 21 days of receipt from the TC, copies of all appropriately designated memos, information regarding availability of new and revised training materials and most recent TC material order forms.
- ◆ Submitting a completed Annual Self-Review form according to the time line given by the UMHC TC office.
- ◆ Be present and an active participant in the Training Site's initial and annual/biennial site reviews.
- ◆ Need to comply with AHA procedures when working to resolve complaints/problems documented by the AHA or Regional Staff Member, class participant, Instructor, IT or RF.
- ◆ Remain current by attending local TC meetings and/or forums when offered.
- ◆ Submitting of a schedule of upcoming training, which should include course dates and locations. The schedule should be updated on a quarterly basis.

Chapter 6

Training Center Procedures

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

No additional TC specific additions. TC-22 reserves the right to interpret this document and its relation to the PAM.

Chapter 7 Training Boundaries and Recognition of Status

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

No additional TC specific additions. TC-22 reserves the right to interpret this document and its relation to the PAM.

Chapter 8 Course Information

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

Regarding Instructor Courses- Instructor candidates, upon completion of an AHA Instructor Course must be monitored within 3 months of the instructor course unless pre approved by the Training Center Coordinator.

Any ACLS or PALS courses taught outside of the bounds of UMHC must be pre approved by the Training Center Coordinator and a course agenda must be submitted to the Training Center prior to teaching these courses. Facilities within TC-22 alignment must have a current physician instructor available to answer questions.

Any ACLS or PALS instructor who is teaching these course outside of UMHC must document adequate equipment and must be approved by the Training

Center Coordinator before providing these courses.

REPLACEMENT OF LOST CARDS

Verify attendance on course roster before issuing a replacement card. In oversize letters, mark or stamp “DUPLICATE” on the front of the card. Mutilated cards are to be sent to UMHC TC with “VOID” on the front of the card. Also, make a notation on the course roster that a duplicate card was issued. The replacement card will cost more than the initial card. (Refer to UMHC TC price list for more information.)

ISSUING PROVIDER CARDS

(ACLS/BLS/PALS)

AHA course completion and participation cards are to be distributed only by a TC holding a current signed TC contract with the AHA. These cards may not be altered in any way (including adding module numbers). Cards will be issued by the sponsoring TC and/or Training Site in accordance with UMHC TC policies and the AHA guidelines as described in the corresponding AHA Instructor’s manual for each course. The renewal/expiration date is 2 years from the issue date. The Issue Date is to be stamped or typed with month/day/four-digit year. The recommended renewal or expiration date is to be stamped or typed with month/four-digit year.

An Instructor may teach courses for more than one TC. However, course completion cards are to be issued by the sponsoring TC/Training Site. It is the responsibility of each instructor to teach at least two courses per year for their assigned TC. This will ensure that they meet the minimum requirement for maintaining their instructor status.

Course completion cards will NOT be issued to learners until they are able to successfully complete the core skills and has demonstrated knowledge of core course content. There will be some rare instances where the student, regardless of how much help the instructor is willing to provide, will be unable to successfully complete the performance skills. Under these circumstances the student may NOT be issued a course completion card. A course participation card may NOT be substituted. (See Instructor Manual for more information.)

BLS course cards may NOT be withheld from a course participant due to errors on the part of the BLS Instructor who was teaching the course. Should incorrect information or techniques be accepted by the instructor, the class instructor or Training Center Coordinator is to process the cards and re-education of the instructor must occur. Documentation of this re-education will be maintained in

the Instructor's file.

TCs may NOT issue course completion or participation cards for courses taught outside the region in which they are contracted to provide training courses and/or program management.

AHA course completion or participation cards are NOT to be issued for courses taught outside the United States or Puerto Rico except by the Military Training Network in accordance with established procedures.

ISSUING INSTRUCTOR CARDS (ACLS/BLS/PALS)

Upon successful completion of the instructor course, the candidate must be monitored by a current Regional Faculty or Training Center Faculty in the specific discipline while teaching his or her first provider course.

An AHA Instructor completion card will be issued by the UMHC TC to the Course Director for his or her signature upon successful completion of the course, receipt of a copied completed course roster, ACLS/PALS Post Course Summary Form, Updated Agenda, Instructor Sign-in Roster with expirations, summary of participant evaluations, remediation documentation (if necessary), a prepaid card order, Monitor Forms (if applicable), and completed ACLS Instructor (or Candidate Instructor) Information Sheet (if applicable).

CARD ANNOTATION PROCEDURES

Visit our web site (<http://ced.muhealth.org/EMS/tc.htm>) for the procedures of annotating AHA cards. Care should be taken when issuing a course card that information is accurate and utilizing the appropriate participation/completion card. If during this process an error is made to the card, **do not tear or throw away the card. Write the word "ERROR" on the card and return it to the UMHC TC Coordinator.**

CARD SECURITY

Managing the distribution of all AHA course completion and participation cards is the responsibility of the TC/Training Site through its TC Coordinator. Only the TC Coordinator may keep the AHA course participation/completion cards, and it is the responsibility of the coordinator to distribute AHA course participation/completion cards to instructors. The TC Coordinator is required to account for cards ordered. Except for the BLS Heartsaver and PBLIS courses it is recommended that cards be issued only upon receipt of a completed course roster. All Training Sites will need to keep a record of how it maintains card security and in the card issuance process.

TRAINING COURSE FEES

Training Centers may charge appropriate fees for courses offered. Course tuition should be determined by the Training Center/Site by actual costs and needs of the Training Center/Site with consideration for the continued existence of the program.

Costs of providing courses shall be the responsibility of the Training Site. For price comparison, please contact your Training Center Coordinator for current course fees and Instructor pay. The AHA shall not have any responsibility for any costs incurred by the Training Center or Training Site.

The following disclaimer will be announced at the course and/or printed on promotional brochures, announcements, or agendas:

“The American Heart Association strongly promotes knowledge and proficiency in CPR 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, and any fees charged for such a course do not represent income to the association.”

TEXTBOOKS AND COURSE MATERIALS

In all AHA courses the student will have access to and be provided with a copy of the appropriate textbook beforehand. Materials should be available in the courses so that students retain a current edition of the appropriate course material for future reference and review because skills retention may be lost over a reasonably short period of time. Note: In renewal courses, the course textbooks need be provided only to those participants who do not already have the current edition(s).

To help in the distribution of ECC materials, the AHA has partnered with several companies that provide the highest quality of customer service and support. Please contact any of these distributors for current materials and prices available. These distributor's phone numbers and addresses are on the back of ECC textbooks.

Refer to the appropriate AHA Instructor's manual to determine the instructor-to-student ratio for the course(s) being provided.

TC's are not required to provide the student with any AHA supplemental materials, but these materials may be listed on a product list given to students. Non-AHA materials may be used to supplement the AHA curriculum if desired but CANNOT be the primary teaching tool. If not provided free of charge or included as part of the registration fee, these texts may be available for purchase

at the course.

TC's and Instructors will be notified of the availability of Spanish-language versions of the AHA ECC training materials.

RE-PRINTING OF AHA MATERIALS

AHA textbooks and other ECC materials for CPR training are copyrighted by the AHA. They **MAY NOT BE COPIED**, in whole or in part, without the prior written consent of the AHA, National Center. Permission to reprint, copy or use portions of CPR textbooks or materials is to be obtained in writing from the Vice President of Communications at the AHA National Center. For further information on how to prepare such a request, please contact the AHA Regional office. Should permission be granted from the AHA National Center, a written letter of approval will be forwarded from the AHA indicating any conditions.

Permission is granted to copy memos, flyers, notices, applications, etc..., that are issued from the AHA Regional Office. These items are for internal use and should be distributed to appropriate personnel. The only exception to this policy is for BLS Committee Meeting minutes which may not be copied for distribution due to the occasionally personal nature of the information contained within. Please check with the AHA Regional Office for permission to disseminate information contained within BLS Committee minutes.

Chapter 9 Conflict of Interest and Ethics Policies

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

No additional TC specific additions. TC-22 reserves the right to interpret this document and its relation to the PAM.

Chapter 10 Legal Aspects

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

No additional TC specific additions. TC-22 reserves the right to interpret this document and its relation to the PAM.

Additional Information Personnel Descriptions

TC-22 UNIVERSITY OF MISSOURI HEALTH CARE

TRAINING CENTER COORDINATOR

The TC Coordinator is a representative of the TC and is the primary contact for the AHA. The TC is responsible for selecting the TC Coordinator. It is understood that the AHA expects the TC Coordinator to have the appropriate skills to either perform or manage all TC responsibilities as described in this manual.

It is recommended but not mandatory that the TC Coordinator be a current Instructor in at least one discipline.

The Service Center and TC Instructors must be notified in writing within 30 days of any change in TC Coordinator personnel.

TC FACULTY RESOURCE PERSON

The TCF is responsible for quality assurance and is the educational leadership of the TC. All TCs should appoint at least one TCF member in each discipline they teach. The purpose of this appointment is to ensure that the TC is able to conduct quality Instructor Courses within the TC. The number of TCF members is determined by the needs of the TC. TCF members serve only in the TC from which they are appointed. A TCF member's status is not transferable between TCs. TCF members who move from one TC to another must reapply for TCF status in their new TC and are subject to acceptance by that TC.

TCFs must be a current Regional Faculty member or meet the following criteria:

- ◆ Active Instructor (BLS, ACLS, or PALS) for a minimum of two years
- ◆ Course director or lead instructor
- ◆ Willing to participate in a TCF orientation and AHA regional updates
- ◆ Had received positive evaluations of teaching ability from students
- ◆ Completion of orientation by Regional Faculty before conducting first Instructor Course

TCFs are appointed by TC, which sets the term served by the TCF. TCFs are responsible for:

- ◆ Serves as an expert resource on ECC issues and protocols to the TC, Instructors, and staff.

- ◆ Conducts Instructor Courses for TC while adhering to AHA guidelines.
- ◆ Cannot serve as Regional Faculty member for his/her own TC.
- ◆ Acts as a change agent to facilitate transitions in the ECC Program.
- ◆ Supports Chain of Survival initiatives in the community.
- ◆ Responsible for TCF development by conducting updates/training for TC
- ◆ Oversees quality assurance at the TC level.
- ◆ Monitors Instructors' teaching abilities and completes required documentation.
- ◆ Teaches at least one Instructor Course every two years.
- ◆ Monitors course directors.
- ◆ Cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions.
- ◆ May act as a mentor to TC Coordinator.

The TCF reports to the TC Coordinator for internal TC issues and to the RF/NF for program and/or science issues.

COURSE DIRECTOR

The ACLS/PALS Course Director is a member of the TC internal faculty, which is responsible for quality assurance and management of AHA courses offered by the TC. The Course Director is an AHA Instructor appointed by the TC. The number of Course Directors is determined by the needs of the TC. Course Directors are not required to be onsite through out the course, but they must be readily available to answer questions. If a Course Director is not a physician, an AHA Instructor who is a physician must be readily available throughout the course either in person or by phone, fax, or other means of communication.

The Course Director must be an active Instructor with a minimum of two years of experience or has taught at least eight courses. They must complete a TC Course Director orientation and have positive evaluations of teaching ability from students with successful monitoring by TCF.

Course directors are appointed by the TC.

Course Directors are responsible for:

- ◆ Selecting course faculty with Lead Instructors and TC Coordinator/Faculty
- ◆ Monitors appropriateness of education presentations.
- ◆ Supervises student performance and evaluation by Instructors
- ◆ Is readily available during the course to answer student questions
- ◆ Monitors Instructor performance
- ◆ Monitors Instructor candidates after an Instructor Courses
- ◆ Resolves disputes that may arise during the course in accordance with the TC dispute resolution policy and the AHA Dispute Resolution Procedure

- ◆ Identifies and recommends potential Instructors for Instructor Courses
- ◆ Cultivates and mentors TC Instructors, new instructors, and potential candidates for future Instructor/Course Director/TCF positions
- ◆ Remediates or oversees remediation of students during the course
- ◆ Serves as an Instructor as needed

Course Directors report to the TC Coordinator for internal TC issues and to the RF/NF for program and/or science issues.

INSTRUCTOR -LEAD (ACLS/PALS)

The Lead Instructor is responsible for working with the staff of the sponsoring institution to ensure quality and oversee the actual operation of the AHA courses offered by the TC. The Lead Instructor must be present throughout the course to answer questions and resolve logistical problems and works closely with ACLS/PALS Course Directors.

Lead Instructors are appointed by the TC.

Lead Instructors are responsible for:

- ◆ Overseeing administrative and logistical aspects of the course on-site, including registration, availability of necessary equipment that is operational, availability of educational materials to all students and adherence to course schedule
- ◆ Is available on-site throughout the entire course
- ◆ Is available to serve as an Instructor as needed
- ◆ Assists Course Director or TC Coordinator with selecting course faculty, monitoring educational presentations for quality and adherence to AHA guidelines, supervising student performance and evaluation by Instructors, monitoring Instructor performance, monitoring Instructor candidates after an Instructor Course and remediation of students.
- ◆ Cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/Course Director/TCF positions.
- ◆ Resolves disputes that may arise during a course in accordance with the TC dispute resolution policy and the AHA Dispute Resolution Procedure.

The Lead Instructor reports to the TC Coordinator for internal TC issues and to the RF/NF for program and/or science issues.

SPECIALTY FACULTY

Specialty Faculty are content experts in a particular area of the program being presented such as a pulmonologist, anesthesiologist, perinatologist, All specialty

faculty must hold current or recent provider status in the discipline in which they are instructing.

Specialty Faculty may teach in skills stations but may not evaluate students or be involved in the evaluation process. Specialty faculty must be willing to attend a program orientation before teaching in the course.

Specialty Faculty must be an expert in content required by course discipline. They must be a current or recent past provider in appropriate discipline and be willing to participate in a program orientation by Course Director before teaching in the course. They must have positive evaluations of teaching ability from students.

Specialty Faculty are appointed and reappointed by the TC on an as-needed basis. The TC sets the term served.

Specialty Faculty are responsible for:

- ◆ Serving as a content expert required by the course discipline
- ◆ Providing necessary content while adhering to AHA guidelines
- ◆ Completing a program orientation by Course Director before teaching in the course
- ◆ Does not evaluate students or participate in the evaluation process.

Specialty Faculty reports to the TC Coordinator for internal TC issues and to the RF/NF/TCF/Course Director for program and/or science issues.

INSTRUCTOR RENEWAL

(ACLS/BLS/PALS)

There is no grace period for Instructor status. A grace period of ninety (90) days will be observed in the event of illness or active military duty. Documentation is required. **All expired instructors will have to attend a full instructor course to regain their instructor status.**

All instructor renewal candidates must meet the following guidelines to renew their instructor status:

- ◆ Hold a current Instructor card and current Provider status. (ACLS and PALS must also hold a current BLS Healthcare Provider or Instructor card.)
- ◆ May be required to attend a formal renewal course
- ◆ Satisfactory completion of core skills performance evaluations.
- ◆ Maintain a minimum score of 84% on provider written examinations.
- ◆ Successful demonstration of instructor skills
- ◆ Evidence of teaching at least two (2) provider courses per year. (Four (4) courses in two (2) years)

- ◆ Evidence of teaching at least one (1) Instructor or Instructor Renewal course per year. (Two (2) courses in two (2) years for Training Center Faculty only)
- ◆ Evidence of attending any updates or meetings offered by the UMHC TC, AHA or affiliated Training Sites.

Recognition as a current AHA Instructor is for two (2) years.

INSTRUCTOR STATUS REVOCATION

The AHA or UMHC TC reserves the right to revoke Instructor status for disregard of AHA and/or UMHC TC policies and procedures or failure to comply with the responsibilities as an Instructo

INSTRUCTOR RECIPROCITY

Current AHA Instructor-level reciprocity is recognized nationally. Instructors must align with a TC in their region. An instructor may teach for more than one TC, but may align with only one primary TC per discipline. When an Instructor moves to another area, he/she must ask the original primary TC to transfer Instructor records to the new primary TC (Form G). The new primary TC must monitor the performance of the Instructor and may impose additional requirements before they can be placed on active status. TCs are not obligated to accept all Instructors who apply for alignment.

TCF RECIPROCITY

Reciprocity between TCs is not recognized at the TCF level. A TCF member who transfers to another TC will need to work within the new TC to establish TCF status.

REGIONAL FACULTY RECIPROCITY

Reciprocity between regions is not recognized at the Regional Faculty level. A Regional Faculty member who moves to another region should contact the Regional ECC Office in the new region for specific information.

RECIPROCITY WITH OTHER ORGANIZATIONS

MILITARY TRAINING NETWORK (MTN)

The AHA recognizes the MTN as an ECC agency equivalent to an AHA region. The MTN may provide course completion/participation cards to civilian (non-military) personnel enrolled in its ECC courses if they are employed by or related to employees of the military.

RECIPROCITY FOR AHA INSTRUCTORS AND MTN INSTRUCTORS

The AHA reciprocity guidelines regarding ECC Instructors with valid AHA ECC course cards from another region or the MTN teaching in civilian populations are:

1. Instructors are to have current AHA ECC provider and instructor cards in their instructor discipline. If there is any doubt about the validity of the course completion card, a telephone call should be made to the MTN TC to verify the accuracy of information. If still questionable, a letter of verification may be requested. Documentation should be sent to UMHC TC.
2. The TC/Training Site should provide an orientation, including review of AHA guidelines and UMHC TC policies and procedures, as well as any TC administrative requirements and procedures. The appropriate textbooks, ECC guidelines, and forms are to be distributed to the new instructor at this time. Documentation should be sent to the UMHC TC.
3. The instructor needs to be monitored by a RF or TCF member before teaching his or her first course. Documentation should be sent to UMHC TC.
4. The instructor's training records are to be transferred to the UMHC TC. It is the instructor's responsibility to facilitate the records transfer.

When criteria for reciprocity as defined above has been met, the UMHC TC will issue an AHA Instructor course completion card, bearing the same expiration date as the candidate's original card.

Responding to inquiries about renewal courses

Training Centers, BLS and Heartsaver Instructors may accept ARC students into AHA courses based on the terms of the SOU. AHA instructors should conduct their course according to the curriculum. Any student unfamiliar with the 2005 Guidelines may receive remediation as outlined in the curriculum regardless of whether the student holds an ARC or AHA course card.

Is this Reciprocity?

ARC cards cannot be exchanged for AHA cards and vice-versa. Employers and regulatory agencies may require one program over the other; this SOU does not negate that rule. For additional information on the ARC curriculums please contact the local ARC Chapter directly.

UMHC TC -22 does not accept ARC BLS cards for admission to advanced life support courses.

EQUIPMENT

(ACLS/BLS/PALS COURSES)

LOANING AND/OR RENTING EQUIPMENT

The Training Center does not rent or loan out equipment.