

TC MO 02648

MU Health Care

Updated 2-27-15

Quality Assurance Plan and Policies for AHA TC MO 02648

This quality assurance plan applies to MU Health Care - MO 02648 instructors and facilities where training takes place

General Points:

1. All instructors will use **current exams** in courses requiring exams.
2. All instructors will ensure students have **current course materials** according to current AHA Guidelines, and to PAM guidelines. Instructors who knowingly fail to comply will have instructor status suspended and may lose instructor status and privileges.
3. TC MO 02648 **instructors will be renewed** by TC MO 02648 TCF, RF or TCC ONLY. The TCC may, under extreme circumstances, temporarily appoint a *current* ACLS or PALS Course Director permission to complete renewal monitoring on a specific individual only. TCF, RF and TCC will follow AHA Training Bulletin dated June 25, 2010 on *Meeting Monitoring Requirements for Instructor Renewal*.
4. Instructors are encouraged to pay careful attention to page 29 of the PAM regarding adding non-AHA content to the course. The TCC **strongly discourages adding non-AHA materials** and/ or facility specific training to the AHA course curriculum. Any additional information or training (particularly equipment or filling out facility specific forms) should be addressed in a separate non-AHA course or after the AHA course is complete. If any non-AHA information/content IS included **it must be prefaced and identified as NON-AHA CONTENT**. The training center cannot support courses that are not taught according to AHA Guidelines and Course Curriculums.

Cards:

5. The TC and aligned Training Sites that are permitted to maintain a modest supply of course completion cards must keep these cards locked and limit access to the cards. (recommend no more than expected usage for a 3 month period.) If there is any discrepancy in the number of cards purchased and the number of participants trained, the Training Site may lose its privilege of maintaining a supply of cards. All other instructors must submit course rosters prior to ordering course completion cards.
6. Course completion cards will be issued to all participants completing an AHA course. No certificates or letter of completion are permitted in lieu of the provider card.
7. Courses (except F&F) where a card is earned but not issued will not be credited toward the instructor's teaching requirements.

Exams:

8. All AHA course exams will be sent to discipline specific instructors only upon email request. In addition to the information in the PAM on Exam Security the following instructions/information are sent to all instructors requesting exams:

INSTRUCTORS - PLEASE NOTE THE FOLLOWING REGARDING EXAMS:

- Written exams are secure items and are NEVER to be posted on ANY website, whether public or private, through a learning management system or Intranet.
- Written exams are ONLY distributed to the AHA Training Center Coordinator of record at each Training Center. AHA WILL NOT provide exams to Instructors or Training Center Faculty members. If inquiries are received by Instructors or Faculty, AHA will direct them to contact their TCC.
- The TCC is responsible for distributing exams to discipline specific Instructors and Training Center Faculty members aligned with their Training Center. Training Centers may issue exams in the original and complete "Adobe PDF format" via electronic communication (e.g., email).
- Written exams may be copied as needed for conducting courses. However, please be sure to follow the policy concerning exam distribution, as outlined in the Program Administration Manual.
- Security rules always apply.
- Keep the exams secure and under lock and key
- If on a computer, it must be password protected and not accessible by anyone other than the instructor.
- Do not give a copy to another instructor. Refer them to the Training Center.
- Proctor all exam situations.
- Do not allow students to take the test home or remove from the classroom.

9. All instructors are expected to maintain the equipment in clean and good working order. Instructors are expected to be accountable that all necessary equipment is used in classes.
10. The TC tracks the most frequently missed questions from classes taught at the TC in Columbia. Instructors are encouraged to track missed questions and may submit to the TC for statistical purposes. This is voluntary.
11. All instructors are required to allow students to evaluate their courses. The course evaluations on the AHA IN should be used. If another evaluation tool is used, it must contain all elements of the AHA course evaluation. Instructors will use evaluations as QA for their courses and programs and forward to TC if there are concerns or items for an instructor file.
12. Participants who wish to submit their evaluation directly to AHA may do so. Instructors should provide the current AHA email or phone.(contact TC if necessary)

Instructors:

13. The TC will maintain individual instructor records and course records according to the PAM. Instructors are encouraged to keep copies of rosters according to the same standards TC are held. It is the instructor's responsibility to ensure rosters are sent and received by the TC. The TC is not responsible for rosters sent but not received at the TC.
14. Training Sites will maintain instructor records for instructors aligned through the TS and course records according to the PAM. The TS and its instructors are encouraged to keep copies of rosters according to the same standards TC are held. It is the instructor's responsibility to ensure rosters are sent and received by the TS.
15. New instructor candidates are required to take an initial instructor course after meeting the prerequisites for that discipline, followed by initial monitoring by a TC TCF, RF or TCC.
16. ACLS and PALS instructor candidates must submit a letter of recommendation from a current, discipline specific instructor or be identified during a provider class by an instructor as having instructor potential.

TCF & CD Instructors:

17. ACLS and PALS TCF and CD candidates must submit a letter of recommendation from a current, discipline specific instructor for TCF or CD status to be considered.
18. TCFs and Course Directors (ACLS and PALS) will attend an orientation to the role within 6 months of being appointed. The content will include:
 - Review of education principles outlined in the Instructor Manual
 - Review of course requirements in accordance with the current AHA guidelines
 - Discussion of course format for specific audiences and locations
 - Outline of materials and equipment needed to conduct a course
 - Discussion of administrative, logistical, and educational problems that can arise during a course and how to manage them effectively

- Discussion of the TCF/course director's quality-assurance responsibilities
- Review of the methods and skills for monitoring and mentoring instructors
- Development of remediation skills for instructors/providers
- Development of debriefing skills
- Review of the TC policies and procedures manual, including dispute resolution procedures and responsibilities
- Review of the PAM
- TCF/course director competencies

19. TCFs and CDs will submit in writing the course agenda, course letter and photos of courses they conduct for ACLS and PALS. The exception to this is contracted TS who have an onsite visit every 2 years.

20. TS may not assign TCF status. TS may submit to the TC a request for TCF status for an instructor.

All Instructors:

21. All instructors, TCF, course directors, RF and the TCC will have a BLS skill check completed prior to being renewed in their discipline to ensure their skills of performing high quality CPR.

22. All instructors, TCF and CD are expected to conduct their courses in a professional manner and in accordance with AHA Guidelines. The TC cannot directly monitor every course, however, if there is any evidence that an instructor is not conducting courses correctly, that instructor's instructor status will be suspended pending an investigation of any allegations or concerns. The TC reserves the right to evaluate any course at any time without prior notification. A written report will be placed in the instructor's file after the matter is closed that describes the concern, action and outcome. The TC reserves the right to request photos of the classroom set up and equipment from BLS instructors and BLS TCFs. **end document