

AHA DESIGNATED

TRAINING CENTER

**POLICIES AND PROCEDURES FOR**

**MU Health Care**

**AHA Training Center MO 02648**

EFFECTIVE DATE: 12/97

Revised 02/16/98, 02/15/99, 11/2000, 01/2003, 01/2005,  
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## **PREFACE**

This Training Center specific policy and procedure manual applies to all instructors and the programs they teach, aligned with

MU Health , AHA TC, Columbia, MO

TC ID MO 02648

Revisions to this document have been made based on the 5<sup>th</sup> edition of the ECC Program Administration Manual (PAM) updated October 22, 2012 and effective February 1, 2013.

This document is designed to supplement the PAM. The PAM is the ultimate source for guideline information and supersedes this document if there is a difference of opinion.

The 5<sup>th</sup> Edition of the PAM is intended to augment other ECC information and training materials, not replace them. The Training Center Policy and Procedure Manual will follow the same format as the PAM. Information is to be considered **IN ADDITION** TO the PAM, therefore it is important to review and reference the PAM in conjunction with this document.

All AHA Instructors are expected to uphold the mission for the AHA:

***The mission of the AHA's Emergency Cardiovascular Care Program is to reduce disability and death from cardiac and respiratory emergencies and stroke by improving the Chain of Survival in every community.***

All AHA Instructors are expected to conduct themselves in a professional manner in accordance with the accepted classroom dress code.

All AHA Instructors are expected to conduct themselves in a professional manner in accordance with confidentiality policies and refrain from discussing students and student performance except with other instructors to determine eligibility to receive a course completion card or resolve a classroom issue.

All AHA Instructors are expected to notify the Training Center in writing of any known conflict of interests and disclose this in writing at all courses conducted.

## **1-- Training Center Organization**

### **The Role of the TC**

While it is the responsibility of the TC to provide instructors with consistent and timely communication, **it is the instructor's responsibility** to maintain up to date contact information including up to date email, phone and address and to update the AHA Instructor Network if there are changes in their contact information.

### **Faculty**

#### ***TC Faculty (TCF)***

- TCF are appointed by the Training Center Coordinator based on TC regional/area need and ability of the TC to monitor quality of TCF performance.

- 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.
- TCFs and CDs will submit in writing the course agenda, course letter and photos of courses they conduct for ACLS and PALS, upon request. The exception to this is contracted Training Sites who have an onsite visit every 2 years
- The TC may required a TCF to teach classes above the minimum required by AHA in order to maintain TCF status and the TC may require a TCF to teach at the TC in order to monitor quality of TCF training.
- TCF appointments are not transferable to a new TC if a TCF transfers alignment.
- Incoming instructor transfers with TCF status at their former TC will NOT automatically be granted TCF status at MUHC AHA TC MO 02648.
- To apply for TCF status an instructor must have uninterrupted, current, discipline specific instructor status for 2 years immediately prior to applying for TCF status.

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

## ***TC Coordinator (TCC)***

: MAIN NUMBER 573-882-4161 for current TC information

## **2 -- Keeping the Training Network Connected**

Instructors are responsible for maintaining accurate contact information for the TC and AHA Instructor Network.

Instructors are encouraged to check the AHA Instructor Network weekly and to review the monthly ECC Beat articles. These articles are archived on the network and back issues can be reviewed.

## **3 -- TC Policies and Procedures**

### **Following AHA Policies and Procedures**

#### ***Smoking Policy***

Smoking is prohibited in classrooms and training facilities during all AHA ECC training programs.

### **Managing Records-Document Retention**

- The TC and contracted Training Sites are required to keep all documents for 3 years from the activity date. All 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.
- The TC is required to maintain the following written policies and procedures :
  - Equipment/manikin maintenance and decontamination
  - Quality Assurance Plan
  - Internal TC dispute resolution policy
  - TS management/relations
  - Card maintenance and issuance
- This TC expects instructors to follow the Code of Conduct as presented in the PAM- pg 60 & 61 PLEASE REVIEW EXPECTATIONS

### **Course Completion Card Management**

Instructors are expected to follow the guidelines for card preparation.

- Submit roster and order form to the TC
- Cards sent upon payment
- Cards will be preprinted with TC information.
- Instructor types or computer prints participant's name, issue & renewal date and

- site location
- Instructor number (11 digits) will be printed on the back of cards beside course instructor's name

## **Written and Skills Tests**

### ***Exam Security***

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.**

## **Course Fees, Materials, and Equipment**

### ***Use of AHA Materials***

In addition to the regulations presented in the PAM on this topic, TC-22 MO 02648 has issued the following instructions:

See appendix

- ➡ TC MO 02648 Bulletin January 2013 *TC Library Policy addendum to AHA Training Memo from July 2012*

### ***Non-AHA Content***

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.

### ***Managing Equipment***

In addition to the regulations presented in the PAM on this topic, TC-22 MO 02648 has issued the following instructions:

See appendix

- ➡ AHA document- *Equipment Decontamination Guidelines for CPR Training* Dated April 23, 2012

MUHC AHA TC MO02648 expects all instructors to follow this AHA Document.

Instructors should use the TC Specific Course Rosters as available on the TC Website, TS may adapt their own rosters as long as they include all information found on the TC rosters. This course roster includes filling out information on who and how equipment was decontaminated for the class. If this is completely filled out and the roster sent to the TC there will be a record of decontamination for the course equipment.

Instructors should also keep maintenance and replacement records of all AHA equipment.

### **Copyright of AHA Materials**

#### ***Copyright/Copying of AHA Materials***

To reiterate and stress the PAM:

”The American Heart Association owns the copyrights to AHA textbooks, manuals, and other ECC training materials. These materials may not be copied, in whole or in part, without the prior written consent of the AHA.”

The TC **will not** request copy right on an instructor’s behalf.

Any instructor found to not be in compliance with this policy will be suspended from teaching and may lose instructor status.

The following disclaimer should be printed on all promotional information particularly when fees are collected for the class.

***“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.”***

### **Quality Assurance Plan**

- All MUHC AHA TC MO 02648 instructors are expected to review the Quality Assurance (QA) Plan section of the PAM on page 30 and conduct themselves in accordance to these requirements as applicable to their practice and training.
- Instructors should be familiar with TC MO 02648 Bulletin October 1, 2013 Quality Assurance Plan and Policies for AHA TC MO 02648. Instructors are also encouraged to develop their own individual QA monitoring for their programs.

## **4 -- Instructor Alignment**

In addition to the regulations presented in the PAM on this topic, MUHC AHA TC MO 02648 has issued the following standards:

- ◆ Whenever MUHC AHA TC MO 02648 instructor requests a transfer to another TC, they will need to surrender their MUHC AHA TC MO 02648 Instructor Card. If they choose to, they may purchase a provider card of the same discipline to verify provider status until their transfer is complete.
- ◆ PALS and ACLS Instructor candidates must have uninterrupted, current, discipline specific provider status for 2 years immediately prior to applying for instructor status.
- ◆ There is no grace period for instructor status. Instructors must renew instructor status prior to the expiration date on the instructor card.
  1. To renew- Teach a minimum of 4 classes in the two year renewal period before the card expiration date. Rosters from ALL classes taught must be sent to MUHC AHA TC MO 02648 in order to receive teaching credit and be eligible to purchase provider cards. If you are a Training Center Faculty (TCF) you are required to teach or assist with one instructor course in the two year renewal period. All TCF, Regional Faculty (RF) and *new* instructors are required to complete the AHA Core Course and submit a copy of the certificate of completion to the Training Center.
  2. If there is a mandatory update from AHA, you will be required to attend this update at the training center or training center designated location.
  3. If you are unable to complete these teaching requirements and request renewal **PRIOR** to your instructor expiration date you will be required to

attend the instructor course to reinstate your instructor status. (**Contact the Training Center 2-3 months prior to your instructor expiration status to ensure an opportunity to renew your instructor status prior to the expiration date.**)

## **5 -- Training Sites**

No additional comments

## **6 -- Boundaries and Recognition of Status**

No additional comments

## **7 -- Course Information**

### **General Information**

#### ***Course Equipment***

In addition to the regulations presented in the PAM on this topic, MUHC AHA TC MO 02648 refers to:

- ➡ AHA Training Memo Original Release July 2012 *Use of Table -Based Monitor Simulators*

#### ***Training Center Faculty & Course Director Orientation***

- ◆ Course directors are appointed by the TCC to plan, organize and successfully conduct a provider or provider update course.
- ◆ To be considered for Course Director status, an instructor must have uninterrupted, current, discipline specific instructor status for 2 years immediately prior to applying for course director status.
- ◆ Course directors may not teach new instructor classes.
- ◆ Course directors may not conduct instructor renewal monitoring.
- ◆ Course director orientation 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

## **8 -- Conflict of Interest and Ethics Policies**

### **Conflict of Interest**

No additional comments

### **Ethics/Code of Conduct**

No additional comments

## **9 -- Legal Aspects**

The following disclaimer should be printed on all promotional information particularly when fees are collected for the class.

***“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.”***

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