

# HeartSmart Health Services



Landes Emergency Training Services



## AMERICAN HEART ASSOCIATION TCC POLICY AND PROCEDURES MANUAL

Landes Emergency Training Services, LLC

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## **Instructor Information**

### **Candidate Selection**

- An AHA Instructor course teaches the methods needed to effectively instruct others in resuscitation courses. The instructor candidate must currently have or obtain a provider card in the discipline(s) for which he or she teaches and be proficient in all skills.

The AHA has defined five core competencies for all instructor candidates:

1. **Skills:** Instructors need to demonstrate mastery in all skills for the courses they teach.
2. **Course delivery:** Instructors need to teach AHA materials as outlined in the Instructor Manual and Lesson Plans.
3. **Testing:** Instructor must be able to test students effectively.
4. **Professionalism:** Instructors need to maintain a high standard of ethics and professionalism while teaching AHA courses.
5. **Program Administration:** Instructors need to be able to manage time, space, materials and paperwork in compliance with AHA Guidelines.

## **Instructor Responsibilities**

- All instructors are required to be aligned on the American Heart Association Instructor Network. The IN provides the Instructor ID number that is required on all course completion cards.
- All instructors are required to have their own current copy of Instructor Manuals and Provider Manuals/Workbooks for each discipline they teach. The current edition of AHA course materials, DVDs and exams must be used. Using the course DVD is mandatory in classroom courses.
  - Ensure that each student has the current appropriate course textbook readily available for use before, during and after the course.
  - Use current versions of each exam as appropriate. Each exam should be accounted for and returned to instructor at the end of exam.
- Use the skills checklists, critical skills description sheets and lesson plans as

described in the curriculum.

- Follow the appropriate decontamination of equipment and verify that the course equipment is clean and in working condition before the course.
- A course evaluation form must be used in each ECC course to obtain feedback from

students on course content and instructors.

- After successful completion of a course the appropriate AHA course completion card must be issued. The course completion card must meet all AHA card issuance requirements.
- All course completion cards must be issued within 20 days after last day of course completion.
- Beginning January 2018, the use of eCards will be mandatory.

To verify an eCard go to: <http://www.heart.org/CPR/mycards> and enter the eCard code.

- eLearning Skills Testing can be conducted by instructor after validation of completion of Part 1. Certificate must be presented, or you may validate by going to: [OnlineAHA.org](http://OnlineAHA.org) and choosing Skills Sessions.

#### **Instructor Renewal Criteria**

- Maintain current provider status as evidenced by a current provider card or demonstration of acceptable provider skills and completion of the provider written exam.
- If demonstration route is chosen, successful completion must be documented on the

Instructor/TCF Renewal Checklist form.

- Earn 4 credits by doing any combination of the following:
  1. Teach a minimum of 4 classroom provider courses or updates/renewals in 2 years in discipline instructor is renewing.
  2. Conducts skills testing sessions for eLearning courses.
  3. Attend updates as required within the previous 2 years.
  4. Be monitored while teaching a class before instructor status expiration.

#### **Instructor Status Revocation**

Revocation of AHA Instructor status means the privilege of claiming instructor status, aligning with a TC and issuing AHA course completion cards is no longer allowed. Instructor status revocation does not revoke provider card status. The instructor card must be returned to the issuing TC or the AHA.

The following are reasons for revocation, but this list is not all-inclusive:

- Falsification of class records
- Non-adherence to AHA guidelines and curricula
- Producing or issuing non-AHA course completion cards
- Continued instruction that is inconsistent with AHA standards for the course/program after remediation by the TCC, TCF, ECC staff or RF
- Using non-AHA exams or breaching security of AHA exams
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, ECC staff or volunteers

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

#### **Ethics Policy**

The AHA has established an Ethics Policy that applies to all AHA leaders, TCs, and instructors. These positions bear a responsibility to exhibit a high standard of conduct.

#### **Code of Conduct**

All persons in AHA ECC leadership are expected to conduct themselves with honesty, integrity, and a commitment to the goals of the AHA and the ECC Programs. The scope of the standards of professional conduct.

- Competence
- Respect for Others
- Integrity
- Neutrality

### **Course Information**

#### **General Information**

An AHA ECC classroom-based course must meet the following criteria before a course completion card may be issued. The intent is to ensure consistent quality in AHA courses wherever they are taught.

- The course instructor(s) must be a current AHA-recognized Instructor.
- The course must be taught according to the guidelines and core curriculum set forth in the

current editions of the AHA course textbook(s) and/or Instructor Manual(s).

- Each student must have the current appropriate course textbook readily available for use before, during and after the course.
- The current edition of AHA course materials, DVDs and exams must be used. Using the course DVD is mandatory in classroom courses.
- A course evaluation form must be used in each ECC course to obtain feedback from students on course content and instructors.
- After successful completion, the appropriate AHA course completion card must be issued within 20 days.

### **Provider Courses**

- All AHA ECC courses require that manikins and equipment allow for demonstration of the core skills of the course. By January 2019, the AHA will require the use of an instrumented directive feedback device or manikin in all AHA courses that teach the skills of adult CPR.
- Several of the provider courses have prerequisites. Refer to the discipline-specific Instructor Manual.
- Each advanced life support provider course must have a course director on site throughout the course. Course Director is appointed by the TCC.
- A lead instructor for basic life support courses must be assigned by the TCC.
- Provider Course structure guidelines apply to course length, lesson plans, agenda, and student-to-instructor ratio and must be followed.
- Course completion eCard is issued when students attend and participate in entire course, pass required skills tests, and pass required written exams. Students must score 84% or higher on written exam.
- Remediation: If a student scores lower than 84% on the first written exam, he or she will be remediated to the satisfaction of the course director or lead instructor or will take a different version of the exam. Instructors may provide remediation to student by monitoring and mentoring them to identify and resolve weaknesses requesting additional skills practice. All remediation must be completed within 30 days of the last of the

original course.

- Recommended update or renewal interval for all AHA courses are 2 years.

### **Instructor Courses**

- AHA Instructor courses are taught by Training Center Faculty or Regional Faculty in that discipline.
- TCF member who conducts the course must follow the discipline-specific Faculty Guide and all supportive materials.
- Instructors must demonstrate satisfactory performance of the skills, have a thorough knowledge of course organization, course content including appropriate BLS skills, instructor responsibilities, and AHA the guidelines for specific discipline; mastery of the AHA Instructor core competencies.
- Within 6 months of successfully completing the instructor course the candidate must be monitored teaching a provider course by a TCF or RF member.
- TCF or RF will complete the Instructor Monitor Form and submit to the TC for the issuance of instructor card.
- The instructor must register and align with a primary TC on the Instructor Network to receive the instructor ID number that must be placed on the back of the instructor card.

### **Course Files**

The Training Center should maintain the following course records:

#### **Provider Courses**

- Completed course rosters.
- Originals or a summary of course evaluations. If a problem with the course, original evaluations.
- Skills session paperwork for eLearning courses, including roster, Certificate of Completion for Online (Part 1) and evaluation for Parts 2 and 3.
- Student written exam answer sheets and skills performance sheets for students who were

remediated.

- Documentation related to dispute resolution.
- Evidence of the use of the AHA course fee disclaimer for courses in which fees are charged.

#### **Instructor Courses**

- Instructor Candidate Application for all candidates documenting alignment with a TC
- Completed course rosters.
- All monitoring forms from the first class the candidate taught which documents completion of all requirements for becoming an instructor.
- Documentation related to any dispute resolution.
- Evidence of the use of AHA course fee disclaimer for courses in which fees are charged.
- Originals or a summary of course evaluations. If a problem with the course, original evaluations.

#### **Course Fees**

The following disclaimer MUST be printed on all TC promotional brochures, announcements, agendas or other materials distributed to students in courses for which fees are charged.

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

#### **Legal Considerations**

##### **Americans with Disabilities Act**

- Each TC is responsible for complying with all applicable laws, rules and regulations including, but not limited to, the ADA. For more information on the AHA and ADA refer to Program Administration Manual, Chapter 8 – Legal Aspects.

##### **Trademarks**

- The AHA's stylized name and heart-and-torch logo are trademarks of the American Heart

Association, Inc. and are registered with the US Patent and Trademark Office. Only the AHA may use these trademarks. TCs may use the AHA TC logo if their use meets the requirements outlined in the Authorized TC Seal-Guidelines for Use.

### **Dispute Resolution**

The AHA is ultimately responsible for decisions surrounding its volunteers. The AHA reserves the right to appoint, not appoint or remove volunteers at its discretion. All disputes, complaints or allegations within the ECC Training Network are to be managed consistent with the ethics, values, policies, and procedures of the AHA. Complaints or allegations should be resolved at the lowest level of the network.

Refer to: Program Administration Manual – Chapter 8 – Legal Aspects.

### **Smoking Policy**

The TC must prohibit smoking in classrooms and training facilities during all AHA ECC training programs.

### **Training Sites**

Training Sites are generally training locations that operate under a TC and are in a separate location. It is the responsibility of the TC to ensure that the TS comply with all policies and procedures outlined in the PAM, this manual and the TC/TS agreement.



### **Training Center Quality Assurance Plan and Dispute Resolution**

- The TC Coordinator will provide all current aligned Instructors with copies of the most current written examinations for AHA course completion when released by the National Center ECC Department. The most current examinations are the only examinations used to determine successful course completion. Use of any other written examination to determine a student's completion of an AHA ECC course will jeopardize the TC Agreement.
- Each student must have the current appropriate course textbook readily available for use before, during, and after the course. Textbooks are designed for individual use. Students may reuse their textbooks during renewals or updates until new science guidelines are published.
- All aligned instructors are expected to follow the AHA Program Guidelines for all courses taught and will sign an Instructor Policy Compliance Agreement. Agreement will include guidelines for renewal, monitoring and update requirements. Current Instructor information must be on file at the TC.
- New instructors will be required to follow all requirements for instructor alignment as stated in the PAM. Initial Instructor Courses will be held at the TC or TS with designated TC Faculty. New instructors will successfully demonstrate teaching skills and will be monitored within six months of completion of an Instructor Course. Renewal requirements will be adhered to according to AHA.
- Each AHA course must follow the guidelines and core curriculum in the most current editions of the course textbook and Instructor Manual. Current editions of AHA course materials must serve as the primary training resource during the course. All AHA instructors are required to have their own current copy of Instructor Manuals and Provider Manuals/Workbooks for each discipline they teach. Adding non-AHA content to the course is not advisable.
- AHA course completion eCard codes may be ordered from AHA by using the security code. The cards contain security features and have the AHA logo. The TC of the instructor who conducts the provider

course is responsible for card issuance and security. Only the TCC and the person(s) he or she designates may have access to AHA course completion cards. TCs must issue course completion ecards within 20 business days of the course completion.

- To prevent possible compromise of exam contents, the AHA issues exams only to the TCC listed on AHA records. TCCs are ultimately responsible for the security of the exams and are responsible for ensuring that instructors use current versions of each exam. Exam security will be maintained within the TC records and through all instructors who issue exams by signing an Exam Release Form before exams are distributed.

- AHA ECC courses require that manikins and equipment allow for demonstration of the core skills of the course (e.g., airway management, correct hand placement, compression depth and recoil, etc.). Equipment required for each course is listed in the course-specific Instructor Manual. All equipment used must be in proper working order and good repair. Equipment will be checked during annual visit by TCC. Decontamination statement will be checked on each TC Roster submitted.

- TCs must keep all required documents for at least 3 years from the date of action; for example maintain records for 3 years past the last day of the course. TCs should maintain the following course records: Provider Courses, Instructor Courses, Instructor and TCF Records (all disciplines) according to PAM course requirements.

- TCF will complete and sign Candidate Application and Training Center Faculty Agreement. New TCF will participate in an orientation session regarding the role and expectations. Each member will be informed by the TCC of any updates, Training Memos, etc. and will be sent a quarterly informational memo. TCF will serve as quality assurance and educational leadership for the TC; conduct instructor renewal courses and monitor, update, and coach instructors; ensure that the TC can conduct quality instructor courses, course monitoring, and instructor updates within the TC; asked to attend instructor update meetings as well as an annual TCF update meeting.

- A course evaluation form must be used in each ECC course to obtain feedback from

students on course content and instructors. The AHA Course Evaluation forms will be submitted following each course with the TC Roster.

- Upon request, instructors will provide dates of courses to the TCC to schedule course monitoring and/or site reviews. TCC or TCF will monitor courses conducted to ensure requirements set by the AHA are followed. TSs will complete the self-review form annually.

#### **Dispute Resolution**

- It is the responsibility of the TC to manage and resolve any disputes, complaints, or problems that arise from activities conducted by a TC's staff, TS, and aligned instructors. Any complaints or problems brought to the TC by the AHA will require the TCC to develop a plan of action and a timeline for repair in consultation with the Account Manager. All complaints or problems need to be documented and filed for future reference, should other similar instances occur. If a TC has a risk management or legal counsel resource, it is the responsibility of the TCC to consult that resource.

### **Decontamination Policy**

The manikin surfaces may present a risk of disease transmission under certain circumstances. therefore, these surfaces should be cleaned and disinfected consistently to minimize this risk of disease.

#### **A. During Training Sessions**

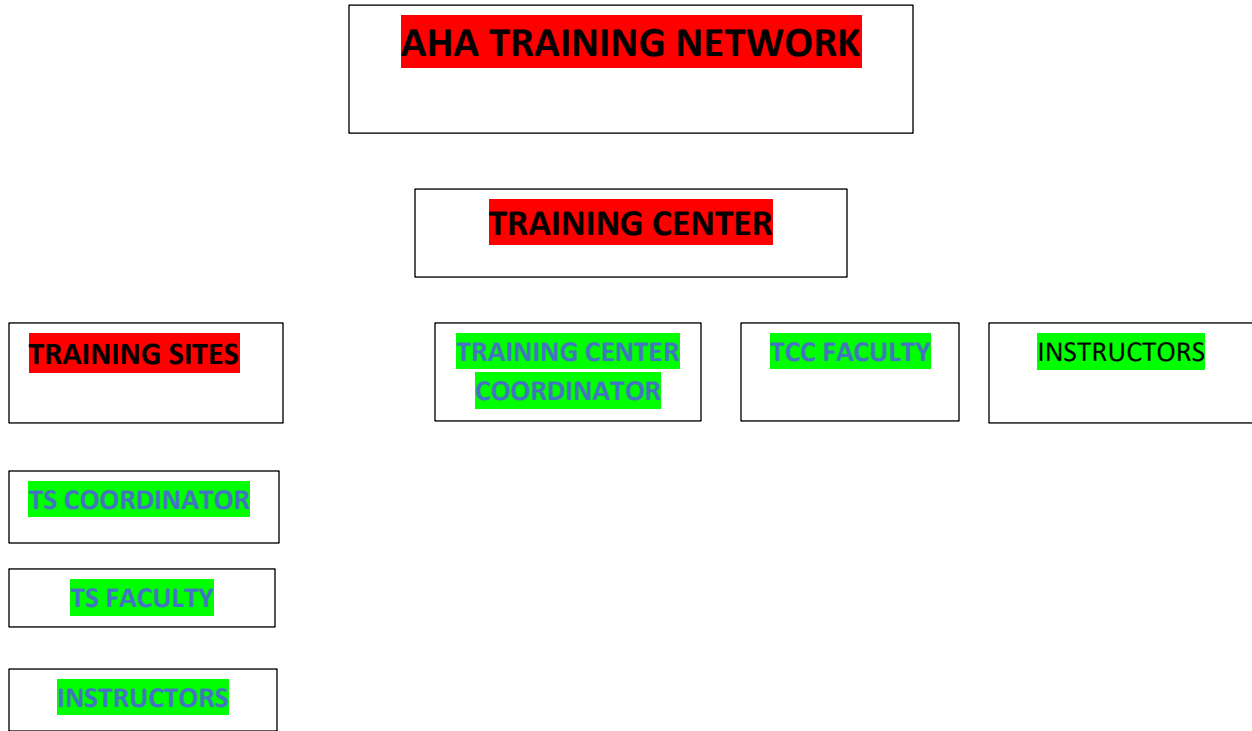
1. Instructors should practice good hygiene with proper hand-washing techniques. Hand sanitizer is an acceptable alternative.
  2. Students should be told in advance that CPR training sessions involve close physical contact with other students.
  3. Students should reschedule the course if they are known to be in the active stages of an infectious disease, or have sores on the hands, mouth, or face.
- Individual manikins, one-way valves, or pocket masks are encouraged whenever possible.
4. When using protective face shields, the instructor must ensure that all students consistently place the same side of the face shield on the manikin during use.
  5. If a practice shield or pocket mask is not used, manikins should be cleaned after use by each student with a manikin wipe that has an antiseptic with 70% ethyl alcohol.
- Rub the manikin's mouth and nose vigorously with the wipe
  - Wrap the wipe snugly over the mouth and nose.
  - Keep the wipe in place for 30 seconds
  - Dry the manikin's face with a clean paper towel or something similar
  - Continue with manikin practice.

#### **B. After Each Training Session**

1. Instructors will wear protective gloves when disassembling the manikins and wash his/her hands when finished.
2. All the external surfaces will be washed with warm soapy water and rinsed with fresh water. Manikin clothing will be laundered if soiled.

3. Follow the manufacturer's recommendations and provisions for face decontamination and lung disposable. Most manufacturers recommend soaking the faces and pocket mask in sodium hypochlorite solution (1/4 cup bleach to 1 gallon of water) for ten minutes followed by rinsing with fresh water and air dry.
4. New lungs should be inserted after decontamination.

**Organizational Chart**



All information in this Policy & Procedure Manual is taken from the Program Administration Manual. For further details and information please refer to the PAM found on the AHA Instructor Network.