

Campbell County Memorial Hospital American Heart Association Training Center Instructor Information

General Information:

Campbell County Memorial Hospital AHA Training Center (CCMH - TC) exists to provide initial and ongoing training in BLS and First Aid to the community. Instructors affiliated with CCMH - TC will have initial, updated and ongoing training as required by the American Heart Association. All guidelines set forth by these organizations will dictate the instructors' status. Every effort will be made to notify instructors of needed information to remain in compliance with all guidelines at all times. CCMH - TC will maintain records for instructors of AHA BLS Courses. Any instructor wishing to join CCMH - TC must have a current card for the discipline for which they are applying, be in good standing with the training center you are currently affiliated with, and be monitored by an instructor/training center faculty affiliated with CCMH - TC. All requested information must be obtained and on file with CCMH - TC, including the appropriate information and Referral Request from the current version of the Program Administrative Manual (PAM) from the AHA. Any change of address, telephone number, email address, etc. will be forwarded by the instructor at their earliest convenience. CCMH - TC will not be responsible for information not received due to incorrect address (including email) information on file.

Liability

The Training Center carries a \$3,000,000 liability insurance policy.

Confidentiality:

CCMH - TC adheres to a strict confidentiality policy in regard to student and instructor tests and records. It is not acceptable to reveal information regarding an instructor or student for any classes taught for CCMH - TC. Any instructor in conflict with this policy may jeopardize their status with CCMH - TC.

Training Center Hours of Operation:

The hours of operation for the Community Training Center are 8:30 am - 5 pm M-F. If you need to pick up equipment or to come in for other issues outside of those hours, please call and make arrangements in advance.

E-mail:

Please be sure to notify the CCMH-TC of any email address changes as all training and important information is sent via email. Email is the most reliable method of communication with the TC. Send updated email addresses to education@ccmh.net.

Instructor Development

The Training Center will use all resources available to ensure that all instructors and Training Center Faculty are adequately trained and actively involved in maintaining and promoting the highest standards through quality assurance and quality improvement.

- Instructors will be required to attend an update meeting every two years. The purpose of this contact is to ensure that instructors are familiar with current AHA

content and any changes that may have occurred to AHA curriculum or standards.

- Instructors will be evaluated according to the standards set forth in this document in the Instructor Evaluation section.
- If an instructor fails to meet the standards set forth by the AHA, he/she may be required to meet with a Training Center Faculty member in order to receive additional instruction, if needed. This process will follow the Quality Assurance Counseling guidelines in this document. If the instructor refuses to participate in this type of instructor development or mentoring, their instructor status may be revoked.

Interfacing with Instructors

In addition to attending mandatory updates and renewals, instructors are encouraged to use the TC as a resource and to stay connected through email, phone calls and personal visits.

2006 AHA Course Matrix:

This matrix details each of the AHA courses available for you to teach. Please contact the TC Coordinator if you need assistance with selecting the most appropriate course for your students. To obtain a copy of the course matrix:

<http://www.heart.org/downloadable/heart/1167856286911ECC%20Course%20Matrix%202006%20Final.pdf>

Instructor Requirements

Only individuals who possess a current AHA provider and instructor card for the discipline they wish to teach may facilitate an AHA course. In order for an AHA instructor to receive credit for teaching a course, the instructor MUST be listed on the appropriate Course Roster. All AHA instructors MUST teach the equivalent of two (2) courses per year, in order to be eligible for renewal.

Instructor Evaluation

A written evaluation MUST be distributed to course participants. The participants should complete the form and return it to the instructor OR the Training Center. Course evaluations must be submitted along with the course roster to the Training Center before course cards will be distributed to students.

Instructors will be monitored on an ongoing basis in the following manners:

- Written evaluation by course participants
- Written course evaluation by Training Center Faculty, Regional Faculty, or in some cases, another instructor, using the standard evaluation form found in the PROAD manual "*Training Center-Course Monitoring Review.*" Evaluation results will be shared with the instructor upon completion of the monitored session.

Instructor Renewal:

Instructor renewal criteria: Instructors may renew their status by meeting all of the following criteria:

- Teach and document a minimum of two courses per year
- Provide documentation that teaching ability was monitored
- Complete an update on new AHA information with TC
- Current enrollment in the Instructor Network

- Maintain HCP status as evidenced by current HCP card OR demonstrate acceptable HCP skills and successful completion of the written HCP exam during the BLS Instructor Renewal Course.

Course Criteria/Roster Criteria:

Before course completion cards may be issued the following criteria must be met:

- The course instructor must be a current AHA recognized instructor with current instructor status.
- The course must be taught according to the guidelines and core curriculum set forth in the most current editions of the AHA course textbook and/or instructor manual. This includes providing the appropriate equipment for all courses – i.e. AED must be used in all HCP courses and AED Courses.
- Each student must have the current appropriate course textbook and accompanying CD readily available for use before, during and after the course. Students may reuse their own textbooks during renewals until new science guidelines are published.
- The most current edition of AHA videos and exams must be used.
- A course evaluation form must be used for each student in each ECC course. This is to obtain feedback from students on course content and Instructors.
- A course “skills check-off” form must be used for each student in each ECC course.
- All rosters must be submitted within 30 days of the date of the course.
- Certification cards will not be sent to individual students or companies. Certification cards will be mailed to the instructor at their address. All cards should be issued/sent to the students as soon as they are received. The appropriate fees must accompany the roster, unless arrangements for invoicing have been made with the TC Coordinator.

Student Manuals:

- Student manuals must be available for use before, during and after the course. We understand that it is difficult to distribute manuals to the students ahead of class time, but please take every effort to do this.
- EACH student must have a manual during class time. No exceptions!
- Library of books: Healthcare provider student manuals are the ONLY books that may be distributed from a library. The textbooks must be available and accessible to the students at all times. Again, EACH student MUST have an appropriate book.
- Textbooks are designed for individual use and are an integral part of the student’s education before, during and after the course. The AHA designed the student workbook to correspond with the video. Encourage the students to follow along in their student manuals during the course.
- Ordering: You may order your student manuals through your Training Center, or through an AHA distributor.

Instructor to Student ratio:

The courses are designed to use a ratio of 6 students to 2 manikins to 1 instructor. With this ratio, 1 instructor observes 2 manikins at a time while the students practice with the video (practice-while-watching). An experienced instructor may be able to monitor up to 3 manikins at a time while the students practice. This would change the ratio to 9

students to 3 manikins to 1 instructor, but this ratio will increase instructional time. For each student over the ideal number of 6 per instructor, the total class time will increase by approximately 20 minutes to account for additional skills testing.

For optimal practice time during the course, each student would have his own manikin if possible. Even with a 1:1 ratio of students to manikins, additional time for skills testing is required when the 6:1 student-instructor ratio is exceeded.

Filling Out Course Cards:

When receiving course cards for any Heartsaver course, the instructor must cross out the modules not taught.

Duplication/Replacement of Lost Cards:

All course participants receive a course completion (certification) card after successful completion of a CPR (BLS/AED) or First Aid course. It is the responsibility of the individual participant to keep these cards in a safe place after the course. It is strongly encouraged that all participants make copies (front and back) of all course completion cards. Copies eliminate over 98% of "last minute lost card issues" and almost invariably eliminate the added expense for a replacement card. There is a \$10 fee for a replacement (duplicate) card or "verification of attendance" inquiries for CPR (BLS/AED) or First Aid courses. This fee also applies to instructor cards. There is no charge if an employer, unit manager, or other authorized agent wishes to verify the validity of the copy made by a participant.

Attendance Rosters:

Please use the roster provided by CCMH-TC. Please do not use AHA versions, or other training center versions. Using these rosters will expedite the card issuing process.

CPR Roster Retention Requirements:

The AHA requires that primary instructors maintain (for 3 years) the following course records: copies of completed course rosters (assisting instructors should keep a copy for instructor recertification purposes); skill performance sheets; written exam answer sheets; course evaluations; and documentation related to problem resolution.

Evidence of use of the AHA course fee disclaimer for courses in which fees are charged:

The AHA does not set or receive fees for courses. The following disclaimer MUST be printed on all course 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 BLS 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.

Legal:

All AHA materials and publications are copyrighted. Unless you formally receive permission in writing from the AHA authorizing you to reproduce a publication or book, you cannot make copies of any copyrighted materials. The integrity and reputation of

the Training Center must be maintained at all times. The expectation is that each instructor affiliated with this training center will act in a professional, moral and ethical manner at all times while teaching AHA courses. Any instructor charged with a felony crime must notify the Training Center immediately. Failure to do so may result in suspension/termination from the Training Center.

CAMPBELL COUNTY MEMORIAL HOSPITAL AMERICAN HEART ASSOCIATION TRAINING CENTER

SUBJECT: EQUIPMENT USE AND CLEANING

Manikin Use and Cleaning During CPR Classes

Risk of disease transmission during CPR training is extremely low. CPR manikins have never been shown to cause an outbreak of infection nor are there any reports of infection associated with CPR training. However, there is public concern about the use of manikins. Manikin surfaces can present a very small potential risk of disease transmission.

All courses held at the Training Center must provide an individual manikin to each student. Ideally, all classes could provide this service. However, the second best option would be to provide an individual manikin face to each student. If students share a manikin, face shields and face masks must be used every time by every student. Students and instructors should avoid mouth or body contact with a manikin if saliva or body fluids are present on the manikin.

Decontamination Procedure:

All equipment used in CPR courses affiliated with CCMH AHA Training Center must be cleaned at the end of each course. Surfaces should be cleaned and disinfected in a consistent way after each class.

Laerdal manikins (Little Anne/Junior/Baby Annie): Routine disinfection of the entire manikin is not required, but periodic cleaning of the head, torso and chest skin is recommended. These should be washed with a lukewarm soapy solution, and rinsed with a clean cloth.

Disinfection before reuse: *Wear non-latex gloves.*

- Remove face and detach the coupling from inside the face. Dispose of all lungs.
- Clean and disinfect faces and couplings as follows:
 1. If using 3M Neutral Quat Disinfectant or Kleen Surf (in cleaning cabinet in ambulance bay at EMS Base):
 - a. Review MSDS.
 - b. Prepare in sink: ½ oz of solution (one squirt) per gallon of water.
 - c. Immerse all components into the solution.
 - d. Scrub stubborn stains where necessary and leave for 10 minutes.
 2. If using a bleach solution:
 - a. Prepare in container a mixture of ¼ cup bleach per gallon of water. Immerse all components in the solution for 10 minutes.
 - b. Rinse with fresh water and allow parts to dry.

Equipment Loan:

Only CCMH TC instructors are permitted to borrow equipment. If you wish to borrow equipment, please provide at least a one week notice. Items available include:

- Adult, child, & infant manikins (Actar or Basic Buddy)
- DVD's
- AED trainers (limited)

CAMPBELL COUNTY MEMORIAL HOSPITAL AMERICAN HEART ASSOCIATION TRAINING CENTER

SUBJECT: GRIEVANCE PROCEDURE

Any person having a complaint concerning any matter relating to American Heart Association courses offered by an instructor employed by or affiliated with Campbell County Memorial Hospital Training Center that has not been resolved informally between the parties involved shall present the grievance using the following process.

- Complaint shall be filed in writing within thirty (30) days of the occurrence providing CCMH - TC with the following information:
 - Name and address of person filing grievance
 - Name and address of person/organization against whom the complaint is made
 - Detailed description of occurrence
 - Names and addresses of other persons who may have knowledge of complaint
 - Signature of person making complaint
1. The TC Coordinator will review all complaints/grievances/problems and provide a written response within ten (10) days from receipt of complaint.
 2. If complainant is not satisfied with the coordinator's decision, the complainant may request that the decision be brought to a review committee consisting of a Regional Faculty and one instructor not involved in the complaint. This request must be made in writing within ten (10) days of receiving the Coordinator's decision.
 3. Review committee action:
 - Grievance dismissed, complainant notified in writing within ten (10) working days from hearing.
 - Grievance not dismissed, complainant notified in writing within ten (10) working days of the action being taken by the review committee
 - Final recourse for complainant is to have matter referred to American Heart Association
 4. American Heart Association will be notified of any disputes, complaints or problems that the TC is unable to resolve that involve:
 - Course content/curriculum
 - Instructor qualification
 - American Heart Association administrative policies and procedures
 - American Heart Association Emergency Cardiac Care science issues

CAMPBELL COUNTY MEMORIAL HOSPITAL AMERICAN HEART ASSOCIATION TRAINING CENTER

SUBJECT: QUALITY ASSURANCE PROGRAM

An integral role of all American Heart Association (AHA) Training Centers is to ensure quality instruction and consistency and adherence to AHA ECC standards for all courses. Instructor participation entails a commitment to high standards of performance and community service. All portions of the Campbell County Memorial Hospital Training Center Quality Assurance Program are in line with the American Heart Association Emergency Cardiovascular Care Program Administration (PROAD) manual.

I. Instructor Quality Assurance

A. Instructor Requirements

1. Only individuals who possess a current AHA provider and instructor card for the discipline they wish to teach may facilitate an AHA course.
2. In order for an AHA instructor to receive credit for teaching a course, the instructor MUST be listed on the appropriate course roster.
3. All AHA instructors MUST teach the equivalent of two (2) courses per year, in order to be eligible for renewal.

B. Instructor Evaluation

1. A written evaluation by course participants MUST be distributed and participants asked to complete the form and return them to the instructor or the Training Center. Course evaluations must be submitted along with the course roster to the Training Center before course cards will be distributed to students.
2. Instructors will be monitored on an ongoing basis in the following manners:
 - a) Written evaluation by course participants
 - b) Written course evaluation by Training Center Faculty, Regional Faculty, or in some cases, another instructor, using the standard evaluation form found in the PROAD manual "*Training Center-Course Monitoring Review.*" Evaluation results will be shared with the instructor upon completion of the monitored session.
3. Any concerns regarding the quality of an instructor must be submitted to the Training Center Coordinator in writing following the complaint/dispute resolution policy. All concerns regarding equipment use, teaching techniques, behavior or standards, policies, adherence to AHA standards, course content/curriculum, instructor qualifications, AHA administrative policies and procedures, and/or AHA ECC science issues will be addressed within 15 business days.
4. Failure of an instructor to meet baseline standards of quality will be communicated to an instructor both verbally and in writing. Repeat evaluations will be performed to assess improvement.
5. Concerns that cannot be resolved by the Training Center will be forwarded to the AHA ECC Regional Office.

II. Course Standards

- A. AHA Core Content MUST be taught in EVERY AHA course.
- B. All AHA courses MUST use an appropriate instructor/participant ratio as defined by AHA standards.

- C. All students attending an AHA course shall have made readily available the current, appropriate textbook for use before, during and after the course.
- D. All AHA courses MUST use the appropriate equipment, both type and quantity in order to meet the needs of the participants.
- E. Test materials and course completion cards MUST be kept secure at all times.
- F. Current AHA examinations will be used in all provider level courses.
- G. All AHA courses must use appropriate time frames to allow adequate time to achieve course goals and objectives.

III. E-Learning Courses

- A. Students MUST complete the didactic portion of the course and present the appropriate course completion certificate before they will be allowed to advance to the skills check. Instructors MAY NOT perform the skills check until a student can produce a completion certificate.
- B. Students MUST complete their skills evaluation within 60 days from the completion of the didactic portion.
- C. Instructors MUST use the designated skills evaluation forms for the course for which they are providing the skills evaluation. Refer to your instructor manual, instructor resource disk or the Instructor Network for skills evaluation forms for each discipline.
- D. Once a student has completed the didactic portion of the course and the skills check is completed by a recognized AHA instructor for the appropriate discipline, the following documents MUST be submitted to the training center in order for a card to be issued:
 - a) Copy of the course completion certificate
 - b) Copy of skills check, completed with instructor signature
 - c) Completed roster for the session.
- E. Instructors will receive the same credit for performing a skills check with a student as they would for performing a full course. If an instructor performs several skill checks they will receive one credit for each day of skills checks.
- F. Remediation is allowed at the discretion of the instructor.

IV. Instructor Courses

- A. Initial
 - 1. All initial instructor courses will follow the curriculum set forth in the "Faculty Guide for BLS and Heartsaver Instructor Courses." Training Center Faculty will work closely with the Training Center to ensure that the instructor receives appropriate instructor materials, and resources and that Training Center policy, guidelines and administrative issues are covered in the course.
- B. Renewal
 - 1. Instructors will be required to attend an update meeting every two years. The purpose of this contact is to ensure that instructors are familiar with current AHA content and any changes that may have occurred to AHA curriculum or standards.
 - 2. All instructor renewal candidates must successfully complete the skills check for Healthcare Providers and the Healthcare Provider written exam.
- C. If an instructor fails to meet the standards set forth by the AHA, they may be required to meet with a Training Center Faculty member in order to receive additional training, if needed. If the instructor refuses to participate in this type of instructor development or mentoring, their instructor status may be revoked.

- D. The Training Center will use all resources available to ensure that all instructors and Training Center Faculty are adequately trained and actively involved in maintaining and promoting the highest standards through quality assurance and quality improvement.

V. Training Center Faculty

Training Center Faculty is responsible for quality assurance and is the educational leadership of the Training Center. The purpose of appointing Training Center Faculty is to ensure that the Training Center is able to conduct quality Instructor Courses within the Training Center. The number of Training Center Faculty is determined by the needs of the Training Center. Training Center Faculty Members serve only in the Training Center from which they are appointed. A Training Center Faculty Member's status is not transferable between Training Centers. Training Center Faculty members who move from one Training Center to another, must reapply for Training Center Status in their new Training Center, and are subject to acceptance by that Training Center.

A. Criteria

1. Must be a Current Regional Faculty member or meet the following criteria:
 - (1) Active BLS instructor for a minimum of two years.
 - (2) Must have acted as a lead instructor in the discipline for which they wish to hold TCF status.
 - (3) Willing to participate in a Training Center Faculty orientation and AHA regional updates.
 - (4) Has received positive evaluations of teaching ability from students.
 - (5) Completion of orientation by Regional Faculty before conducting first Instructor Course.
 - (6) Agrees to sign a conflict of interest statement and represent the interests of the AHA and the Training Center as his/her primary responsibility.

B. Method of Appointment/Reappointment

1. Training Center Faculty are appointed and reappointed by the Training Center, which sets the term served by Training Center Faculty Members.
2. If Training Center Faculty is found to not be capable of participating in the capacity of their role as outlined in the first paragraph of this section, and as outlined in the responsibilities below, the Training Center Coordinator can revoke their Training Center Faculty status at any time.
3. Training Center Faculty MUST continue to hold a current provider card for the disciplines that they teach and serve as Training Center Faculty.

C. Responsibilities

1. Serve as an expert resource on ECC issues and protocols to the Training Center, Instructors and Staff.
2. Conducts Instructor courses for the Training Center while adhering to the AHA guidelines.
3. Acts as a change agent to facilitate transitions in the ECC Program.
4. Supports Chain of Survival initiatives in the community.
5. Responsible for Training Center Faculty development by conducting updates, mentoring and training for the Training Center.
6. Oversees quality assurance at the Training Center Level.
7. Monitors Instructors' teaching abilities and completes required documentation.
8. Teaches at least one Instructor Course every two years.

I have read the Policies and Guidelines for Campbell County Memorial Hospital American Heart Association Training Center and agree to adhere by these.

Signature: _____ Date: _____