

**S**OUTHERN  **REGION**  
EMS COUNCIL, INC.



**American Heart Association<sup>®</sup>  
Training Center**

**Policy and Procedure Manual**

**Rev. Date May 1, 2015**

## Acronym List

|        |  |
|--------|--|
| ACLS   | Advanced Cardiovascular Life Support                               |
| AED    | Automated External Defibrillator                                   |
| AHA®   | American Heart Association   |
| ARC    | American Red Cross   |
| BLS    | Basic Life Support   |
| CEU    | Continuing Education Unit  |
| 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    | Health Care Provider   |
| HS     | HeartSaver   |
| ILCOR  | International Liaison Committee on Resuscitation                   |
| ITO    | International Training Organization                                |
| NF     | National Faculty   |
| NTC    | National Training Center   |
| PAD    | Public Access Defibrillation                                       |
| PALS   | Pediatric Advanced Life Support                                    |
| PAM    | Program Administration Manual (formerly known as the PROAD Manual) |
| PROAD  | Program Administration   |
| QA     | Quality Assurance  |
| SREMSC | Southern Region EMS Council  |
| RF     | Regional Faculty   |
| TC     | Training Center  |
| TCF    | Training Center Faculty  |
| TS     | Training Site  |

# ADMINISTRATIVE PROCEDURES

## Card Duplicate or Replacement

SREMSC AHA® Training Center will verify course attendance before issuing a duplicate card. The Instructor or student is responsible for the card fee.

## Card Renewal Policy

All AHA® course cards are valid for two years through the end of the month in which the card was issued. The AHA® does not consider a cardholder's Provider or Instructor status current beyond the recommended renewal date.

- *Provider Card:* An employing agency may require more frequent or less frequent training for employees who hold a Provider card with a recommended renewal date, but the card must indicate the two-year recommended renewal date.
- *Instructor Card:* **There is no grace period** for expiration of current Instructor status beyond the renewal date indicated on the card. If an Instructor presents an expired Instructor card, the SREMSC AHA® Training Center coordinator and/or SREMSC AHA® Training Center Faculty will determine the type of Instructor Course (either entire initial course or renewal course) that the Instructor must complete to maintain his or her Instructor status.

## Distribution of Course Completion Cards

AHA® course completion cards can be purchased at the SREMSC AHA® Training Center by AHA® Instructors, Instructor Trainers and Regional or Training Center Faculty who are affiliated with the SREMSC AHA® TC. This is indicated by having the documents, listed below, on file with SREMSC AHA® Training Center:

- a current copy of picture identification
- a current copy of the appropriate Instructor Course completion card
- complete contact information
- signed affiliation contract

Provider course completion cards are sold to and distributed by the lead instructor after the course roster is received at the SREMSC AHA® Training Center. SREMSC will only issue blank cards to affiliated Training Sites. All other cards will be printed according to the information provided on the roster. Instructor candidates who are being monitored for instructor certification completion will need to have the person who is monitoring their class assist them in obtaining Provider cards, since they are not a credentialed instructor prior to completion of this monitoring, and therefore, may not obtain cards on their own.

## Producing Course Completion Cards (TC's and TS's Only)

Course cards are stamped, typed, or computer generated to reduce the risk of cards being altered. All AHA® cards issued must be complete and legible. The content of AHA® course cards cannot be altered in any way, if a mistake is made, the card must be replaced with one that is correctly completed.

**AHA® course cards must be completed as by a AHA® TC or TS only:**

FRONT of card:

- The course name is preprinted on the card – the correct card must always be issued
- Student's name (first, last name, title)
- Issue date. The date should be indicated as month and four digit year (**01/2011**) or two-digit month/day/four digit year (**01/15/2011**). Another option is to spell the month (**January 2011** or **January 15, 2011**)
- Recommended renewal date. The date should be indicated as two years from the issue date. The date should be indicated as month and four digit year (**01/ 2011** or **January 2011**)

BACK of card:

- The first line will indicate the Training Center, ***Southern Region EMS Council*** and the ***Training Center ID Number AK05954*** . This will be computer generated by the SREMSC AHA® Training Center.
- The next line will indicate the address and contact information for the Training Center, SREMSC.
- Line three indicates the location of the course. This may be a Training Site or a city.
- The fourth line will have the first and last name of the Lead Instructor, along with the instructor number ( this must be legible)
- The student is to sign his or her name on the last line of the card in black or blue ink.

## Contact Hours/Continuing Medical Education

- BLS, PALS, and ACLS hours are accepted as CME hours for EMTs by the Department of Public Health–EMS Unit and by the National Registry of EMTs (NREMTs).
- BLS, PALS, and ACLS are accepted as CME hours for paramedics by the Department of Commerce, Community and Economic Development and the National Registry of EMTs (NREMTs).
- Physician assistants and physicians should check with their respective licensing organization to verify whether BLS, ACLS, or PALS training time can be counted to fulfill their CME and/or licensing requirements.

## Course Fees and Disclaimer

SREMESC AHA® Training Center or the Lead Instructor determines the course fee(s). The AHA® does not set or receive fees for courses. The following disclaimer *must* be printed on all TC promotional brochures, announcements, agents, or other materials distributed to students in courses for which fees are charged:

*The American Heart Association® strongly promotes knowledge and proficiency in BLS, ACLS, and PALS 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 the fees needed for AHA course materials, do not represent income to the Association.*

## Use of AHA Materials

- **Textbook or Student Manual**

All students must have the current appropriate AHA course textbook for their individual use before, during, and after the course. Students should review the textbook before class and have immediate access to their own copy afterward as a reference and review tool.

The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual student reference, before, during and after the course at his or her facility(ies). A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs.

- **Core Curriculum**

Each AHA course must follow the guidelines and core curriculum set forth in the most current editions of the course textbook and/or Instructor manual.

## **Disciplinary Action**

See "Training Center - Continuous Quality Improvement (CQI) Policies in Appendix B.

## Equipment Management

| <b>Ambu Baby, Kyle child manikins, Little Annie, Baby Annie, and Little Jr.</b>   |  |
|---|--|
| <b>NOTE: These manikins have replaceable faces</b>  |  |
| <i>In-Class Cleaning and Decontamination</i>  |  |
| 1   | After the instructor demonstrates a procedure and between participant's use of the manikin, the manikin face and inside of the mouth should be wiped <b>vigorously</b> with clean absorbent material wetted with either 70% alcohol or bleach solution (1/4 cup bleach to 1 gallon water). The surfaces should remain wet for at least <b>30 seconds</b> before they are wiped dry. <b>Note: alcohol is not considered a broad spectrum-decontaminating agent.</b> |
| 2   | During the teaching of two-rescuer CPR, the second participant taking over ventilation on the manikin should either simulate ventilation or use a pocket or blob mask.   |
| 3   | During the training in the obstructed airway procedure the finger sweep should be simulated or done on a manikin insuring that the mouth area has been decontaminated before and after the procedure has been done.<br>During the training in the obstructed airway procedure the finger sweep <b>IS NOT</b> done on babies and/or children.   |
| 4   | During training the manikin's face is to be disinfected after each student, or each student should have his/her own pocket mask or blob mask (not to be shared during the class).  |
| 5   | <b>All parts in contact with the student's exhalations are for individual use only, face pieces are easily disinfected for multiple use – Air head bags (airways) are for single student use only.</b>   |
| <i>After class cleaning and decontamination of<br/>                 Ambu Baby, Kyle child manikins, New Annie, New Laerdal Infant,<br/>                 Actar Defibrillation Manikin, Little Jr. and Actar 911 Infant</i> |  |
|   | Disassemble the manikin according to the manufacture's directions. Discard all used airways.   |
|   | Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry.   |
|   | Decontaminate the face, wash with warm (mild) soapy water, rinse with clean warm water and then soak the face in a bleach solution (1/4 cup bleach to 1 gallon water) for <b>10 minutes, rinse with clean warm water and dry fully.</b> Place faces in paper bags and return to the manikin case.  |

### **Standard Annie, Laerdal Infant, and Timmy Child Manikins**

#### *In-Class Cleaning and Decontamination*

|   |  |
|---|--|
| 1 | After the instructor demonstrates a procedure and between participant's use of the manikin, the manikin face and inside of the mouth should be wiped <b>vigorously</b> with clean absorbent material wetted with either 70% alcohol or bleach solution (1/4 cup bleach to 1 gallon water). The surfaces should remain wet for at least <b>30 seconds</b> before they are wiped dry. <b>Note: alcohol is not considered a broad spectrum-decontaminating agent.</b> |
| 2 | During the teaching of two-rescuer CPR, the second participant taking over ventilation on the manikin should either simulate ventilation or use a pocket or blob mask.   |
| 3 | During the training in the obstructed airway procedure the finger sweep should be simulated or done on a manikin insuring that the mouth area has been decontaminated before and after the procedure has been done.<br>During the training in the obstructed airway procedure the finger sweep <b>IS NOT</b> done on babies and/or children.   |
| 4 | During training the manikin's face is to be disinfected after each student, or each student should have his/her own pocket mask or blob mask and one way valve (not to be shared during the class).  |
| 5 | The Annie Manikin has a disposable airway that can be used for the entire class <b>but will be discarded after the class.</b>  |
| 6 | The Laerdal Infant Manikin has a disposable lung and stomach bags that can be used for the entire class <b>but will be discarded after class.</b>  |

#### *After class cleaning and decontamination*

|   |  |
|---|--|
| 1 | Disassemble the manikin according to manufacture directions.   |
| 2 | Remove chest cover and remove disposable airway on "Timmy", check Laerdal folder for any additional cleaning and decontamination procedures.   |
| 3 | Wash all external surfaces with warm (mild) soapy water and wipe dry with clean absorbent material.  |
| 4 | Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry. |
| 5 | Be sure that all components are dry <b>before</b> reassembling the manikin. Do not replace the airway, it will be placed by the instructor prior to the following class.                           |
| 6 | Return manikins to their respective cases  |

### ***Defibrillation Chest***

#### *Cleaning and Decontamination*

|   |   |
|---|---|
| 1 | Wet all surfaces with warm (mild) soapy water. Wash with clean warm water and wipe dry with clean absorbent material. If adhesive is on chest from the Defibrillation Pads this can be removed using either alcohol or Goof Off. If Goof Off is used be sure that the chest is washed well. |
| 2 | Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry.  |
| 3 | If the Defibrillation Chest has a head with it, clean and decontaminate the same as above. If the head has been used as in CPR training, use the process of cleaning the Chris Clean or Annie Manikin (see above).  |
| 4 | <b>Remove disposable airway according to procedures described on package. The airway will be replaced by SREMSC staff after cleaning and before reassembling the manikin if used for CPR as well as Defibrillation.</b>   |
| 5 | Replace shirt or jacket after the manikin is dry.   |

## Equivalency for the AHA® Instructor

### AHA® Providers and Instructors

#### *AHA® Provider Reciprocity*

A current AHA® Provider card is valid anywhere in the United States and is recognized internationally by AHA® ITCs.

#### *AHA® Instructor Reciprocity*

- Instructors must align with a Training Center (TC)
- The TC is responsible for maintaining Instructor records and updating Instructors on ECC guidelines and policies
- An Instructor may teach for more than one TC
- When an Instructor moves to another area, it is recommended that he or she ask the original TC to transfer his or her Instructor records to the new TC
- The new TC may provide the Instructor with an update and monitor the Instructor's performance
- The new TC may impose additional requirements or require that the Instructor attend an orientation before he or she can be placed on the active status.
- TCs cannot require a current Instructor to repeat an entire Instructor Essentials Course or discipline Instructor Course unless his or her teaching performance has been monitored and is considered unacceptable or student evaluations question the efficacy of the instruction that the instructor provides
- TCs are **not** obligated to accept all Instructors who apply for alignment. A TC has the sole right to determine which Instructors to keep on its roster.
- An Instructor card supersedes a Provider card. Provider status (for the same discipline) is deemed current as long as the Instructor card remains valid.

### **American Red Cross® (ARC)**

ARC® CPR instructors can become AHA Instructors at the "equivalent" content level  
In order to become an AHA® instructor, the ARC instructor must:

- Present a valid ARC provider card
- Align with an AHA® BLS TC
- Complete the Instructor Essentials Course
- Complete the discipline-specific Instructor Course (BLS or Heartsaver)
- Demonstrate competent skills performance
- Successfully teach a monitored AHA course

### **Heart and Stroke Foundation of Canada (HSFC)**

AHA® recognizes providers trained by the Heart and Stroke Foundation of Canada. Likewise, the HSFC recognizes providers trained by the AHA® ECC Training Network. **US TCs and Instructors are not permitted to teach in Canada unless they are aligned with an HSFC training program.**

### **Military Training Network (MTN)**

The MTN is an AHA® National Training Center. Their instructors carry AHA® Instructor cards. An MTN instructor wishing to teach course outside the MTN must align with a Training Center. These instructors will have dual instructor status and alignment and will issue cards appropriate to their audience.

### **Other Organizations**

SREMSC AHA® Training Center will contact the ECC Customer Support Center regarding recognition with any other organizations not listed in this policy.

## Steps to Becoming and American Heart Instructor

1. Complete an Instructor Candidate Application for your local Training Center before enrolling in an Instructor Course. Find a local American Heart Training Center.
2. Have current AHA provider status in the discipline of the Instructor Course, and be proficient in all the skills of that discipline. Disciplines include ACLS, BLS, PALS, PEARS® and Heartsaver®.
3. Successfully complete the discipline-specific Instructor Essentials online course, and print the course completion certificate.
4. Successfully complete the discipline-specific classroom Instructor Course. Successfully be monitored teaching your first course within six months after completing the Instructor Course. Training Center Coordinators may require additional monitoring.
5. Once you become an Instructor, you will have access to the most current emergency cardiovascular care science, course updates, training resources and tools through the online AHA Instructor Network. You will also be able to post class dates and times to reach more students through the AHA public website.

## Instructor Renewal Criteria

Instructors may renew their status in one of the following two ways:

### **Option 1.** *Meet all of the following criteria:*

- **Maintain current Provider status** as evidenced by current Provider card OR demonstration of acceptable Provider skills and completion of the Provider written exam with a score of 90% or higher. (If the second option is chosen, successful completion must be documented on the Instructor Renewal Checklist). A new provider card *may* be issued at the discretion of SREMSC AHA® Training Center or upon request of the renewing Instructor but is not required by the AHA®.
- **Teach** a minimum of **four (4) classroom provider courses** in two (2) years. This requirement may only be waived by the Regional ECC Committee or Area Task Force can only waive this requirement in rural areas in which a limited number of courses are offered. Each day of skills testing sessions for eLearning courses counts as 1 of the 4 required courses; all 4 credits can be earned this way. (Active duty military personnel, instructors who are ill or injured who had to take a leave from employment or teaching, or a rural area with too few classes may be reasons for an instructor to receive a special exception to the teaching requirement).
- **Complete updates** as required within the previous two years. Updates may address new course content or methodology and review TC, regional and national ECC information.
- **Be monitored** teaching a regular or renewal course in the preceding 2 years. *The first monitoring after the initial Instructor Course does not satisfy this requirement.*

**Option 2.** Meet all of the following criteria:

- ***Successfully complete the discipline-specific Instructor Course including monitoring of teaching performance.***

*If deficiencies in content knowledge, skills performance, or teaching ability are noted, the Instructor may be remediated.*

**If the renewal criteria are not satisfied within the card expiration period, the Instructor must repeat the Instructor recognition process, including the Core Instructor Course if not already completed. (From the AHA PAM 4<sup>th</sup> edition, March 2008)**

## Faculty Lists

The SREMSC Training Center Faculty list will be revised annually and posted in the appendices for this procedure manual.

SREMSC will request a list of the Alaska Regional ECC members annually for inclusion in this manual.

## Revocation of Instructor Status

SREMSC AHA® Training Center is authorized to revoke an Instructor's alignment with the SREMSC TC at any time.

## Smoking Policy

Smoking is prohibited during all AHA® ECC training programs, and within the SREMSC building.

## Written Course Examinations for AHA® Course Completion

The most current written tests and skills tests are the only tests used to determine successful course completion. The TC Coordinator will be issued new testing materials from the Regional ECC Customer Support Center when released. To prevent possible compromise of the examination contents, examinations are issued to TC Coordinators only.

### ***Tests and Test Security Guidelines:***

- **DO NOT** give tests as pre-course material to be studied.
- **DO NOT** leave tests lie around.
- **USE** the most current version of the test.
- **ENSURE** each student returns his or her test and answer sheet.
- **COUNT** the tests before and after administering to your students.
- **VERIFY** that all tests and answer sheets have been returned. Some instructors number the test packets to be certain that all tests can be accounted for.
- **DEVELOP** a secure system of filing the tests away between uses.
- **WRITE** the student's actual test score on the roster (e.g. 92), not just pass (P) or fail (F).
- **REMEDIATE** a student, if necessary, and indicate the new score and test date on the roster.

## **Distribution of Written Course Examinations**

AHA® examination masters can be requested from the SREMSC AHA® Training Center by AHA® Instructors, Training Center Faculty, or Regional Faculty who are affiliated with the SREMSC AHA® TC. This is indicated by copies of the following documents at the SREMSC AHA® Training Center:

- current picture identification
- current Instructor Course completion card/s are the appropriate level/s
- current Instructor contact information; and a
- signed affiliation contract with SREMSC

Newly affiliated instructors will receive master copies of the appropriate exams from the SREMSC AHA® Training Center once their affiliation paperwork is complete. When a new version of an exam is distributed by the AHA, SREMSC will make one master copy of each appropriate level available to each aligned Instructors.

Instructors wishing to have additional copies of the exam, or a duplicate master set may contact SREMSC.

## APPENDIX CONTENTS

|            |  |
|------------|--|
| Appendix A | Southern Region EMS Training Center Faculty                          |
| Appendix B | SREMSC Training Center Continuous Quality Improvement (CQI) Policies |
| Appendix C | Glossary   |
| Appendix D | Alaska BLS Regional Faculty  |
| Appendix E | Alaska ACLS Regional Faculty   |
| Appendix F | Alaska PALS Regional Faculty   |
| Appendix G | Alaska Regional Faculty Training Center Assignments                  |
| Appendix H | Alaska ECC Committee Roster (2008 edition)                           |

## Appendix A

# SREMSC Training Center Faculty - 2015

### **BLS Training Center Faculty**

- Kayt Andrews
- Tim Benninfeld
- Donald Borton
- Michael Bowden
- Stephen Boyle
- Samantha Cunningham
- Donna Dewhurst
- Jon Droska
- Thomas Feaster
- Lizelda Fiebig
- Kathy Griffin
- Mandy Grinnell
- Tracy Hartless
- Kathy Honeycutt
- Terry Kadel
- George Keeney
- Alan Loken
- Renee Mackey
- Teresa Markham
- Virginia McMichael
- Thomas Meyer
- David Milligan
- Robyn Newby
- Tim Nixon
- Lauren Painter
- Wes Raley
- Nadine Rohrick
- Zachary Schasteen
- Jennifer Shockley
- Gary Shoop
- Greg Sowder
- Linda Stearns
- Ramona Thompson
- Malcolm Wright

### **ACLS Training Center Faculty**

- Kayt Andrews
- Joni Beckham
- Samantha Cunningham
- Thomas Feaster
- Lezelda Fiebig
- Kathy Griffin
- Mandy Grinnell
- Terry Kadel
- Thomas Meyer
- Tim Nixon
- Lauren Painter
- Robert (Bob) Painter
- Wes Raley
- Greg Sowder
- Linda Stearns
- Gloria Watroba
- Michael Wilks

### **PALS Training Center Faculty**

- Kathy Griffin
- Mandy Grinnell
- Thomas Feaster
- Becky Lundqvist
- Thomas Meyer
- Tim Nixon
- Wes Raley
- Cynthia Mondesir

## Appendix B

### **Southern Region EMS Council AHA® Training Center Continuous Quality Improvement (CQI) Policies**

The Southern Region EMS Council (SREMSC) Continuous Quality Improvement Policy is shared by all members of the Training Center (TC). It is a continuous process of planning, evaluating, monitoring, and performing against desired outcomes and assessing for evidence of success and redesign for further improvement.

The purpose of this policy is to describe Southern Region EMS Council Training Center sponsored courses in order for the course and affiliate instructor to meet the agreement made between SREMSC and the American Heart Association (AHA).

#### **Training Center Program Administration:**

1. All pertinent general TC information will be available on the current TC website and includes; rosters, evaluation forms, suggested schedules, policies and guidelines and access to the AHA® ECC website.
2. Southern Region EMS Council Training Center will review all course evaluations used by students to rate the course and instructor. Original evaluations are kept and addressed if there were problems with the course.
3. Training Sites will be evaluated every two years from the date of agreement. Evaluations will be conducted at the Training Site by TC faculty staff. Each TS must have a printed current copy of the AHA PAM available at all times.
4. The TS evaluations will include compliance with use of current American Heart Association textbooks, current test, and use of appropriate equipment and decontamination procedures.
5. The Southern Region EMS Council TC will voluntarily request a non-affiliated AHA volunteer staff member to review policies and guidelines, CQI policies and program administration details annually.
6. Instructor updates are sent out via email to current affiliated instructors and instructor trainers (IT's) twice per year, or when pertinent information is received from the National or Regional AHA® office.
7. Each instructor will be given the Training Center's current equipment decontamination procedures which is included in Southern Regions Policy and Procedures Manual.
8. The appropriate course card will be issued to every completing student as requested by the instructor, IT or course director.

9. The Training Center will generate and evaluate a quarterly report categorized by discipline or course to monitor community participation and impact.
10. The Training Center will keep all instructor and TC files current and will include; background educational materials, transfer form if applicable, photo ID, signed agreement, copies of certificates, roll-out information and copy of current AHA card.
11. The Training Center will keep all course cards and written examinations maintained in a locked file system.
12. All affiliated Training Center instructors and ITs will have access to TC staff for informational or procedural concerns in person, by mail, fax or e-mail.

**Course Information and Guidelines:**

13. All affiliated instructors or ITs will use the most current AHA guidelines and curricula including tests and textbook materials in conducting courses where AHA completion or participation cards are issued.
14. Each student of an AHA Emergency Cardiac Care (ECC) course must have access to and be provided with the most current and appropriated textbook before the scheduled course.
15. The roles and responsibilities of instructors and ITs are listed in the Southern Region policy and procedures manual. When instructors or ITs enter an agreement with the Training Center, they are to follow the policies and procedures of this Southern Region TC. An orientation packet will be provided and will include; roles, CQI issues, policies and procedures manual, AHA PAM.
16. All course rosters will be submitted within 30 days of course completion. Instructors can request course completion cards when a roster, student evaluation forms, both skills and paper testing exams are turned in.
17. Smoking is not allowed during any AHA ECC training program.
18. The appropriate course completion card will be issued to every student who completes the class as requested by the Lead Instructor or Course Director.
19. The SREMSC AHA TC will keep all stock of course cards and written examinations in a locked file cabinet or in a locked room.
20. The SREMSC AHA TC agrees to fill all completed card orders within 10 business days of receipt.

## **Legal Aspects:**

21. The AHA disclaimer information will appear on course advertisements and will be presented to students during the course by instructors. This disclaimer is available in the policy and guidelines manual or through the TC website. It reads: "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."
22. If disputes, complaints or problems arise from a course offered by an Instructor aligned with the Southern Region EMS Council TC, or from other TC activities or business, the TC will make every effort to resolve the matter internally. The process is outlined below:
23. Complaints may be submitted in writing by:
24. A student who attended the course in which the problem arose
25. An IT, course director, TC Faculty, or TC with information about the problem
- OR
26. An AHA volunteer or staff person with information about the problem
27. Complaints will contain the following information (when applicable):
  - i. The name and address of the person making the complaint ("Complainant").
  - ii. The name and address of the person and/or organization against which the complaint is made ("Respondent").
  - iii. A detailed written description of the dispute, complaint, or problem (e.g., who, what, when where, why).
  - iv. If known, reference to the appropriate rule, standard, and/or guidelines related to the matter.
- b. TC staff will assign a "Review Committee" from TC Faculty, staff, and/or AHA volunteer staff person to appropriately and timely (within 30 days of receipt) review the dispute.
- c. The review committee will refer to the current program guidelines for all administrative, educational, and science issues. The Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the Respondent.
- d. Within 30 days after receipt of notification of the dispute, TC staff and the Review Committee will issue a written notice to the Complainant and Respondent of the decisions and actions to be taken to resolve the conflict.
- e. The decisions of the Review Committee may include one or more of the following as appropriate:
  - i. Reprimand or letter of counseling to Respondent, including a statement of the corrective procedure/action.
  - ii. Agreement by the Respondent to take specified corrective procedure/action.
  - iii. A probationary period that applies to the Respondent, including monitoring of courses.
  - iv. Termination of the Respondent contractual agreement with the TC.
  - v. Request for additional information.
  - vi. Dismissal of complaint.
- f. A hearing may be scheduled or requested within 10 days after the date of decision, inviting the parties to appear and provide information.

- g. Decisions involving probation, additional monitoring or revocation of contract agreement may be appealed to the Review Committee within 10 days.
- h. If, after diligent efforts the TC is unable to resolve any of the issues that involve any disputes as contained in the TC Program Administrative Manual, the issue will be forwarded to the AHA as outlined in the manual.

Appendix C

**GLOSSARY**

|   |   |
|---|---|
| Advanced Cardiovascular Life Support (ACLS)                 | Medical interventions used to treat victims of respiratory and/or cardiac emergencies and stroke, including invasive techniques such as intubation and administration of drugs.   |
| American Heart Association <sup>®</sup> (AHA <sup>®</sup> ) | AHA <sup>®</sup> , Inc., and AHA <sup>®</sup> National Center refer to the American Heart Association, Inc., a not-for-profit corporation that establishes guidelines for emergency cardiovascular care and training. The AHA <sup>®</sup> owns the American Heart Association name, heart-and-torch logo, and slogan (“Fighting Heart Disease and Stroke”) |
| Automated External Defibrillator (AED)                      | A device that has been shown in the medical literature to dramatically increase the potential for reduction of disability and death from cardiovascular emergencies. An AED rapidly analyzes the electrical activity of the victim’s heart to determine if a shock is needed.   |
| Basic Life Support (BLS)                                    | Noninvasive assessments and interventions used to treat victims of respiratory and/or cardiovascular emergencies and stroke. This term has become synonymous with cardiopulmonary resuscitation (CPR) and can include automatic automated external defibrillation.  |
| Cardiopulmonary Resuscitation (CPR)                         | Generally refers to noninvasive assessments and interventions used to treat victims of cardiovascular and/or respiratory emergencies and stroke. This term is synonymous with BLS.  |
| Corporate Training Center                                   | A closed-loop training network center that provides grassroots ECC training to its employees within a corporate network. Training may take place in multiple states.  |
| Course Director (ACLS and PALS only)                        | An AHA <sup>®</sup> Instructor responsible for course content, scheduling, registration, faculty assignments, and all other preparations and conduct of an AHA <sup>®</sup> training course. Course Directors are assigned by SREMSC AHA <sup>®</sup> Training Centers.   |
| Course Evaluation   | A tool provided to students that allows them to evaluate an Instructor’s performance and provide general feedback on the course.  |
| Course Examination  | An AHA <sup>®</sup> document used to measure course participants’ understanding of the information presented in a course. (Formerly called written evaluation.)   |

|                                     |   |
|-------------------------------------|---|
| Course-Monitoring Review            | The portion of the TC review conducted by RF members during actual courses taught by the TC or a Training Site.   |
| Discipline                          | Any of the ECC programs: ACLS, BLS, or PALS.  |
| ECC Committee                       | AHA <sup>®</sup> volunteers nominated by their peers and appointed by the AHA <sup>®</sup> to be responsible for the ECC Program. This group currently exists at the national and regional levels.  |
| Emergency Cardiovascular Care (ECC) | All aspects of assessment and treatment of victims of respiratory and/or cardiac emergencies and stroke, including basic and advanced life support interventions.   |
| ECC Regional Faculty (RF) Member    | An AHA <sup>®</sup> Instructor or a BLS Instructor Trainer who, because of exemplary service to the ECC Program, has been appointed by the Regional ECC Committee to the Regional Faculty. RF members are appointed at the sole discretion of the AHA <sup>®</sup> . They serve as a primary resource for quality assurance in the ECC Program. (Formerly Affiliate Faculty.) |
| Healthcare Provider                 | Persons who provide health care as part of their job responsibilities. In the purest sense, healthcare providers work for emergency medical services, hospitals, medical clinics, etc, but a child-care worker or employee in any business who is required to provide emergency care may be deemed a healthcare provider in his or her employment setting.                    |
| Initial Course                      | The first AHA <sup>®</sup> ECC course a students attends in a particular program or discipline.   |
| Instructor                          | An individual who has received Provider and Instructor training through the AHA <sup>®</sup> and who is qualified to teach Provider Courses to other individuals. Instructor status is not synonymous with volunteer status.  |
| Instructor Candidate                | An individual who has received Provider training through the AHA <sup>®</sup> and who is in the process of becoming qualified to teach Provider Courses to other individuals.   |
| Instructor-Potential                | This term is used to describe an ECC Provider who has shown and demonstrated exceptional ability in the evaluation of Provider skills and has achieved a high score on the written examination. This has shown leadership ability.  |
| Lead Instructor                     | An AHA <sup>®</sup> Instructor who acts as course manager and who will be on-site at all times during the course. The Lead Instructor is responsible for logistics and quality assurance during the course.   |
| Military Training Network (MTN)     | An organization that teaches military and civilian personnel on bases worldwide. The MTN has signed an agreement with the AHA <sup>®</sup> and teaches courses according to AHA <sup>®</sup> guidelines.  |

|  |   |
|--|---|
| Modules                                | Course segments focused on specific interventions or procedures.  |
| National Faculty (NF) Member           | A volunteer ECC Instructor who is a current member of the Regional ECC Committee. Each region has one NF member for each AHA <sup>®</sup> ECC discipline: ACLS, BLS, and PALS. NF members are recommended by the Regional ECC Committee and appointed by PROAD. They are responsible for communication between the National ECC Committee and the Regional ECC Committee.     |
| National Training Center (NTC)         | Delivers AHA <sup>®</sup> training within the United States and its territories. The delivery of this training is accomplished by establishing a national network of TCs or Training Sites. The National Training Center signs an Agreement with the AHA <sup>®</sup> and is responsible for the quality of all training the NTC delivers.                                    |
| Pediatric Advanced Life Support (PALS) | Advanced medical assessment and interventions used to treat pediatric (child) victims of respiratory and/or cardiovascular emergencies and stroke, including invasive techniques such as intubation and drug administration.  |
| Primary TC                             | The TC with which and ECC Instructor is aligned. The primary TC provides administrative and ECC course support to the Instructor. The primary TC maintains all of the Instructor's files. Instructors can align with a Primary TC for each discipline they are authorized to teach.   |
| Provider                               | An individual who successfully completes an AHA <sup>®</sup> Provider Course in ACLS, BLS, or PALS.   |
| Quality Assurance Program              | The TCs written policy for its Training Sites and Instructors regarding quality control.  |
| Region                                 | An AHA <sup>®</sup> term that describes a designated section of the country.  |
| Regional Faculty (RF) Member           | An AHA <sup>®</sup> Instructor or a BLS Instructor Trainer who, because of exemplary service to the ECC Program, has been appointed by the Regional ECC Committee to the Regional Faculty. RF members are appointed at the sole discretion of the AHA <sup>®</sup> . They serve as a primary resource for quality assurance in the ECC Program. (Formerly Affiliate Faculty.) |
| Renewal Course                         | Any course in a particular program or discipline attended by a student after the initial course.  |
| Specialty Faculty                      | A non-AHA <sup>®</sup> instructor assigned by an AHA <sup>®</sup> Course Director or Lead Instructor to teach a specific part of an ACLS or PALS Course. These individuals must be informed before the course about AHA <sup>®</sup> science, policies, and procedures. Specialty Faculty cannot participate in evaluation of students' skills.                               |

|                      |  |
|----------------------|--|
| TC Coordinator       | A member of the TC staff designated to manage the ECC program in accordance with the Agreement between the TC and the AHA <sup>®</sup> . The TC Coordinator serves as a contact person with the AHA <sup>®</sup> .                                       |
| TC Faculty           | The Training Center Faculty is responsible for the quality assurance and educational process of the TC. All TCs should have at least one TC Faculty member in each discipline the TC teaches. The TC Faculty member must be a Lead Instructor in the TC. |
| Training Center (TC) | An organization that signs an Agreement with the AHA <sup>®</sup> to develop and maintain ECC Training Networks in one or more of the following ECC disciplines: ACLS, BLS, and PALS.  |
| Training Site        | A person or organization authorized by a TC to teach AHA <sup>®</sup> ECC courses. The TC is directly responsible for the quality of the AHA <sup>®</sup> courses taught by their Training Sites.  |
| Volunteer            | In the ECC Program the term AHA <sup>®</sup> volunteer refers to a person who provides specific services as defined in the job content for his or/her designated AHA <sup>®</sup> role.  |
| Written Examination  | A required component of a course for which a completion card is issued. The examination is used to evaluate the student's knowledge.   |

## Appendix D-H

### Alaska ECC Region AHA Information

# AK ECC Region 2013-14 At A Glance Reference

## ISSUES/QUESTIONS

TC Administrative Policies & Operations, such as:

TC Application or TC Contract

TC Activity Reports

TC Self Review or Change of TCC

Instructor Network or Course Finder

Newsletter – ECC Beat

RF Assigned to a TC

Any questions you don't know who to call

Regional Faculty Applications or the application process:

## WHO TO CONTACT

Contact your Account Manager: Diana Cave Sayre

Email: [Diana.cave@heart.org](mailto:Diana.cave@heart.org)

Or:

Richardson Service Center Customer Support Center

1100 East Campbell Road, Suite 100

Richardson, TX 75081

Customer Support Specialist

Phone: 1.888.CPRLINE (1.888.277.5463)

Fax: 214.570.2922

Email: [TCCSupport@heart.org](mailto:TCCSupport@heart.org)

American Heart Association

ECC Programs

ATTN: Shezeen Ally

Volunteer Support Specialist

7272 Greenville Ave

Dallas TX 75231

Phone: 214.706.1340

Fax 1: 214.706.1963

Fax 2: 214.706.5286

Email: [vsswest@heart.org](mailto:vsswest@heart.org)

## AK ECC Region 2013-14 At A Glance Reference continued

### ISSUES/QUESTIONS

Science/Clinical Questions:

QA/QI Issues:

Volunteer complaints or instructors disaffiliated  
By TC are managed by the Regional Committee  
*Contact your account manager regarding issues  
Involving a TC, training site or instructor aligned  
With a TC.*

Other Regional Leadership Support:

### WHO TO CONTACT

Discipline-Specific Regional Faculty assigned to your  
Training Center or  
Discipline Specific National Faculty appointed to the region  
ACLS - Dianne Bigge, [dbigge@bartlethospital.org](mailto:dbigge@bartlethospital.org)  
BLS – Jim Foster, [jkfoster@uaa.alaska.edu](mailto:jkfoster@uaa.alaska.edu)  
PALS – Kathleen Bell, [bell\\_kathy@asdk12.org](mailto:bell_kathy@asdk12.org)

Refer to the Program Administration Manual (PAM)  
Dispute Resolution Procedure  
Written Complaints to:  
American Heart Association  
ECC Programs  
ATTN: Steven Day, Senior volunteer Manager  
Email: [steve.day@heart.org](mailto:steve.day@heart.org)

GLA ECC Regional Committee: Nancy Bernard,  
Chair person [nbernard@gci.net](mailto:nbernard@gci.net)