



## CPR Solutions AHA Instructor Policies and Procedures

### Mission Statement:

CPR Solutions is focused on excellence in the initial and refresher training for all levels of the American Heart Association ECC Courses. The focus of CPR Solutions is on the student, where quality education and student well-being is paramount.

Our goal is to provide the community with professional instruction in Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS) and Basic Cardiac Life Support (BCLS) within the established parameters, and according to the standards, of the American Heart Association (AHA).

### Forward:

This policy is designed to give guidance to CPR Solutions instructors of AHA Courses. It is not expected to be all-inclusive, but to serve as a blueprint to answer questions. If any item is found to be unclear, it is the instructor's responsibility to contact the TC Coordinator for further guidance. When in doubt, ask, never assume. Any comments or suggestions are welcome.

### General Rules:

All AHA courses must:

- Be taught in accordance with the guidelines and core curriculum set forth in the most current editions of the AHA course textbook(s) and/or Instructor's manual(s).
- Ensure each student must have the current appropriate course textbook readily available for their own personal use **before, during, and after the course.**
- Utilize the most current edition of AHA course materials.
- Be taught by an AHA-recognized Instructor who is aligned with CPR Solutions. *Specialty Faculty* with expertise in a particular content area may assist AHA Instructors in advanced life support courses. Any use of specialty faculty must be

pre-approved by the TC Coordinator. The following is a definition of a specialty faculty and their role in AHA courses:

*Specialty Faculty, (e.g., an anesthesiologist who teaches airway management) may assist in teaching advanced level courses (ACLS, ACLS for Experienced Providers, or PALS) at the discretion of the TC and with prior approval of the Course Director. The total number of Specialty Faculty Instructors may not exceed 50% of the total instructor staff. The Course Director or Lead Instructor is responsible for monitoring Specialty Faculty in every course in which they teach to ensure that they follow AHA guidelines. An AHA Instructor of the appropriate discipline must do the formal assessment or testing of students.*

- Have an AHA Instructor, who is a physician, available in person or by phone or email or another means of communication to answer questions during the course (ACLS and PALS Courses).
- Ensure that the students must receive a copy of the approved course agenda for each course they attend.
- Have course rosters properly completed when submitted, or they will be returned to the instructor. Electronic rosters will be declined if incomplete.
- Have the training center affiliation of all assisting instructors on all course rosters. It is the responsibility of lead instructors to ensure that assisting instructors hold valid AHA Instructor cards and include a copy (front and back) of these cards with the course roster.
- Course rosters submitted within 1 week of the completion date of the course. Rosters submitted more than twenty (20) days from the course completion date will not be accepted unless approved by the TC Coordinator.
- Have all course rosters list the full name, email address and telephone number of each participant. The roster must reflect whether the course is renewal or initial training and **must be legible**.
- Have no greater than 6:1 student to teacher ratio for ACLS and PALS courses, unless pre-approved by the TC Coordinator. For BLS and Heartsaver courses - have no greater than a 9:1 student to teacher ratio.
- Have no greater than a 3:1 student to manikin ratio at any time.
- Have each roster include the written exam score for all BLS, ACLS, and PALS courses.
- Written Examinations
  - The current version of the written examination for an AHA course must be used.
  - Written examinations are copyrighted and may not be altered in any way.
  - To accurately measure the students understanding of the course material, the appropriate written examination is given in a traditional instructor-led course; the exam is given in a proctored time limited setting.

- **Students must score 84% or higher on the Provider Course written examination for course completion. Open resource exam allowed**
  - ✓ If a student scores less than 84% on the first written examination but no lower than 76%, he or she must remediate to the satisfaction of the Course Director or must take a different version of the entire examination for successful course completion. The remediation must be documented on the course roster.
  - ✓ CPR Solutions requires any student that scores less than 76% on the written exam to retake another version of the exam. Documentation of remediation before the second attempt must be provided on the course roster.
  - ✓ CPR Solutions allows remediation of a student who scores less than 84% but greater than 76% this remediation must be to 100% as well as to the satisfaction of the course director in order to issue the student a course completion card.
  - ✓ Any student who performs poorly in the practical exam and scores less than 84% on the written may be required to take another version of the written exam after remediation if the course director feels this will assist the student in providing successful resuscitation.
  - ✓ Students must complete remediation and re-test within 48 hours of the course completion date. Failure to complete remediation and re-testing within 48 hours will result in a failure of the course.
- o Remediation
  - The goal of an AHA course is to prepare students to deliver effective resuscitation. Some students may not meet the course objectives and will need remediation in deficient areas both during and after the course
  - All remediation must be documented on the course roster, or by attaching a letter documenting the remediation and student situation.
  - Remediation may be accomplished by:
    - ✓ Monitoring and mentoring the student to identify and resolve weaknesses
    - ✓ Requesting additional skills practice
    - ✓ Assigning additional reading
    - ✓ Referring the student to other courses
    - ✓ Having the student retake the examination or assessment stations to the satisfaction of the Course Director.
  - If the student fails this remediation, the Course Director may require the student to repeat the entire course.
  - Students who cannot successfully remediate through particular sections of the course (or examination) at the time of the course will not receive a course completion card until those objectives are met to the satisfaction of the Course Director.
  - Students who require remediation must achieve remediation within 48 hours of the last day of the original course. If a student does not achieve

remediation within 48 hours the course is considered incomplete and a course card will not be issued.

- Issue electronic course completion cards, these cards will be issued only when completed and correct paperwork is submitted to the TC Coordinator or his/her designate and adherence to AHA standards has been verified.
- Cards will include the mm/dd/yyyy of course completion and the mm/yyyy of expiration.
- Have BLS Instructor Trainers notify CPR Solutions at least 2 weeks prior to conducting an instructor course.
- Ensure that all instructors are currently certified to teach AHA courses
  - It is the responsibility of each instructor to maintain their instructor status in accordance with AHA and CPR Solutions guidelines. Warnings of upcoming expiration are not the responsibility of the TC and will not routinely be done.
- Have all instructors acknowledge the AHA fees disclaimer in each and every class; this should also be printed on the course schedule provided to the student.
  - The TC and/or instructor determine the course fee(s). The AHA does not set or receive fees for courses. The following disclaimer **must** be printed on **all 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, 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 fees needed for AHA course material, do not represent income to the Association*

- Replacement cards for lost or stolen physical cards will be issued only at the discretion of the TC Coordinator and the fee will be \$15.00 for BLS. \$30 for Heartsaver
- All CPR Solutions Instructors must teach a minimum of 4 classes per 2/year cycle and attend all CPR Solutions or AHA updates as directed by AHA or the CPR Solutions TC Coordinator.
- All CPR Solutions AHA Instructors must have an e-mail address to receive all updates from the TC and AHA.
  - The TC will send all updates over e-mail, as well as provide information in this format as to any other required updates/classes/meetings
- All CPR Solutions AHA Instructors must register for the AHA Instructor Training Network website: [www.atlas.heart.org](http://www.atlas.heart.org)

- All CPR Solutions AHA Instructors must utilize the most current materials from AHA; this includes the most current provider manual and instructor manual. These must be purchased at the instructor's expense.
- Any complaints about instructors, instructor trainers, or the TC should be in writing and directed to the TC Coordinator. See the Grievance Procedure outlined at the end of this policy.
- Maintaining a Library of textbooks
  - All students must have the current appropriate AHA course textbook for their individual use before, during, and after the course. Students are expected to review the textbook before class and to have immediate access to their own copy afterward as a reference and review tool. Textbooks are designed for individual use and are an integral part of the student's education. **The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual study reference before, during, and after the course at his/her facility(ies).** A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs.

### **Operational Information:**

#### Lead Instructor Information:

- Pre-course responsibilities
  - Know which AHA course you are instructing
    - Identify how many students will be in your class
    - Identify room you will use
    - Assure room has audio/visual capabilities
    - Gather necessary paperwork. The example below is for 24 CPR students.
      - ✓ 1- course roster
      - ✓ Student station check off sheets
      - ✓ 24-examinations
      - ✓ 5- secondary examinations (for any students that may require a second exam)
      - ✓ 24-test answer sheets + 5 additional answer sheets for remediation
      - ✓ 24-course evaluations
    - Ensure that you have enough instructors to maintain a 9:1 instructor to student ratio.
    - Ensure you have enough manikins to adhere to the AHA mandated 3:1 student to manikin ratio
    - Adult manikins must have the appropriate feedback devices
      - 1- Copy of AHA Video for your class.
      - 1-Adult BVM, infant BVM for each manikin used
      - 1-AED Trainer for every 2 students, if possible
- During course responsibilities

- Ensure all assisting instructors are ready and present
- Ensure all instructors are adhering to AHA and CPR Solutions rules
- Assure to not interrupt the video unless directed to stop it by the video
- Be available to answer questions assistants cannot after the video is done.
- Ensure all student names and addresses are on roster
- At end of course make sure all paperwork is present for turn in. The instructor will turn in:
  - Course roster
  - Student station check off sheet
  - Written test sheets for each student with name, date and score
- Post-course responsibilities
  - Submit rosters and file completed homework
  - Clean and disinfect all manikins according to CDC specs.
  - Leave room in good condition

### **Provider Renewal Procedures**

- Providers who intend to take a renewal course must show a provider card as entrance into a renewal course.
- Challenge courses are no longer allowed per AHA

### **Instructor Renewal Criteria**

All instructors must, before status expiration, be monitored when teaching and receive the Training Center Faculty's recommendation for renewal. The completed Instructor Monitoring Form is retained in the Training Center in the instructor's record. There are 2 options in each discipline for instructors to meet their instructor monitoring requirement. These options are listed below:

- BLS Instructors may:
  - Teach a classroom-based course or
  - Conduct a skills practice and testing session (Parts 2 and 3~ for BLS for Healthcare Providers Online, HeartCode® BLS, Heartsaver First Aid CPR AED Online, or Heartsaver CPR AED Online
- Heartsaver Instructors may:
  - Teach a classroom-based course or
  - Conduct a skills practice and testing session (Parts 2 and 3) for any Heartsaver Online course
- ACLS Instructors may:
  - Teach a classroom-based course or

- Conduct a skills practice and testing session (Parts 2 and 3) for HeartCode ACLS when a Megacode is part of the practice and testing. Monitoring of only BLS practice and testing is not adequate for ACLS Instructor renewal.
- PALS Instructors may:
  - Teach a classroom-based course or
  - Conduct a skills practice and testing session (Parts 2 and 3) for HeartCode PALS. PALS Instructors must be monitored while evaluating students in the team leader role during the PALS core case scenarios. Monitoring of only BLS practice and testing is not adequate for PALS Instructor renewal.

Facilitating skills testing with the use of voice-assisted manikins for any course does not qualify for instructor monitoring credit. Appropriate course documentation must be completed for all instructor monitoring. A \$150 fee is assessed to renew BLS Instructor cards. \$200 for ACLS and PALS Instructor cards.

### **Training Sites**

- A training site is issued solely at the discretion of the TC Coordinator and only after an appropriate site visit is completed and the appropriate AHA and CPR Solutions training site paperwork and agreements have been signed.
- The training site functions independently, but must conform to this policy and is functioning under the TC's liability insurance and TC agreement.
- The TC Coordinator has final say in any and all policy decisions affecting either the TC or the Training Site.
- Each training site will have a "contact person" or TC Training Site Coordinator who is responsible directly to the TC Coordinator for any and all issues relating to AHA guidelines as well as TC operations or policy.
- As per agreement, the training site or TC Coordinator may dissolve the agreement at any time by giving 30 days notice.

### **American Red Cross Reciprocity**

- ARC CPR instructors can become AHA Instructors of the content-equivalent level.
- An ARC instructor who wishes to become an AHA Instructor must present a valid ARC provider card or ARC instructor card and do the following:
  - Align with an AHA BLS TC
  - Complete the AHA online Instructor Essentials Course
  - Complete the AHA 2015 Guidelines Science Instructor Update Course (BLS or Heartsaver)
  - Complete the BLS or Heartsaver Instructor Course
  - Competently demonstrate skills performance

- Successfully teach an AHA course monitored by BLS Regional Faculty or by Training Center Faculty from the Training Center with which the instructor is affiliating (or the Training Center that conducted the AHA Instructor training).
- After completion of these steps, the TC will issue the appropriate Instructor card with the date when these requirements are complete.
- A person who holds dual instructor status and wishes to maintain it must satisfy the requirements of both organizations.

### **Equipment/Manikin Maintenance and Decontamination Procedure**

- Instructors should practice good hygiene with proper hand-washing techniques.
- Students should be told in advance that CPR training sessions involve close physical contact with other students.
- When individual protective face shields are used, all decontamination recommendations listed for cleaning manikins during and after a course should still be followed. In addition, to reduce the risks to each user for exposure to contaminants, the instructor must ensure that all students consistently place the same side of the face shield on the manikin during use.
- If no face shields are used during the course, manikins should be cleaned after use by each student with a manikin wipe that has an antiseptic with 70% ethyl alcohol.
  - Tear the foil packet open, and take out and unfold the manikin wipe.
  - 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 the ventilation practice.
- Manikins should be taken apart as directed by the manufacturer. Anyone taking apart and decontaminating manikins should wear protective gloves and wash his or her hands when finished.
- Any part of the manikin that came in contact with potentially infectious body fluids during training should be cleaned as soon as possible at the end of each class to prevent contaminants from drying on manikin surfaces.
- If manikins are stored for more than 24 hours, clean the manikins as follows:
  - All surfaces, reusable protective face shields and face masks should be washed thoroughly with warm, soapy water and brushes.
  - All surfaces should be moistened with a sodium hypochlorite solution having at least 500 ppm free available chlorine (¼ cup of liquid household bleach per gallon of tap water) for 10 minutes. This solution must be made fresh for each class and discarded after each use. Using a concentration higher than ¼ cup has not been proven to be more effective and may discolor the manikins.



- All surfaces should be rinsed with fresh water and allowed to air dry before storing.
- Some manufacturers have recommendations for cleaning manikin parts in a dishwasher. Check with the manufacturer of the manikins being used to determine if this is an acceptable method. Some manikin materials could be damaged in a dishwasher.
- Disposable airway equipment must be replaced at the end of each day of class.
- Manikin clothing and the manikin carrying case should be cleaned periodically or when soiled.

### **Instructor Communications/Distribution of Updates Policy**

- All instructors associated with CPR Solutions AHA Training Center (TC) shall have and maintain a current/functioning e-mail address.
- Instructors shall immediately notify the TC upon changing e-mail addresses. It is not the TC's responsibility to assure that the instructors can be reached for updates.
- All updates from the AHA will be sent by e-mail from the TC Coordinator to all instructors when it is received from the AHA or other sources within 72 hours
- The TC Coordinator will also send other informational updates to all of the instructors over e-mail within 72 of receipt by the Training Center.
- All instructors will be registered with the AHA Instructor Training Network, which also posts all of the updates on the website. Instructors should visit this site on a regular basis to obtain updates.
- If an instructor wishes to communicate with the TC Coordinator this can be done over e-mail (preferred method) or by phone.

### **Grievance Procedure**

- Step 1. Attempt to resolve situation at lowest level with the instructor
- Step 2. If step 1 is ineffective, place the grievance in writing. The grievance form may be picked up at CPR Solutions from the AHA Administrative Assistant or TC Coordinator. The student will have 5 days to return the grievance form.
- Step 3. After receiving the grievance form, the TC will conduct an investigation, this shall last no longer than 10 days, unless mutually agreed upon by the griever and TC.
- Step 4. The findings of the investigation will be reported to the TC Coordinator who will make a decision as to the potential outcome.
- Step 5. The student will have 5 days to appeal the outcome
- Step 6. The student will then address this to the AHA Regional Manager
- Step 7. The Regional Manager will then conduct their own investigation to determine if any AHA standards or rules were broken.

In the event this process' is concerning CPR Solution's rules and regulations, the student will follow step 1 listed above. If this does not work the following will occur:

- Step 1. The grievance must be placed in writing. The grievance form may be picked up at CPR Solutions Training Center. The student will have 5 days to return the grievance form.
- Step 2. An investigation will ensue headed by Training Center Coordinator. This will take no longer than 10 working days.
- Step 3. If the solution to this investigation is unsatisfactory, the student may take the grievance to the CPR Solutions Chief Operations Officer. The CPR Solutions COO will make a final decision and it is binding.

### **Quality Assurance Plan**

Quality is of utmost importance in teaching. CPR Solutions TC will promote and ensure the quality of its programs by:

- Ensuring all instructors are in good standing with AHA and CPR Solutions TC.
- Ensuring through paperwork evaluation and necessary updates that instructors have the information they need to uphold all AHA and CPR Solutions standards. This will primarily be done through e-mail;
- Ensure all instructors have students fill out AHA course evaluation forms and turn in to TC or TS.
- TC or TS coordinators, or their designates, will regularly view Instructor reports on the AHA IN. If deficiencies are noted, the Instructor will be informed and counseled.
- Once findings of investigation are concluded, the instructor will be updated as to those findings and any discipline, if needed, up to and including revocation of instructor status will be carried out. All issues will be handled educationally and at the lowest levels whenever possible.
- The decisions of the TC Coordinator are final. The instructor may appeal to the AHA according to their standards.
- If an instructor is found to have deficiencies in performance, an improvement plan will be put into effect.
- The TC will acknowledge and take part in surveys and questionnaires that the AHA publishes and asks for input on.
- The TC will conduct its own internal TC review at least every two years.
- The TC will conduct site reviews for its TS at least every two years.

### **Disclaimer**

Any policies, issues or processes not described in this document will be subject to the final decision of the TC Coordinator as it relates to the AHA Program Administration Manual

(PAM) and AHA. Their decision will be final. Price increases will be at the discretion of the TC Coordinator in conjunction with the CPR Solutions' daily operating expenses.

**CPR Solutions AHA Instructor Policies and Procedures**

*ACKNOWLEDGMENT FORM*

It is important that each CPR Solutions instructor be familiar with the AHA Instructor Policies and Procedures. If the instructor has any questions regarding any part of the CPR Solutions AHA Instructor Policies and Procedures, the instructor must immediately request clarification from Training Center Faculty conducting the Instructor Course or contact the Training Center Coordinator.

I have received a copy, have read, and understand the CPR Solutions Instructor Policies and Procedures, and I agree to follow all policies outlined.

Instructor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PRINT Instructor Name: \_\_\_\_\_



## INSTRUCTOR AGREEMENT FORM

This is an agreement between an American Heart Association Instructor, and CPR Solutions, a contracted Training Center with the American Heart Association (AHA).

This agreement is valid from the issue date of the AHA Instructor card, through the renewal date.

The Instructor will conduct all courses, in accordance with standards and guidelines set forth by the AHA's ECC Sub-committee for the Arizona region using the following criteria:

- Follow ALL of the most current guidelines, including AHA Instructor & Provider manual book policies
- Strictly adhere to the AHA Practice While Watching (PWW) format
- Maintain a current Instructor card.
- Maintain a copy, or the original, of all rosters for classes taught for a period of three (3) years, as well as all skills check off sheets and course evaluations.
- All paperwork must be accessible to the Training Center Coordinator upon request.
- Students must receive AHA eCards for credentialed courses completed.
- Ensure all training will be done in an appropriate facility with all of the necessary equipment being utilized.
- Maintain proper sanitary conditions on all supplies and equipment according to AHA standards.

Instructor shall conduct himself/herself in a professional manner and not to jeopardize the integrity of CPR Solutions and/or the American Heart Association.

Incomplete paperwork and/or classes taught improperly will result in the following:

1. Verbal communication to discuss problems
2. Written communication with possible suspension and/or warnings of termination.
3. Possible termination of Instructor privileges with CPR Solutions and/or the American Heart Association

This agreement is a two-year agreement and will terminate on and no later than the date noted on the Instructor card. CPR Solutions reserves the right to terminate this agreement at anytime if the Training Center policies and/or American Heart Association standards and guidelines are not met.

As an Instructor aligned with CPR Solutions Training Center, I will adhere to the above criteria. I understand and agree to follow all of the above criteria.

Non-compliance may result in termination of Instructor privileges with CPR Solutions and/or the American Heart Association.

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**Print Instructor Name**

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**Instructor Signature**

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Date

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**Training Center Coordinator Signature**

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Date