

Basic Life Support Key Points

High Quality CPR is:

- The single most important factor for survival for victims.
- Performing CPR on victims who are unresponsive with no normal breathing and no pulse.
- Gasping is NOT considered “normal” breathing.
- Compressing at a rate of 100-120 compressions per minutes for all age groups
- Compressing depth about 1/3 depth of the chest (anterior-posterior diameter) of the chest
 - Adults – At least 2 inches
 - Children – About 2 inches
 - Infants – About 1-1/2 inches
- Allowing the chest to recoil fully after each compression. This allows the heart to adequately refill between compressions.
- Observing the chest rise with breaths using any method.
- Switch compressors every 2 minutes or 5 cycles. Two rescuers should always alternate in this role.
- Compression to ventilation rules
 - Single rescuers ALWAYS work at 30 compressions to 2 breaths
 - Multiple rescuers works at 15 compressions to 2 breaths for CHILDREN and INFANTS only

AED Indications/Usage/Tips:

- Turn on the AED before doing anything else when it arrives.
- Follow the AED prompts at each step
- For victims submerged in water, pull the victim out of the water and wipe the chest off before using the AED.
- Victims with hairy chests might cause the AED pads not to stick and this may cause failure for the shock to be delivered.
- Defibrillation with an AED is important because it can restore a regular cardiac rhythm and eliminate the abnormal one.

Principles of Team Dynamics

- Establishment of CLEAR ROLES AND REPONSIBILITIES. This allows for the team to function smoothly when team members know their positions, functions, and tasks during a resuscitation attempt.
- KNOW YOUR LIMITATIONS. All team members should know their boundaries and should ask for help before the resuscitation attempt worsens.
- If you observe something that is not being done correctly, the principle of constructive intervention suggests that you state what you have seen or are observing, such as noticing that chest recoil us decreased, or the compression rate is too slow, etc.

Choking Relief

- RESPONSIVE adults and children are helped with abdominal thrusts.
- REPONSIVE infants, give 5 sets of back slaps and 5 chest thrusts.
- If the victim is UNREPONSIVE, start CPR beginning with chest compressions. Look into the mouth for the obstructing object when you open the airway and attempt to give breaths.

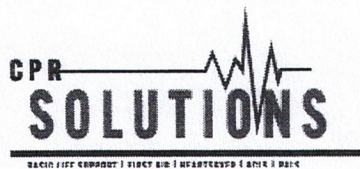
The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials is an educational course and does not represent course sponsorship by the AHA. Any fees charged for this course, except for a portion of the fees needed for AHA course materials, do not represent income to the AHA. While this material is partly derived from AHA-published materials, this document itself is to be considered non-AHA material.

Flexquiz Post Course Exam

https://www.flexiquiz.com/SC/N/CPRInstructor_course_exam

Password: HEARTBEATS

Scores will automatically be sent to training@cprsolutionsaz.com. Score will be uploaded and recorded in Instructor Candidates File.



The American Heart Association (AHA) no longer issues physical course completion cards. They are issued electronically via each individual student's unique email.

Within 24-48 hours after your class you will receive an email from the American Heart Association.

- This email is commonly marked by your internet service provider as junk or spam, and might be found in one of those folders of your email account.
 - Make sure you didn't overlook the email.
 - Be sure to **add emails from @heart.org to your safe senders**
 - If you do not see the email from the American Heart Association, try to run a few searches in your email inbox and/or junk folder.
 - Search for emails from: **no-reply@heart.org** or **eCards@heart.org**
- **IF YOU DID NOT RECEIVE THE EMAIL FROM THE AHA, use this link to claim your ecard: <http://heart.org/mycards>**
 - Enter your first name, last name and email address in the fields.
 - You will be taken to the page to set up your ecard account with the AHA.
- You will be required to choose a security question & answer to set up a secure user account on the AHA site.
- You will then be asked to answer a few questions about your course.
- Once you submit your answers, a new page noting your ecard code number will open. This is NOT your ecard.
 - On this page you will see link to view and download the pdf of your ecard in wallet size or full size.
 - There is also an option to email your ecard.

Contact your AHA CPR Instructor for any corrections in spelling.

You may login to access your ecard for 24 months here: <http://heart.org/mycards>

If you have any difficulties claiming your ecard, please contact Customer Support at:

- Phone: 1-877-242-4277
- Email: ahainstructornetwork@heart.org
- *Available Monday – Friday, 8 a.m. – 5 p.m. Central Time*

Once you have claimed your ecard, your employer may verify the validity of the ecard on the American Heart Association® website at this

URL: <https://ecards.heart.org/student/myecards?pid=ahaecard.employerStudentSearch>

NOTE: They will need the code from your ecard.



My student states they have not received their CPR card.

Prior to contacting the Training Center Administrator, you must check the AHA Instructor Network to verify a few things:

1. The card was actually issued to the student
 - a. Was the card successfully submitted to your student through Enrollware?
2. If the information email address is listed correctly
 - a. Do you have the correct email address for the student and was it inputted correctly?

Verifying the Card Issued through the AHA Instructor Network

1. Login to the AHA eCard Network at ecards.heart.org
The ECARDS LOGIN will take you directly to the Manage eCards area of the website. You will see your eCard Inventory.



2. Instructor Network Login: Once you are logged in, your screen will default to the Dashboard. On the left hand side of the page you will see the list of links to direct you to different sections of the AHA Instructor Network site. Click on eCards.
3. From the Manage eCards drop down menu, next to the photo of the CPR Card, Select Search eCards.
4. This will take you to the Search eCards screen. From here, there are a few ways to search for the student
 - a. Search by the Students Last Name (Make sure you spell it correctly)
 - b. Search by the Students Email Address (Again, make sure you have the correct email address)
 - c. Search by a particular date or date range
 - d. Perform a blank search meaning you just click Search. This will show you all the students you have taught and may take a minute to load.



Search eCards

Complete one or more of the fields below to filter and customize your search results.

SEARCH

Show / Hide

FIRST NAME First Name	LAST NAME Last Name	EMAIL Email
ECARD CODE eCard Code	ECARD STATUS Select eCard Status	
COURSE None selected	COURSE DATE Start Date TO End Date	
<input type="button" value="SEARCH"/> <input type="button" value="CLEAR"/>		

Once you have entered the information, click Search.

5. The search results will appear below. If you do not get any results, please review and correct your search options.

Below is an example of the two students (their information has been partially removed for their privacy).

You can see that both students have been issued cards. One student, Andrea, has claimed her card. Student Jamie has not claimed her card.

BLS Instructor	3/31/2021	1234567890	CPR Solutions	Kera Hartman	Andrea	andrea.	.edu	Claimed	Full Wallet
BLS Instructor	3/29/2021	0987654321	CPR Solutions	Kera Hartman	Jamie	jp	.edu	Sent	

Note: The 3rd Column is the eCard Code numbers. These numbers are unique identifiers for each and every card issued through the American Heart Association. If you see the card was in fact issued to the student, and their information is correct, copy the eCard Code and send it to the student. Direct them to go to heart.org/mycards and enter that eCode number to claim their card.

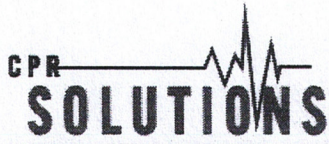
6. If Jamie's e-mail address was correct we could simply click on the red EMAIL icon to resend her the e-mail and would advise the student that the e-mail may have went into the Spam folder. The e-mail should come from **no-reply@heart.org** or **eCards@heart.org**

But let's just say, you look at the screen and you notice Jamie's card has been sent, but you have her email address listed incorrectly. Follow up with the student to get the correct email address. Jamie advises her e-mail address is Jamie123@gmail.com. As the instructor, you can update Jamie's e-mail address by clicking on the little pencil icon on the right-hand side as shown below.

edu Sent



EMAIL



7. On the e-mail section, update the e-mail. At the bottom of the screen, click the SAVE CHANGES button.

FIRST NAME *

Janie

EMAIL *

Jamie123@gmail.com

COURSE DATE *

03/29/2021

TRAINING CENTER
CPR Solutions

INSTRUCTOR *

Kera Hartman

SAVE CHANGES GO BACK

8. Go back to the previous page and you will notice the e-mail address has updated. On the right-hand side, click the E-mail button. Make sure to follow up with the student to ensure they have received their eCard.

edu Sent

EMAIL



- *What if the card has been claimed by the student and they just cannot find the card?*

Provide the eCard Code to the student and advise them to go to heart.org/mycards to access their eCard.

- *What if they don't know their security question answer?*

There is a forgot Security Question link. If they do not receive the email or having issues with that particular website, the need to contact the American Heart Association directly at the number on the bottom of the webpage.

CPR Solutions does not have any access to verify or update students or instructor accounts on any AHA Websites.

- *What if my students name is spelled incorrectly and they need that corrected? I don't see the pencil icon.*

In cases where a students name or email address needs to be updated after the card has been claimed, you will need to send an email to training@cprsolutionsaz.com.

We strongly recommend emailing us versus calling us because we need to be able to see the accurate student information to ensure we are entering it correctly on our end.

In your email, please provide us with the eCard Code number or the information for the student. Provide us with the date of the class and the correct spelling of the First Name and/or Last Name and/or Email Address.

Unclaimed Cards – An Instructor corrects

Claimed Cards – The Training Center Staff corrects

After a claimed card is corrected by the Training Center, the eCard will not be resent. It is the responsibility of the instructor to notify their student their card has been corrected and they can see those updated changes at heart.org/mycards