



Wyoming  
Medical  
Center

AHA Training Center

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# Policies and Procedures

# Contents

Acronyms  
Mission and Vision Statements  
Operational Responsibilities  
Records  
Training Center Documents  
Instructor/Training Center Faculty Records  
Instructor Records Transfer  
Course Files: Provider/Instructor  
Reporting  
Responsibilities of the TC to the Instructor  
Instructor Status and Alignment  
Instructor Revocation  
Conflict of Interest  
Training Center Faculty  
Training Site Management  
Course Care Management  
Course Card Issuance and Security  
Course Card Completion Criteria  
Duplication/Replacement of lost cards  
Card Renewal Policy  
Written Exam for AHA course completion  
Course Fees  
Use of AHA Materials  
Equipment Management  
Manikin Cleaning/Decontamination  
Manikin Maintenance  
Quality Assurance Program  
Dispute Resolution/Disciplinary Action Procedure  
Reciprocity  
Appendix

# ACRONYMS

<b>ACLS</b>	Advanced Cardiac Life Support
<b>AED</b>	Automated external defibrillator
<b>AHA</b>	American Heart Association
<b>BLS</b>	Basic Life Support
<b>CPR</b>	Cardiopulmonary resuscitation
<b>ECC</b>	Emergency cardiovascular care
<b>PALS</b>	Pediatric Advanced Life Support
<b>PEARS</b>	Pediatric Emergency Assessment, Recognition and Stabilization
<b>QA</b>	Quality assurance
<b>RF</b>	Regional Faculty
<b>SDL</b>	Self Directed Learning
<b>TC</b>	Training Center
<b>TCC</b>	Training Center Coordinator
<b>TCF</b>	Training Center Faculty
<b>TS</b>	Training Site

# MISSION AND VISION STATEMENTS

## **Training Center Mission**

**Wyoming Medical Center Community Training Center will be a regional healthcare education facility focused on providing quality training and education in an environment that is conducive to a successful learning experience.**

## **Training Center Vision**

**Wyoming Medical Center Community Training Center will be a regional provider of choice for the delivery of AHA training programs to the general public and healthcare professionals.**



# Wyoming Medical Center

## OPERATIONAL RESPONSIBILITIES

- Wyoming Medical Center Community Training Center (herein after referred to as “WMC TC”) will perform its duties in a manner consistent with the American Heart Association (herein after referred to as “AHA”) mission and guidelines. WMC TC will sign an agreement to teach all AHA courses in accordance with the AHA science, curriculum, policies and procedures
- WMC TC will use the current AHA ECC training materials in its courses and will ensure that participants have the most current course textbook for use before, during and after the course.
- Instructors will have access to the most current toolkits and videos.
- WMC TC will have the administrative capability to support the training network (i.e., issuance of cards, maintenance of rosters, submission of training reports, maintenance of instructor files).
- WMC TC will issue the appropriate provider and instructor course completion cards on successful completion of AHA ECC courses within 30 days of receiving course roster and proper payment.
- WMC TC accepts all responsibility for the administration, management, and quality assurance, including dispute resolution, for the portion of the ECC Training Network it establishes.
- WMC TC has written administrative policies and procedures that address the quality assurance/continuous quality improvement, internal dispute resolution, card management/relations, and management of instructor communications and updates. These policies and procedures are consistent with the AHA’s current recommendations and guidelines.
- WMC TC will secure and maintain general liability insurance in the amount of \$300,000 for BLS courses and \$1,000,000 for ACLS and PALS courses. A certificate will be submitted to the Regional ECC office upon execution and renewal of the TC Agreement and upon renewal of the insurance policy.
- WMC TC and/or its training sites will offer classes open to the community unless prohibited by law or institutional policy.
- To implement the ECC Program throughout the community, WMC TC is willing to accept non-employee instructors and/or training sites into its training network. They will have properly completed the necessary paperwork to become aligned with WMC TC as an instructor/training site.
- WMC TC updates its instructors and training sites with the latest information on AHA courses, science guidelines, policies and procedures, and training bulletins. This communication will be sent out via email to instructors.
- Instructors and training sites will be expected to accept the policies and procedures for instructors and administration of training sites. These policies cannot contradict AHA guidelines and policies.

- AHA Customer Service Center and instructors are notified if there is a change in TC or TS coordinators. Training sites should notify the TC coordinator if there is a change in TS coordinator.
- WMC TC will maintain an adequate number of instructors and TCF to meet core requirements.
- Smoking is prohibited in all AHA courses

## RECORDS MANAGEMENT

- WMC TC will store their records as a hard copy or electronically, when available. To protect against the possible loss of records, all electronic files will be backed up on a regular basis. All records and backed-up files will be kept for at least three years from the issue date. All electronic files will be capable of being printed as hard copy.
- An instructor may align with only one primary TC per discipline. If WMC TC is the primary TC, it will maintain the instructor's file and documentation of the instructor's teaching activity.

## TC DOCUMENTS

WMC TC will maintain the following documents:

- An original or copy of the current signed TC Agreement
- Documentation that WMC TC has the appropriate minimum general liability insurance coverage or waiver as stated in the TC Agreement
- Copies of training bulletins, memos, and other official correspondence from the National Center ECC Department and Regional ECC Office and evidence that these were conveyed to training sites and instructors (website, e-mail, or newsletter).
- A current list of training sites and contact information
- Documentation of any deficiencies identified during a TC review and corrective action taken
- A TC specific outline for each type of course provided by WMC TC
- The following written policies and procedures.
  - Equipment/manikin maintenance and decontamination
  - Quality assurance plan (updated annually)
  - Internal dispute resolution policy
  - Training site management/relations
  - Management of instructor communications and updates
  - Agendas for each course provided by the TC

## INSTRUCTOR AND TRAINING CENTER FACULTY RECORDS

The forms listed below can be found in the Appendix or on the Wyoming Medical Center web page. The TC Review process also specifies which forms are retained.

- Instructor/TCF Candidate Application of all instructors aligned with TC
- Instructor/TCF Monitor Forms
- Instructor/TCF Renewal Checklist
- Instructor/TCF Teaching Activity Notice
- Instructor Course Completion Notice
- Documentation of administrative or disciplinary actions taken.

WMC TC will maintain a current file on instructors/TCF. Each file will include the following:

- Name
- Job Status if applicable (RN, EMT, etc.)
- Mailing address and email address
- Phone number
- Copy of current instructor card
- Initial recognition date/renewal date
- Instructor/TCF Monitor Forms
- Instructor/TCF Renewal Checklist
- Instructor Candidate letter of alignment
- Instructor Course Completion Notice
- Instructor/TCF Transfer Requests
- Resume or Curriculum Vitae

Please see course card maintenance section for further information on submission processes.

## INSTRUCTOR RECORDS TRANSFER

TCF status is an individual TC appointment and does not transfer automatically. When a TCF transfers to a new TC, it is as an instructor, not a TCF. Records need to be transferred when requested, but the original TC may retain copies to document TCF activities.

To transfer instructor/TCF records from one TC to another, the instructor/TCF member must complete an Instructor/TCF Records Transfer Request.

Documentation of administrative or disciplinary actions taken. WMC TC will maintain a current file on Instructors/TCF. Each file will include the following:

- Name
- Job Status (MD, RN, EMT-B, etc.)
- Mailing address and email address
- Phone number
- Copy of current instructor card
- Initial recognition date/renewal date

- Instructor/TCF Monitor Form
- Instructor/TCF Renewal Checklist
- Instructor Candidate letter of alignment
- Instructor Course Completion Notice
- Instructor/TCF Transfer Requests
- Resume or Curriculum Vitae

TCF status is as individual TC appointment and does not transfer automatically. When a TCF transfers to a new TC, it is as an instructor, not a TCF. Records need to be transferred as requested, but the original training center may retain copies to document TCF activities.

To transfer instructor/TCF records from one TC to another, the Instructor/TCF member must complete an Instructor/TCF Records Transfer Request.

The new primary TC signs and returns the request to the Instructor/TCF member, who then sends the form to their primary training center.

It is the responsibility of the original, primary TC to send complete, up-to-date, original records to the new primary TC within 30 days of receiving the Records Transfer Request. The original primary TC must keep back up copies of the member's records for 30 days.

#### COURSE FILES: PROVIDER/INSTRUCTOR

The following course records will be maintained for a minimum of three years:

- Completed course rosters as described in the TC Review Process
- Any and all documentation related to the problem resolution (attach to course roster)
- A summary of course evaluations (used by students to rate the course and Instructor)
- Student written examination answer sheets and skills performance sheets for students who have not yet met course completion requirements
- Evidence of use of the AHA course fee disclaimer for courses in which fees are charged.
- Instructor Candidate Applications (Instructor Courses only) if all instructors aligned with WMC TC may be kept in either the instructor files or course files.

#### REPORTING COURSE DATES

To provide better customer service between the Regional ECC Office, WMC TC and its customers, WMC TC will submit a list of upcoming Instructor Courses that will be open to the public. This list will include course dates and locations and will be sent to the Regional ECC Office at the time the courses are put into the schedule.

Training sites will have the ability to list their classes on the ECC Class Connector. Please remember that listing your classes will be an ongoing process. WMC TC will:

- Update Training Center profile.
  - List the courses that WMC TC teaches to the public.
- Add training sites to the ECC Class Connector, along with the courses that those sites teach to the public.

## TC ACTIVITY REPORT

WMC TC will be required to submit a TC Activity Report to their Service Center as requested by the National Center ECC Training Department. The National Center ECC Training Department directs the distribution of these forms to the TCs and sets the deadlines for their return. Failure to submit the required TC Activity Report by the deadline may cause the AHA to terminate the TC Agreement with Wyoming Medical Center.

## RESPONSIBILITIES OF THE TC (WMC TC) TO INSTRUCTORS

- Provide instructors with copies of all ECC Training Bulletins and written updates within the time frame outlined in the information accompanying the Training Bulletin/Update. This will be done by email, mail or through a website.
- Ensure that an adequate number of courses are offered each year to allow all instructors to maintain their instructor status. Instructors must teach in a minimum of 2 courses per year.
- Conduct instructor updates/renewal courses as needed
- Maintain complete and accurate instructor records
- Transfer instructor records to the other TCs within 30 days of receiving a records transfer request form
- Help instructors develop courses, obtain equipment and contact assisting instructors for courses
- Develop agreements with training sites and instructors.

## INSTRUCTOR STATUS AND ALIGNMENT

As described above, the instructor is an individual who has completed the Instructor Course and is seeking instructor status in any discipline. Before the instructor can operate as and AHA BLS, ACLS or PALS Instructor, he/she must complete all necessary requirements and align with WMC TC. Note: Any instructor who is not aligned with a TC is not authorized to act as an AHA Instructors.

- The time involved in processing an application for alignment depends on WMC TC work volume. Inquiry as to the status of an application must be made only to WMC TC and not to AHA.

- No fees are paid to the AHA for alignment. Any fee changes for the instructor alignment are solely at the discretion of WMC TC
- WMC TC is not required to accept incomplete applications for alignment or from instructors not known by the TC Coordinator. The TC Coordinator may require a meeting or monitoring of the applicant instructors before acceptance into the TC. The decision as to whether to accept the instructor for alignment is made by the TC Coordinator and is final.
- All instructors are required to maintain an alignment with a TC. If the alignment is terminated, the instructor may not conduct courses.

#### INITIAL INSTRUCTOR RECOGNITION PROCESS

- TCF should notify the TCC of instructor courses at least 30 days prior to the class date.
- All instructor candidates must meet the prerequisites outlined in the PROAD manual.
- Paperwork and Core Instructor Course must be completed by Instructor Candidate either prior to class or as a part of the instructor course. Paperwork and payments must be submitted to TC within 30 days of course.
- All instructor candidates must make arrangements to be monitored teaching a course within six months of instructor course, as outlined in the PROAD manual. New instructors may be monitored more than once. Monitor form must be submitted immediately after course monitoring(s) to complete instructor file.
- Instructor candidates may not begin teaching classes on their own until they have received their instructor card, welcome letter, registered on the AHA Instructor Network and reviewed the policies and procedures of the TC.

#### INSTRUCTOR RENEWAL

Instructors aligned with the WMC TC are responsible for knowing the expiration date of their instructor status(es) and meeting all renewal requirements outlined in the PROAD manual prior to their expiration date. There is no grace period. Please see appendix for more detail.

#### INSTRUCTOR REVOCATION

- If instructor revocation occurs, TC shall refer its decision to the Regional ECC Committee, which may then determine whether the instructor is eligible for active status or should have his/her status revoked.
- The Regional ECC Committee has the authority on matters regarding instructor status, including Regional Faculty. The Regional ECC Committee

may determine instructor status, whether an instructor needs remediation or monitoring, or revocation of instructor status.

- Revocation of an instructor card does not erase the individual's history of taking the classroom course of instruction; it only removes the privilege of claiming instructor status and issuing AHA course completion cards.
- Instructor cards are the only acceptable documents of proof of eligibility to conduct courses and issue course completion cards. Instructor cards must be returned to WMC TC or AHA on demand if instructor alignment does not occur or privileges are revoked.
- If an instructor does not agree with the Regional ECC Committee's decision on revocation of instructor status, they may refer to the Dispute Resolution Policy in the PROAD Manual.

#### CONFLICT OF INTEREST

- All WMC TC instructors and faculty will adhere to the AHA Conflict of Interest Policy as stated in the PROAD Manual. Furthermore, per Wyoming Medical Center policy no instructor aligned with WMC TC will teach for another training center that is in direct competition with WMC TC.

#### WMC TRAINING CENTER FACULTY

WMC TC will have at least one Training Center Faculty member in each discipline for which it is approved to provide courses. Once approved, the TCF member will be assigned by the TC. WMC TC will conduct BLS, ACLS and PALS courses at this time. The TCF is responsible for providing ECC quality/performance improvement, updates, monitoring and the instruction of Instructor Courses. TCF members recruited by the TC Coordinator will have responsibility to and for the TC only and not the Region.

TCF members must meet the following criteria:

- Active instructor for two years in discipline for which TCF status is being sought
- Willing to participate in TCF Orientation
- Agrees to sign a conflict of interest statement and represent the interests of the AHA and WMC TC as his/her primary responsibility
- TC will inform the Regional ECC Committee once a TCF is associated with its program

Please see TCF job description in the appendix for complete listing of responsibilities.

## WMC TRAINING SITE CRITERIA

In order for a site to align with WMC TC, they must complete the following selection criteria.

- The training site must have access to adequate equipment and an adequate number of AHA Instructors to conduct AHA courses independently.
- The training site must agree to conduct AHA courses in accordance with the guidelines outlined by WMC TC in this manual as well as the instructor's manual for the discipline that they are approved to teach.
- The Training Site must agree to sign a Training Site Letter of Agreement

## TRAINING SITE MANAGEMENT

It is the responsibility of WMC TC to ensure that its Training Sites comply with all policies and procedures outlined in this manual.

WMC TS will have signed a letter of agreement/understanding with each of its Training sites and a designated point of contact.

The TC Coordinator, TCF or Course Director will visit each Training Site at least once every two years to ensure that the site complies with AHA and WMC T C policies. WMC TC will maintain documentation of these visits for at least three years.

## COURSE CARD MANAGEMENT

When ordering course cards, the TC Coordinator will use the confidential security code issued by the National Center ECC Department. The TC Coordinator or his/her designee, acting under the supervision of the TC Coordinator, is the only person authorized to use this code. The AHA may change this code if deemed necessary to maintain the confidentiality of the code.

## COURSE CARD ISSUANCE AND SECURITY

Each student who successfully completes an AHA course will be issued the appropriate course card that bears the AHA logo. WMC TC is responsible for card issuance and security through its instructors and training sites.

WMC TC shall limit issuance of course cards only to students of WMC TC, its training sites and/or instructors who have met the TC requirements. Only the TC Coordinator and persons he/she designates will have access to AHA course cards. The cards will be kept in a locked cabinet.

