

## Training Center Policies and Procedures

### Mission

The mission of the National EMS Academy is to develop training to improve the quality and efficiency of healthcare, improve education and set a standard for national education, training and certification.

### Definitions

#### Training Center definition

A Training Center (TC) is an organization that signs an Agreement with the American Heart Association to develop and maintain ECC Training Networks in one or more of the following ECC disciplines (programs): BLS, ACLS, and PALS. The TC is responsible for

- a. The proper administration and quality of their ECC courses.
- b. The day to day management of their instructors.
- c. Providing their instructors and Training Sites with consistent and timely communication of any new or updated information about the National, Regional, or TC policies, procedures, course content, or course administration that could potentially affect an Instructor in carrying out his or her responsibilities.
- d. Serving as the principal resource for information, support, and quality control for all AHA ECC Instructors aligned with the TC.

#### Training Center Coordinator (TCC) definition

The Training Center Coordinator is the administrative arm of the TC. The role of the TCC is to assist instructors in teaching courses, maintaining records and course materials and ensuring compliance with AHA guidelines. The TCC also serves as the facilitator of information and updates from the AHA to the individual training sites.

#### Training Site (TS) definition

A training site is a person or organization authorized by the Training Center to operate as a generally self-sufficient training location under the TC.

- a. The training site must agree to conduct AHA courses in accordance with the guidelines outlined in the *Program Administration Manual* and the Instructors manual for each discipline the Training Site is approved to teach.
- b. The Training Site must have access to adequate equipment and an adequate number of AHA Instructors to conduct AHA courses.
- c. The Training Site must maintain course and instructor records and submit reports as requested by the TC.

### Training Site Coordinator (TSC) definition

Each TS is required to identify one individual who will serve as the Training Site Coordinator (TSC) for their site.

- a. The TSC will be responsible for communicating issues to the TC and for receiving and distributing all correspondence from the TC to appropriate persons within the TS.
- b. The TSC will ensure that instructors will remain current and / or meet the instructor renewal criteria as appropriate.
- c. The TSC is responsible for maintaining Instructor and Course files and ensuring that all courses are done in full compliance with AHA guidelines.
- d. In the event the designated TSC separates from service of the TS, another TSC will be appointed. This change will be submitted in writing to the TC within 30 days after the change has been made.

## Policies and Procedures

### 1. Training Site Application Process

- a. The TC will send prospective Training Sites a Training Site Agreement that must be reviewed and signed by a representative with agreement-signing authority.
- b. Upon receipt of the signed TS Agreement, the TC will schedule on-site administrative and course reviews.
- c. Once the on-site reviews are successfully completed, the TC will sign the TS Agreement. The applicant is then designated a TS.

### 2. Training Site Renewal Process

- a. Training sites must renew their agreement with the TC every two years.
- b. Prior to signing a renewal agreement, the TC must complete on-site administrative and course reviews of the TS.
- c. The TS must also submit a current certificate of insurance.

### 3. Geographic Territory

- a. The TC shall conduct courses and shall authorize Instructors and/or Training Sites to conduct courses only within the States of Louisiana and Mississippi.
- b. When an ECC Instructor wishes to offer training outside the TC's geographic territory, the Instructor must obtain permission from their TC Coordinator. By granting such permission, the TC Coordinator accepts responsibility for course quality.
- c. AHA Instructors and TCs may not conduct training and issue AHA course completion cards outside of the United States and Puerto Rico unless the TC has first obtained approval in writing from the National ECC Training Department. Instructors should contact the TCC to begin this approval process.

### 4. Course Completion Cards

- a. Only the TCC can purchase course completion cards from the approved distributors.
- b. Only TSCs can purchase blank (except for pre-filled TC information) course completion cards from the TC for distribution at the conclusion of TS courses. **These cards are ONLY for use in courses sponsored by the TS. The TS may not redistribute cards to instructors not aligned with their TS or to their instructors for use in classes not sponsored by the TS.**

- c. Each TS must be able to document how it maintains card security and accountability in the card issuance process. Only the TSC and persons he or she designates may have access to blank AHA course cards. The TSC is responsible for issuing course completion cards within 30 days of receipt of complete paperwork.
- d. **All course completion cards must be stamped, typed or computer-printed to reduce the risk of cards being altered.** TSCs should refer to the *Program Administration Manual* for further guidance on filling out course completion cards.
- e. Instructors teaching courses not sponsored by the TS will submit their completed course rosters, course evaluation forms and a course evaluation summary to the Training Center within 2 weeks of completing the course. The TC will then send course completion cards back to the instructor within 5 business days of receipt of the roster. The TC cannot take responsibility for delays caused by mail services.

## 5. Instructors

- a. Instructors must have completed an approved application and signed instructor alignment agreement (09/11 version) with the TC.
- b. The TC reserves the right to accept or reject individual instructor affiliation as desired.
- c. The TC reserves the right to revoke the alignment of an instructor at any time for failure to comply with the TC or AHA guidelines and curricula, falsification of records, inappropriate activities, languages, harassment, or conduct during courses or directed toward other Instructors, students, ECC staff or volunteers, or any other reason. Upon decision to revoke alignment, the TC will notify the Regional ECC Committee, which may then determine whether the Instructor is eligible for active status or should have his or her Instructor status revoked.
- d. All instructors must register for the AHA Instructor Network at <http://ahainstructornetwork.org>.
- e. Instructors will adhere to all AHA policies and guidelines outlined in the AHA's *ECC Program Administration Manual* (Fourth Edition – Effective March 1, 2008, Revised October 1, 2008) and the current discipline-specific Instructors manuals.
- f. The TC will maintain instructor records as outlined in the *Program Administration Manual*, but it is the responsibility of the instructor to keep copies of ALL course documents (including rosters, evaluations, written examination answer sheets, skills testing checklists, grievance forms, etc.) and any other paperwork (e.g. Instructor monitoring forms, renewal requests, etc.) submitted to the TC for three years from the date of the activity.
- g. It is the responsibility of the instructor to submit renewal paperwork in a timely manner. Any instructors submitting their paperwork more than 30 days after the date of instructor card expiration may be asked to retake the appropriate Instructor course.

## 6. Manikin Decontamination Policy

- a. All instructors and Training Sites are responsible for following the appropriate decontamination of equipment procedures according to the manufacturer's instructions. Instructors are responsible for ensuring that the course equipment is clean and in working condition before the course.
- b. All Training Sites must have a documented decontamination policy. An example of the Decontamination policy for equipment at the Training Center follows on page 5.

## 7. Test Security

- a. The AHA only issues written examinations to the Training Center Coordinator. Instructors can request additional copies of the tests from the TCC for a fee via email or mail.
- b. Printed tests should be kept under lock and key, electronic files should be stored on a password-protected computer.
- c. Written tests may be copied as needed for conducting courses.
- d. Tests may not be posted on Internet or Intranet sites accessible by persons not authorized to receive the tests.
- e. Each test should be accounted for and returned to the Instructor at the end of the test or course.

## 8. Grievances

- a. Grievances may be submitted in writing by:
  - i. A student who attended the course in which the problem arose.
  - ii. An instructor, Course Director, training center faculty member, or Training Site Coordinator with information about the problem.
  - iii. An AHA volunteer or staff person with information about the problem.
- b. Grievances may be submitted on issues regarding compliance with the TC course guidelines or AHA ECC training program guidelines. This procedure may also be made to appeal any initial decision of the TC about instructor or training center faculty status or about a Training Site.
- c. The Grievance Form can be found on the NEMSA-AHA website.
- d. See the full Grievance Procedure on Page 7-8 of this document for further information about the process once a grievance has been filled.

## 9. Additional Policies and Procedures

- a. The TC reserves the right to make changes to or to supplement these policies and procedures with TC Updates and AHA Updates that will be emailed to instructors and posted on the TC website.
- b. Instructors are responsible for checking the email account on the file with the TC and for periodically checking the TC website to ensure that they are aware of and adhering to all current policies and procedures.

## National EMS Academy

### Manikin Decontamination Procedure

During class:

1. Place a clean face on each manikin.
2. Provide all students with a face shield.
3. Have each student write their name on the face shield.
4. Instruct students to keep the same side up each time they use their face shield.

After class:

1. Wear rubber gloves when cleaning manikins.
2. Remove all faces and lungs from manikins.
3. Wipe manikins (head, torso, and chest skin) with a manikin wipe.
4. Dispose of used lungs and replace with a new set on adult manikins.
5. Detach coupling from inside the face.
6. Clean and disinfect faces, coupling parts, and pocket masks.
  - a. Wash with soapy, warm water – scrub vigorously to remove dirt from interior surfaces.
  - b. Rinse with clean water to remove soap residue.
  - c. Disinfecting solution – to disinfect the manikin face, parts, and masks (1 part liquid household bleach to 100 parts tap water).
  - d. Rinse with clean water to remove disinfecting solution residues.
7. Set parts on paper towel on steel carts to dry. Training Center Staff will reassemble faces and put them away in bags.

## Quality Assurance Plan

Quality assurance is the key to an effective ECC training program. The TC is solely responsible for the quality of the programs it provides and its compliance with AHA policies and guidelines throughout its Training Network.

Quality control shall be maintained by adhering to the following:

1. All Training Sites and Instructors will adhere to all AHA policies and guidelines outlined in the AHA's *ECC Program Administration Manual* (Fourth Edition – Effective March 1, 2008, Revised October 1, 2008) and the current discipline-specific Instructor manuals.
2. Current AHA examinations are used in all completion courses that require testing for issuance of a course completion card. Examinations are available to each instructor via the TC.
3. Instructors are responsible for ensuring that each student has the current appropriate textbook and accompanying CD readily available for their individual use before, during, and after the course. See the *Program Administration Manual* (pg.23) for more information about this policy.
4. The TC will teach an adequate number of Instructor courses to ensure the development of new instructors.
5. The TC will provide TCF/RFs to monitor new and renewing instructors and to help facilitate updates.
6. All TC Updates, AHA Updates and necessary Instructor paperwork is available for instructors to read/download at the TC website.
7. AHA core content will be taught in all TC courses.
8. Course cards and examinations are kept secure and issued according to AHA guidelines.
9. The TC has adequate resources to complete the contracted program requirements including staff, equipment, and budget.
10. The appropriate course card is issued to every student.
11. The required equipment is used in every course and is clean and in good working order.
12. TC records are complete and filed properly according to the guidelines in the *Program Administration Manual*. Instructor records and course records.
13. Instructors submit course evaluations/course evaluation summaries to the TC after every course taught. The TC will review these evaluations and provide feedback and mentoring to Instructors as necessary with the guidance of TCF and RF.

The TC, Regional Faculty and Training Center Faculty have the right to attend any course taught by an AHA Instructor aligned with the National EMS Academy Training Center. This is for the purpose of monitoring instructors, course content and student evaluations to ensure that the above guidelines are being followed. The TC will allow access to the AHA and RF to conduct course and administrative reviews as requested.

## Grievance Procedure

A written and clearly spelled out grievance procedure informs all personnel of the appropriate steps for resolving complaints within the Training Center (TC). In many cases, it may also prevent problems from becoming unmanageable.

All students should be made aware that complaints or problems which occur at a National EMS Academy aligned Training Site during a CPR class (ACLS, BLS, or PALS) should be handled at the Training Site. If the issue cannot be resolved at the Training Site, the Training Site Coordinator must turn over the dispute/complaint to the TC. The following procedure should be utilized to resolve any complaints made about American Heart Association (AHA) Courses, instructors, training center faculty and/or Training Sites.

1. Grievances may be submitted in writing by:
  - a. A student who attended the course in which the problem arose.
  - b. An instructor, Course Director, training center faculty member, or Training Site Coordinator with information about the problem.
  - c. An AHA volunteer or staff person with information about the problem.
2. Grievances may be submitted on issues regarding compliance with the TC course guidelines or AHA ECC training program guidelines. This procedure may also be made to appeal any initial decision of the TC about instructor or training center faculty status or about a Training Site.
3. The grievance must be submitted in writing to the National EMS Academy TC Coordinator and include the following:
  - a. Name and address of person making complaint.
  - b. Name and address of the person and/or organization against which the complaint is made.
  - c. A detailed written description of the dispute, complaint or problem.
  - d. Reference to the appropriate rule, standard and/or guidelines related to the matter.
  - e. Copies of all related correspondence, records and other documentation.
  - f. Documentation on the attempts of the Training Site Coordinator to resolve the matter.
4. Resolution of the grievance may include one or more of the following:
  - a. Reprimand or letter of counseling that includes a statement of the correct procedure/action.
  - b. Agreement by the person/entity against which the complaint is made to take specific action.
  - c. A probationary period, including monitoring of course(s).
  - d. Revocation of instructor's alignment with Training Center, training center faculty status or termination of Training Site status.
  - e. Dismissal of the grievance.
5. Within 10 business days of receipt, the person who submitted the grievance and the person(s) who is the subject will be given an acknowledgement of receipt of the grievance. The subject of the grievance will be invited to submit information about the matter in writing to the TC Coordinator. Within 30 calendar days after receipt of the grievance, the TC Coordinator will review the grievance and any additional information submitted.
  - a. If the TC Coordinator decides to dismiss the grievance, a letter announcing its decision will be issued to all concerned parties.

- b. If the TC Coordinator does not dismiss the grievance, one of the following options will occur:
  - i. **Option A.** A hearing will be scheduled within 30 days, inviting the affected parties to appear and provide additional information.
  - ii. **Option B.** A decision will be issued and the affected parties will be informed of their right to request a hearing for further resolution of the matter.
6. Any decision resulting in probation, monitoring or revocation of status may be appealed to the TC Coordinator.
7. Final authority regarding appeals to grievance decisions will be made by the Chairperson of the Regional ECC Committee.

The National EMS Academy Grievance Form should be given to the individual for completion and then sent to the TC Coordinator for review. If after diligent efforts, the TC is unable to resolve the dispute/complaint after 30 calendar days after being made aware of the problem, the TC must send a description of the dispute/complaint to the Regional ECC Office for resolution.