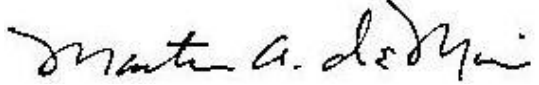


Payson Fire Department Standard Operating Procedures

Category: SOP	SOP # 2.13.5
Section: Community Risk Management	Date Adopted: 05/98
Subject: CPR Training Program	Revision Hx: 05/01, 08/12
	

PURPOSE

The purpose of this Standard Operating Procedure is to provide information on the PFD's American Heart Association CPR Training Program and to outline the policies and procedures that are to be followed by instructors that aligned with the program.

POLICY

The following is an overview of the procedures that instructors affiliated with Payson Fire Department Training Center will be expected to follow when coordinating or conducting an American Heart Association course. The following information is included:

- Terminology
- Pre-course Registration/Notification
- Course Paperwork
- Renewal Course Student Requirements
- Course Card Issuance and Processing Fees
- Instructor Candidates
- Equipment Check Out from the TC
- ECC Materials
- Dispute Resolution
- Record Keeping & Quality Assurance

Please review this information and keep it with your files for future reference. It is the intent of this document to simplify your responsibilities as an instructor and ensure consistency and continuity in the information provided to all instructors. ***It will be your responsibility to review the information and comply with the guidelines outlined.***

Introduction

The PFD was selected to serve as an American Heart Association Basic Cardiac Life Support (BCLS) Community Training Center in 1988. As a condition of the contract with the AHA, the PFD and its instructors must comply with all regulations and requirements that are outlined in the AHA's Program Administration Manual (PAM) Revised 4th Edition. The PFD will make every attempt to do so and all instructors assigned to the PFD TC will do the same. The TC will be supervised by a PFD member who has achieved the AHA's Training Center Faculty status and has been approved as the TC coordinator by the AHA and the PFD. The TC coordinator shall be responsible for managing all instructors, TCF, and operational activities regarding the PFD TC.

I. Terminology

The following is a partial list of acronyms and their meanings to assist you in reading and comprehending this document.

AHA = American Heart Association
ARC = American Red Cross
BCLS= Basic Cardiac Life Support
BLS = Basic Life Support

ECC = Emergency Cardiovascular Care
FA = First Aid
HCP = Health Care Provider
HS = Heart Saver
IT = Instructor Trainer
MO = money order
PFD= Payson Fire Department
TC = Training Center
TCC= Training Center Coordinator
TCF = Training Center Faculty
RF= Regional Faculty
NF= National Faculty

II. Pre-Course Registration/Notification

It is not required to register or submit notification for courses prior to delivery. However, it is strongly recommended that instructors provide the TC with a schedule for upcoming AHA CPR classes (including dates, location and course cost) for sites that offer classes on a regular basis which are open to the public. The TC receives daily CPR course inquiries and would like to have referrals available for interested individuals.

III. Course Paperwork:

Rosters

You **MUST** mark the appropriate course on the roster for the particular class you are instructing. **ONLY** instructors are listed on the front of the roster. Students are listed on the **BACK** of the roster. If you do not have enough room, please use a second roster and avoid using just plain paper. All BLS & HS courses have a student to instructor ratio of 9:1. Any more than 9 students requires an additional instructor. Please make sure the names are clearly printed or typed. If the name cannot be read, the roster will be returned to the instructor for clarification. If a course completion card is typed wrong due to the misspelling or writing of the student and it has to be replaced, the student or the instructor will have to pay for the replacement card.

All necessary information and all portions of the roster **MUST** be filled out. The TC cannot and will not guess at missing information.

Submit the **ORIGINAL** roster to the TC office for processing. It is required that rosters be received in the TC no later than two weeks after completion of the course. Before you submit the original, be sure to make a copy for your records.

If, for any reason, the lead instructor of the class needs to add student information to the roster after the original has been submitted to the TC office, please do the following:

- Submit a copy of the roster with the additional information included
- Submit an evaluation form and any additional paperwork for the student that is required for the course taught

For example, if it is discovered that a student's name was accidentally omitted from the roster, the instructor **MUST** submit:

- A copy of the roster with the student's name added on
- An evaluation form and any additional paperwork for the student that is required for the course taught

Remember AHA Manuals must be provided to the students in any class taught under AHA guidelines. Reproductions of AHA materials are not allowed. All students must have the most current and appropriate AHA course textbook for their individual use **BEFORE, DURING AND AFTER** the course.

Course Evaluations:

The AHA requires in all courses that the instructor distribute course evaluations to each student for completion. Once the evaluation form is completed, the original is to be submitted to the TC for quality assurance purposes. Before you submit the original, be sure to make a copy for your records.

Additional Required Paperwork

The following paperwork shall be completed entirely and submitted in addition to the course roster and the evaluation form for the specific course taught:

- BLS HCP- Student CPR skills sheets (Adult & Infant) and the original test answer sheets
- HS CPR/AED- Student CPR skills sheets
- HS First Aid- Student First Aid Skills Sheets
- HS First Aid with CPR/AED- Student First Aid and CPR skills sheets

Before you submit the originals, be sure to make copies for your records.

The following paperwork will be required for the online Heart Code (BLS) and HS courses where the instructor verifies skills competency after the student completes the online AHA course:

- A completed **ROSTER**
- A copy of the **COURSE COMPLETION CERTIFICATE** for the online didactic section
- The completed **SKILLS SHEETS** for the course taught:
 - HCP- Adult & Infant Skills Sheets
 - HS CPR AED- CPR Skills Sheets
 - HSFA- First Aid Skills Sheets
 - HSFA CPR AED- First Aid & CPR Skills Sheets
- Course **EVALUATION FORMS**

IV. Renewal Course Student Requirements:

Students who hold current BLS HCP cards may attend a renewal course in lieu of attending a full provider course. The student must show proof of current status before being admitted into a renewal course. Expired AHA cards will require the student to attend a full provider course for any AHA program.

V. Course Card Issuance and Processing Fees:

AHA states that each student who successfully completes an AHA ECC course **MUST** be issued the appropriate course card that bears the AHA logo. Cards that are issued are valid for two years. The primary contact to request cards is Monica Savage at the Payson Fire Department at 928-474-5242 ext. 300. Should Monica Savage be unavailable instructors are then to contact TCC Jarrett Cline at the same number or by email at jacline@paysonaz.gov. It is recommended to make card requests at least one week in advance for small classes and two weeks in advance for larger classes (greater than 12 people). This will help ensure that the TC has enough cards on hand for your course prior to the first day of the class.

With regard to card issuance, the payment for card processing must accompany the course paperwork unless specific billing arrangements have been made. The TC will accept a check, cash or money order. The instructor will submit one check (personal or business) or money order for the total number of cards requested. Please have all checks, made payable to the "Payson Fire Department". Once payment has been received the cards will be issued to the instructor. It is the responsibility of the instructor to fill in the required information on the card in accordance with the AHA's **Course Card Reference Guide** (2011 version) and to distribute the cards to the students in a timely manner.

Price PER CPR card: \$2.50

Replacement CPR Cards: \$2.50

VI. Instructor Candidates

Potential Candidates

A. Instructors Candidates- To qualify for admission into any of the AHA BLS Instructor courses, the instructor-candidate must possess a current AHA Healthcare Provider card.

B. TCF Candidates- A Training Center Faculty position is appointed by the TC Coordinator.

AHA Instructor Courses

All Instructor Course plans must be submitted to the TC for approval and can ONLY be conducted by a TCF Lead Instructor or the TC Coordinator. All instructor courses will be delivered in accordance with AHA guidelines and MUST BE APPROVED THROUGH THE TC OFFICE. Therefore, if you are interested in offering an AHA Instructor Course of any discipline, and you are an appointed TCF, you MUST discuss this with, and receive approval from, the TC Coordinator. Instructor courses set-up and delivered without TC approval will not be awarded credit and the students taking the course will not be allowed to be instructors. The TC Coordinator and/or TCF will make a presentation to the new instructors about the TC and will answer questions about what a TC is, what they as new instructors can expect from the TC, and what the TC expects from them as instructors. At that time, paperwork will be given to each of the instructor students and affiliation forms can be completed.

Monitoring Process/Initial Certification:

The AHA Instructor Course Process, regardless of the discipline, is twofold:

- The student must successfully complete the AHA Instructor Course
- The student MUST be monitored by an appropriate representative of the AHA

If the instructor candidate is not adequately prepared, or does not demonstrate a strong and competent performance during the initial monitoring process, they will be re-monitored before being issued full instructor status.

The monitoring process should be reviewed during the instructor course. The student must fully understand what is expected of them during the monitoring process. The top portion of the monitoring form must be completed during the instructor course. The student must be given information on how to contact the appropriate AHA representative to make arrangements to be monitored.

Students are also to receive information about the TC and be made aware that they can affiliate with any TC they choose, but they are not to hop between TC's. If they decide to change TCs, they need to be informed of the appropriate paperwork needed for proper transfer of their records. All students need to be aware that the TC can refuse to affiliate them in their facility.

It is recommended that each instructor course student be allowed adequate time between the instructor course and the monitor session to be fully prepared. After two unsuccessful monitoring opportunities, it is recommended that the instructor candidate repeat the instructor course and attempt the course monitoring portion at a later date.

Instructor students must be initially monitored within 90 days of completing the Instructor Course per the AHA and the PFD TC.

If the instructor student has performed to the satisfaction of the evaluator, the evaluator will complete the bottom section of the monitor form and review the evaluation with the instructor student at the end of the course. The monitor form shall then be submitted to the TC for review and after the TCC determines that all instructor student requirements have been met the TCC will issue the student an instructor card. The newly approved instructor should keep copies of the evaluation and course roster for their own files.

Appropriate AHA Representative for initial monitoring-

New instructors can be monitored by the TC Coordinator or any of the assigned TCF.

Instructor Renewal

Instructors aligned with the PFD TC will be certified for a period of two (2) years. All instructors, regardless of discipline, will expire on June 30, 2013 and every two years after that. To maintain their status all instructors will be required to attend an instructor update each year as well as instruct four (4) courses within a two (2) year time period. Per AHA one of the four required courses must be monitored by the TCF, the TCC, or a designated representative of the TC. NO GRACE PERIODS will be allowed, regardless of personal circumstances, unless dictated by the Regional or National office.

Instructors will be personally responsible for the instructor card processing fee. If an instructor has an outstanding balance with the TC, processing of cards will be withheld until the unpaid balance is corrected. The TC has the right to communicate with other TC Offices about individual instructors regarding outstanding balances, complaints and non-compliance, requests for transfer, or other AHA related issues. The TC has the right to refuse to recertify or the right to decertify AHA instructors if the situation and documentation suggests doing so.

The TC will be required to maintain current records and communicate on a regular basis with all instructors regarding AHA programs, course delivery and instructor status issues. Remember that it is the responsibility of the instructor to make sure that the appropriate rosters and paperwork are sent to the TC to keep their records current.

All Instructors are responsible for making sure that they are monitored at least once in a two-year period. If Training Center Faculty or the TC Coordinator has not monitored you, you need to contact the TC and make arrangements to be monitored. This is an AHA requirement to maintain your instructor credential.

XII. Equipment Check Out from the TC

Qualified instructors who are assigned to the Payson Fire Department TC may check out available CPR mannequins and equipment in advance and borrow it for the duration of their course. Any equipment checked out by an individual must be returned within the specified time limit of one (1) day unless other arrangements have been made. Checked out equipment must be returned cleaned and ready for reissue. It is required that instructors call and reserve the equipment by contacting the Payson Fire Department, at 928-474-5242 ext. 300, to ensure they are available for the date you desire. Manikins are to be cleaned and decontaminated. If the TC has to clean the manikins, the instructor will not be allowed to check them out again.

Manikin Decontamination Policy

All manikins are to be cleaned after each use, even the manikins who have disposable lungs. Faces, which can be taken off the manikins, are to be cleaned in ¼ cup bleach and 1 gallon of water. They are to be soaked for at least 10 minutes and then rinsed in clear water and air dried. Manikins that have disposable lung units must have these units removed and discarded after each class. If lung units were installed in mannequins and the mannequins were not used during the training the TC requires that the clean lung units be removed and placed back in the lung unit storage bag.

All Bag Valve Masks and AEDs should be wiped down with disinfectant wipes after the class. It is recommended that all manikins be wiped down with disinfectant wipes prior to use to ensure they are clean before the class begins. Cleaning must be done before the manikins are put back in their carry case and placed back in storage. BVM practice valves are to be cleaned in ¼ cup bleach and 1 gallon of water. They are to be soaked for at least 10 minutes and then rinsed in clear water and air dried.

VIII. ECC Materials

To help in the distribution of ECC materials, the AHA has partnered with three companies that provide the highest quality of customer service and support. To order, call or fax the numbers below:

Channing L. Bete Co. Inc.
200 State Rd
South Deerfield, MA 01373
1-800-611-6083
1-800-499-6464 fax
www.channing-bete.com

WorldPoint
1326 S Wolf Road
Wheeling, IL 60090
1-888-322-8350
1-312-649-4080 fax
www.worldpoint-ecc.com

Laerdal Medical Group
167 Myers Corners RD
PO Box 1840
Wappingers Falls, NY 12590
1-888-562-4242
1-800-227-1143 fax
www.laerdal.com

IX. DISPUTE RESOLUTION POLICY

General Policy

It is the policy of the Training Center (TC) under the Payson Fire Department and the American Heart Association (AHA) to manage all disputes, complaints, or allegations, in a clear, respectful, impartial, and organized fashion, consistent with the ethics, values, policies, and procedures of the TC and AHA. It is optimal that all disputes, complaints, or allegations be resolved at the lowest level of the network.

Complaints regarding BCLS courses, instructors, or the TC should first be brought to the attention of the instructor(s) or individuals involved. If the situation cannot be satisfied by a direct dealing between the complainant and the instructor, a written complaint should be forwarded to the TC coordinator. The following information should be included:

1. Date, time, and place of the occurrence.
2. Name of the person making the complaint. Confidentiality will be maintained if so desired.
3. The person or organization against which the complaint is being made.
4. Nature of the complaint. Specifically, how the AHA BCLS guidelines were violated.
5. Statements of any witnesses.

The TC coordinator shall investigate the complaint. Findings shall be put in writing to all parties concerned within thirty (30) days upon receipt of the complaint. Complaints involving the TC coordinator shall be referred to the AHA Regional office. Resolution will be attempted by:

1. Dismissal of the complaint if unfounded.
2. Counseling or re-education if indicated.
3. Probation with periodic reviews.
4. Recommendation to the AHA Region for revocation of status.

An appeal of any decision made by the TC coordinator shall be forwarded to the AHA Regional office for their review.

X. RECORD KEEPING & QUALITY ASSURANCE

The PFD TC shall keep such records that are required by the AHA Program Administration Manual (PAM) Revised 4th Edition. Instructors are advised to keep their own records as well and to update the TC of any changes that have occurred with regard to instructor contact information, certification card updates, ect.

Should an instructor wish to transfer to another AHA TC they must contact the PFD TCC and complete an "Instructor Records Transfer Request" form. These forms are available through the TC or the AHA Instructor Network.

Payson Fire Department

AHA CPR Training Center

07/25/12

Policy and Procedures Manual

I have received a copy and have reviewed the contents of the Payson Fire Department's AHA Training Center Policy and Procedures Manual.

I hereby confirm my affiliation with the AHA Training Center of the Payson Fire Department and I agree to abide by the guidelines and procedures that are enclosed.

Signature _____

Date _____

Please sign, date, and return this agreement page to Payson Fire Department Training Center Coordinator.