

**S**OUTHERN  **REGION**  
EMS COUNCIL, INC.



**American Heart Association<sup>®</sup>  
Training Center**

**Policy and Procedure Manual**

**Rev. Date: June 24, 2011**

## Acronym List

ACLS	Advanced Cardiovascular Life Support
AED	Automated External Defibrillator
AHA®	American Heart Association
ARC	American Red Cross
BLS	Basic Life Support
CEU	Continuing Education Unit
CME	Continuing Medical Education
CPR	Cardiopulmonary Resuscitation
CQI	Continuous Quality Improvement
ECC	Emergency Cardiovascular Care
EMS	Emergency Medical Services
FBAO	Foreign Body Airway Obstruction
HCP	Health Care Provider
HS	HeartSaver
ILCOR	International Liaison Committee on Resuscitation
ITO	International Training Organization
NF	National Faculty
NTC	National Training Center
PAD	Public Access Defibrillation
PALS	Pediatric Advanced Life Support
PAM	Program Administration Manual (formerly known as the PROAD Manual)
PROAD	Program Administration
QA	Quality Assurance
SREMESC	Southern Region EMS Council
RF	Regional Faculty
TC	Training Center
TCF	Training Center Faculty
TS	Training Site

# ADMINISTRATIVE PROCEDURES

## Card Duplicate or Replacement

SREMSC AHA® Training Center will verify course attendance before issuing a duplicate card. The word “DUPLICATE” must be stamped, typed, or hand written in large letters on the front of the replacement card and all sections of the card must be completed. Cards that are unusable must be returned to SREMSC AHA® Training Center before duplicate cards can be issued. The Instructor or student is responsible for the card fee.

## Card Renewal Policy

All AHA® course cards are valid for two years through the end of the month in which the card was issued. The AHA® does not consider a cardholder’s Provider or Instructor status current beyond the recommended renewal date.

- *Provider Card:* An employing agency may require more frequent or less frequent training for employees who hold a Provider card with a recommended renewal date, but the card must indicate the two-year recommended renewal date.
- *Instructor Card:* **There is no grace period** for expiration of current Instructor status beyond the renewal date indicated on the card. If an Instructor presents an expired Instructor card, the SREMSC AHA® Training Center coordinator and/or SREMSC AHA® Training Center Faculty will determine the type of Instructor Course (either entire initial course or renewal course) that the Instructor must complete to maintain his or her Instructor status.

## Distribution of Course Completion Cards

AHA® course completion cards can be purchased at the SREMSC AHA® Training Center by AHA® Instructors, Instructor Trainers and Regional or Training Center Faculty who are affiliated with the SREMSC AHA® TC. This is indicated by having the documents, listed below, on file with SREMSC AHA® Training Center:

- a current copy of picture identification
- a current copy of the appropriate Instructor Course completion card
- complete contact information
- signed affiliation contract

Provider course completion cards are sold to and distributed by the lead instructor after the course roster is received at the SREMSC AHA® Training Center. SREMSC will only issue blank cards to affiliated Training Sites. All other cards will be printed according to the information provided on the roster. Instructor candidates who are being monitored for instructor certification completion will need to have the person who is monitoring their class assist them in obtaining Provider cards, since they are not a credentialed instructor prior to completion of this monitoring, and therefore, may not obtain cards on their own.

## Producing Course Completion Cards (TC's and TS's Only)

Course cards are stamped, typed, or computer generated to reduce the risk of cards being altered. All AHA® cards issued must be complete and legible. The content of AHA® course cards cannot be altered in any way, if a mistake is made, the card must be replaced with one that is correctly completed.

**AHA® course cards must be completed as by a AHA ® TC or TS only:**

FRONT of card:

- The course name is preprinted on the card – the correct card must always be issued
- Student's name (first, last name, title)
- Issue date. The date should be indicated as month and four digit year (**01/2011**) or two-digit month/day/four digit year (**01/15/2011**). Another option is to spell the month (**January 2011** or **January 15, 2011**)
- Recommended renewal date. The date should be indicated as two years from the issue date. The date should be indicated as month and four digit year (**01/ 2011** or **January 2011**)

BACK of card:

- The first line will indicate the Training Center, ***Southern Region EMS Council*** and the ***Training Center ID Number AK05954*** . This will be computer generated by the SREMSC AHA® Training Center.
- The next line will indicate the address and contact information for the Training Center, SREMSC.
- Line three indicates the location of the course. This may be a Training Site or a city.
- The fourth line will have the first and last name of the Lead Instructor ( this must be legible)
- The student is to sign his or her name on the last line of the card in black or blue ink.

## Contact Hours/Continuing Medical Education

- BLS, PALS, and ACLS hours are accepted as CME hours for EMTs by the Department of Public Health–EMS Unit and by the National Registry of EMTs (NREMTs).
- BLS, PALS, and ACLS are accepted as CME hours for paramedics by the Department of Commerce, Community and Economic Development and the National Registry of EMTs (NREMTs).
- Physician assistants and physicians should check with their respective licensing organization to verify whether BLS, ACLS, or PALS training time can be counted to fulfill their CME and/or licensing requirements.

## Course Fees and Disclaimer

SREMSC AHA® Training Center or the Lead Instructor determines the course fee(s). The AHA® does not set or receive fees for courses. The following disclaimer *must* be printed on all TC promotional brochures, announcements, agents, 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 the fees needed for AHA course materials, do not represent income to the Association.*

## Use of AHA Materials

- **Textbook or Student Manual**

All students must have the current appropriate AHA course textbook for their individual use before, during, and after the course. Students should review the textbook before class and have immediate access to their own copy afterward as a reference and review tool.

The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual student reference, before, during and after the course at his or her facility(ies). A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs.

- **Student CD**

If AHA course materials contain a CD for a particular class, the SREMSC will ensure that the CD remains with each manual and will not distribute manuals with missing CDs to students for use in courses.

- **Core Curriculum**

Each AHA course must follow the guidelines and core curriculum set forth in the most current editions of the course textbook and/or Instructor manual.

## **Disciplinary Action**

See "Training Center - Continuous Quality Improvement (CQI) Policies in Appendix B.

## Equipment Management

**Ambu Baby, Kyle child manikins, Little Annie, Baby Annie, and Little Jr.**  
**NOTE: These manikins have replaceable faces**

*In-Class Cleaning and Decontamination*

1	After the instructor demonstrates a procedure and between participant's use of the manikin, the manikin face and inside of the mouth should be wiped <b>vigorously</b> with clean absorbent material wetted with either 70% alcohol or bleach solution (1/4 cup bleach to 1 gallon water). The surfaces should remain wet for at least <b>30 seconds</b> before they are wiped dry. <b>Note: alcohol is not considered a broad spectrum-decontaminating agent.</b>
2	During the teaching of two-rescuer CPR, the second participant taking over ventilation on the manikin should either simulate ventilation or use a pocket or blob mask.
3	During the training in the obstructed airway procedure the finger sweep should be simulated or done on a manikin insuring that the mouth area has been decontaminated before and after the procedure has been done. During the training in the obstructed airway procedure the finger sweep <b>IS NOT</b> done on babies and/or children.
4	During training the manikin's face is to be disinfected after each student, or each student should have his/her own pocket mask or blob mask (not to be shared during the class).
5	<b>All parts in contact with the student's exhalations are for individual use only, face pieces are easily disinfected for multiple use – Air head bags (airways) are for single student use only.</b>

*After class cleaning and decontamination of  
 Ambu Baby, Kyle child manikins, New Annie, New Laerdal Infant,  
 Actar Defibrillation Manikin, Little Jr. and Actar 911 Infant*

	Disassemble the manikin according to the manufacture's directions. Discard all used airways.
	Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry.
	Decontaminate the face, wash with warm (mild) soapy water, rinse with clean warm water and then soak the face in a bleach solution (1/4 cup bleach to 1 gallon water) for <b>10 minutes, rinse with clean warm water and dry fully.</b> Place faces in paper bags and return to the manikin case.

### **Standard Annie, Laerdal Infant, and Timmy Child Manikins**

#### *In-Class Cleaning and Decontamination*

1	After the instructor demonstrates a procedure and between participant's use of the manikin, the manikin face and inside of the mouth should be wiped <b>vigorously</b> with clean absorbent material wetted with either 70% alcohol or bleach solution (1/4 cup bleach to 1 gallon water). The surfaces should remain wet for at least <b>30 seconds</b> before they are wiped dry. <b>Note: alcohol is not considered a broad spectrum-decontaminating agent.</b>
2	During the teaching of two-rescuer CPR, the second participant taking over ventilation on the manikin should either simulate ventilation or use a pocket or blob mask.
3	During the training in the obstructed airway procedure the finger sweep should be simulated or done on a manikin insuring that the mouth area has been decontaminated before and after the procedure has been done. During the training in the obstructed airway procedure the finger sweep <b>IS NOT</b> done on babies and/or children.
4	During training the manikin's face is to be disinfected after each student, or each student should have his/her own pocket mask or blob mask (not to be shared during the class).
5	The Annie Manikin has a disposable airway that can be used for the entire class <b>but will be discarded after the class.</b>
6	The Laerdal Infant Manikin has a disposable lung and stomach bags that can be used for the entire class <b>but will be discarded after class.</b>

#### *After class cleaning and decontamination*

1	Disassemble the manikin according to manufacture directions.
2	Remove chest cover and remove disposable airway on "Timmy", check Laerdal folder for any additional cleaning and decontamination procedures.
3	Wash all external surfaces with warm (mild) soapy water and wipe dry with clean absorbent material.
4	Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry.
5	Be sure that all components are dry <b>before</b> reassembling the manikin. Do not replace the airway, it will be placed by the instructor prior to the following class.
6	Return manikins to their respective cases

### ***Defibrillation Chest***

#### *Cleaning and Decontamination*

1	Wet all surfaces with warm (mild) soapy water. Wash with clean warm water and wipe dry with clean absorbent material. If adhesive is on chest from the Defibrillation Pads this can be removed using either alcohol or Goof Off. If Goof Off is used be sure that the chest is washed well.
2	Wet all surfaces with bleach solution (1/4-cup bleach to 1-gallon water) allowing solution to remain on surfaces for <b>10 minutes</b> before wiping dry. Wash with clean warm water and wipe dry.
3	If the Defibrillation Chest has a head with it, clean and decontaminate the same as above. If the head has been used as in CPR training, use the process of cleaning the Chris Clean or Annie Manikin (see above).
4	<b>Remove disposable airway according to procedures described on package. The airway will be replaced by SREMSC staff after cleaning and before reassembling the manikin if used for CPR as well as Defibrillation.</b>
5	Replace shirt or jacket after the manikin is dry.

## Equivalency for the AHA® Instructor

### AHA® Providers and Instructors

#### *AHA® Provider Reciprocity*

A current AHA® Provider card is valid anywhere in the United States and is recognized internationally by AHA® ITCs.

#### *AHA® Instructor Reciprocity*

- Instructors must align with a Training Center (TC)
- The TC is responsible for maintaining Instructor records and updating Instructors on ECC guidelines and policies
- An Instructor may teach for more than one TC
- When an Instructor moves to another area, it is recommended that he or she ask the original TC to transfer his or her Instructor records to the new TC
- The new TC may provide the Instructor with an update and monitor the Instructor's performance
- The new TC may impose additional requirements or require that the Instructor attend an orientation before he or she can be placed on the active status.
- TCs cannot require a current Instructor to repeat an entire Core Instructor Course or discipline Instructor Course unless his or her teaching performance has been monitored and is considered unacceptable or student evaluations question the efficacy of the instruction that the instructor provides
- TCs are not obligated to accept all Instructors who apply for alignment. A TC has the sole right to determine which Instructors to keep on its roster.
- An Instructor card supersedes a Provider card. Provider status (for the same discipline) is deemed current as long as the Instructor card remains valid.

### **American Red Cross® (ARC)**

ARC® CPR instructors can become AHA Instructors at the “equivalent” content level

In order to become an AHA® instructor, the ARC instructor must:

- Present a valid ARC provider card
- Align with an AHA® BLS TC
- Complete the Core Instructor Course
- Complete the discipline-specific Instructor Course (BLS or Heartsaver)
- Demonstrate competent skills performance
- Successfully teach a monitored AHA course

### **Heart and Stroke Foundation of Canada (HSFC)**

AHA® recognizes providers trained by the Heart and Stroke Foundation of Canada. Likewise, the HSFC recognizes providers trained by the AHA® ECC Training Network. **US TCs and Instructors are not permitted to teach in Canada unless they are aligned with an HSFC training program.**

### **Military Training Network (MTN)**

The MTN is an AHA® National Training Center. Their instructors carry AHA® Instructor cards. An MTN instructor wishing to teach course outside the MTN must align with a Training Center. These instructors will have dual instructor status and alignment and will issue cards appropriate to their audience.

### **Other Organizations**

SREMSC AHA® Training Center will contact the ECC Customer Support Center regarding recognition with any other organizations not listed in this policy.

## Instructor Renewal Criteria

Instructors may renew their status in one of the following two ways:

### **Option 1.** *Meet all of the following criteria:*

- **Maintain current Provider status** as evidenced by current Provider card OR demonstration of acceptable Provider skills and completion of the Provider written exam with a score of 90% or higher. (If the second option is chosen, successful completion must be documented on the Instructor Renewal Checklist). A new provider card *may* be issued at the discretion of SREMSC AHA® Training Center or upon request of the renewing Instructor but is not required by the AHA®.
- **Teach** a minimum of **four (4) classroom provider courses** in two (2) years. This requirement may only be waived by the Regional ECC Committee or Area Task Force can only waive this requirement in rural areas in which a limited number of courses are offered. Each day of skills testing sessions for eLearning courses counts as 1 of the 4 required courses; all 4 credits can be earned this way. (Active duty military personnel, instructors who are ill or injured who had to take a leave from employment or teaching, or a rural area with too few classes may be reasons for an instructor to receive a special exception to the teaching requirement).
- **Complete updates** as required within the previous two years. Updates may address new course content or methodology and review TC, regional and national ECC information.
- **Be monitored** teaching a regular or renewal course in the preceding 2 years. *The first monitoring after the initial Instructor Course does not satisfy this requirement.*

### **Option 2.** Meet all of the following criteria:

- **Successfully complete the discipline-specific Instructor Course including monitoring of teaching performance.**

*If deficiencies in content knowledge, skills performance, or teaching ability are noted, the Instructor may be remediated.*

**If the renewal criteria are not satisfied within the card expiration period, the Instructor must repeat the Instructor recognition process, including the Core Instructor Course if not already completed. (From the AHA PAM 4<sup>th</sup> edition, March 2008)**

## Faculty Lists

The SREMSC Training Center Faculty list will be revised annually and posted in the appendices for this procedure manual.

SREMSC will request a list of the Alaska Regional ECC members annually for inclusion in this manual.

## Revocation of Instructor Status

SREMSC AHA® Training Center is authorized to revoke an Instructor's alignment with the SREMSC TC at any time.

## Smoking Policy

Smoking is prohibited during all AHA® ECC training programs, and within the SREMSC building.

## Written Course Examinations for AHA® Course Completion

The most current written tests and skills tests are the only tests used to determine successful course completion. The TC Coordinator will be issued new testing materials from the Regional ECC Customer Support Center when released. To prevent possible compromise of the examination contents, examinations are issued to TC Coordinators only.

### ***Tests and Test Security Guidelines:***

- **DO NOT** give tests as pre-course material to be studied; use the appropriate pre-test.
- **DO NOT** leave tests lie around.
  
- **USE** the most current version of the test.
- **ENSURE** each student returns his or her test and answer sheet.
- **COUNT** the tests before and after administering to your students.
- **VERIFY** that all tests and answer sheets have been returned. Some instructors number the test packets to be certain that all tests can be accounted for.
- **DEVELOP** a secure system of filing the tests away between uses.
- **WRITE** the student's actual test score on the roster (e.g. 92), not just pass (P) or fail (F).
- **REMEDiate** a student, if necessary, and indicate the new score and test date on the roster.

## **Distribution of Written Course Examinations**

AHA® examination masters can be requested from the SREMSC AHA® Training Center by AHA® Instructors, Training Center Faculty, or Regional Faculty who are affiliated with the SREMSC AHA® TC. This is indicated by copies of the following documents at the SREMSC AHA® Training Center:

- current picture identification
- current Instructor Course completion card/s are the appropriate level/s
- current Instructor contact information; and a
- signed affiliation contract with SREMSC

Newly affiliated instructors will receive master copies of the appropriate exams from the SREMSC AHA® Training Center once their affiliation paperwork is complete. When a new version of an exam is distributed by the AHA, SREMSC will make one master copy of each appropriate level available to each aligned Instructors.

Instructors wishing to have additional copies of the exam, or a duplicate master set may contact SREMSC.

## APPENDIX CONTENTS

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## Appendix A

# SREMSC Training Center Faculty - 2011

### **BLS Training Center Faculty**

- Stephen Boyle
- Mary Beth Buechel
- Keenan Casteel
- Susan Curry
- Kathy Griffin
- Tracy Hartless
- Terry Kadel
- George Keeney
- Alan Loken
- Rebecca Lundqvist
- Teresa Markham
- Kathy McLeron
- Virginia McMichael
- Thomas Meyer
- David Milligan
- Robyn Newby
- Tim Nixon
- Lauren Painter
- Jason Phillips
- Brian Reiselbara
- Jane Schultz
- Greg Sowder
- Linda Stearns
- Ramona Thompson
- Lecia Wright
- Malcolm Wright

### **ACLS Training Center Faculty**

- Susan Curry
- Kathy Griffin
- Rebecca Lundqvist
- Kathy McLeron
- Thomas Meyer
- Tim Nixon
- Lauren Painter
- Robert (Bob) Painter
- Dave Potashnick
- Brian Reiselbara
- Linda Stearns
- Lecia Wright

### **PALS Training Center Faculty**

- Susan Curry
- Becky Lundqvist
- Kathy McLeron
- Thomas Meyer
- Tim Nixon
- Lecia Wright

## SREMSC Training Center Continuous Quality Improvement (CQI) Policies

The responsibility for Continuous Quality Improvement (CQI) at Southern Region EMS Council (SREMSC) is shared by all members of the Training Center (TC). It is an ongoing process of planning, evaluating, monitoring, and performing against desired outcomes; assessing for evidence of success and redesigning the program for further improvement.

The purpose of this policy is to describe the standards for courses taught by Instructors aligned with the SREMSC TC in order for the course and instructors to meet the requirements of the American Heart Association (AHA) and ensure program excellence.

### **Training Center Program Administration:**

1. The Southern Region EMS Council Training Center Policies and Procedures Manual for AHA Instructors will be updated and distributed annually. This will include the current equipment decontamination procedures, current rosters, and other pertinent forms. This may be distributed in either print or electronic format.
2. All pertinent general AHA TC information will also be available on the Southern Region EMS Council web site ([www.sremsc.org](http://www.sremsc.org)). This includes:
  - Roster forms;
  - Evaluation forms;
  - Suggested course schedules;
  - The SREMSC TC – AHA Policy and Procedure Manual; and a
  - Link to the AHA ECC website.
3. All contracted SREMSC AHA TC instructors will have access to the SREMSC AHA TC Staff and TC Faculty for information or procedural concerns in person, by phone, by mail, by fax or by e-mail.
4. *Instructor Updates* (newsletters) are sent out to current contracted instructors twice yearly, or when pertinent information is received from the AHA National or Regional office
5. The SREMSC AHA TC will voluntarily request a non-affiliated AHA volunteer staff member to review the *Policies and Procedures Manual*, CQI policies, and program administration details biannually.
6. The SREMSC AHA TC will generate and evaluate a quarterly report categorized by instructor and course to monitor community participation impact. This report will be available by request.
7. The SREMSC AHA TC will keep all Instructor files current, and will include background education material, Transfer Form (if applicable), photo identification, signed contract, copies of certificates and AHA Instructor cards.
8. The SREMSC AHA TC will keep completed Course Rosters filed by instructor in date order. This information will also be kept on a computerized database.
9. The SREMSC AHA TC will have an instructor evaluation synopsis on file for each roster completed.

10. Training Site and Individual Instructor evaluations will be done randomly via letter, phone, e-mail, or fax by SREMSC AHA TC Faculty or Staff. The evaluations will include compliance with use of current AHA textbooks, exams and use of appropriate equipment and decontamination procedures.
11. The equipment maintenance and decontamination procedures used in each course will be documented on the completed course roster by the Lead Instructor or Course Director.
12. The appropriate course completion card will be issued to every student who completes the class as requested by the Lead Instructor or Course Director.
13. The SREMSC AHA TC will keep all stock of course cards and written examinations in a locked file cabinet or in a locked room.
14. The SREMSC AHA TC agrees to fill all completed card orders within 10 business days of receipt (unless cards are out-of-stock or unavailable from our vendors – in such a case they will be filled as soon as cards are received at SREMSC).

### **Course Information and Guidelines:**

1. All aligned instructors or TCFs will use the most current AHA guidelines and curricula including tests and textbook materials in conducting courses where AHA completion or participation cards are issued. The test and textbook version and year will be documented on the completed roster.
2. Each student of an AHA Emergency Cardiac Care (ECC) course must have access to and be provided with the most current and appropriate textbook before the scheduled course. This information will be randomly verified through student evaluations by TC staff.
3. All completed course rosters will be submitted within thirty (30) days of the last day of the course.
4. A completed course roster includes:
  - All spaces completed or marked N/A (not applicable)
  - Level of course indicated by a check-off box
  - Correct date (including YEAR) and TIME the course began and ended
  - Signature of the lead instructor
  - Legible student contact information (the instructor should review the rosters before the end of class and clarify the correct spelling of any name that is difficult to read).
  - All yes/no columns completed
  - Final examination score(s) for all classes that have written exams (BLS, ACLS, and PALS) if same day remediation is necessary and completed, note both scores (e.g. 76/96)
  - Remediation indicated by date if applicable.
5. The roles and responsibilities of instructors and TCFs are listed in the *SREMSC AHA TC Policy and Procedures Manual*. When instructors or TCFs enter into a contract with the Training Center, they are to follow the policies and procedures of this TC. An orientation packet will be provided and will include: roles, CQI issues, policies and guidelines, AHA disclaimer statement, Chapter 3 and 4 of the TC manual, a copy of the applicable instructor update materials, a current Regional Faculty list, manikin users policy and decontamination procedures, and a copy of *Currents* magazine, along with directions on how to subscribe to *Currents* and sign-up for the AHA Instructor Network.

6. All course rosters will be submitted within 30 days of course completion. Instructors can request course completion cards when a roster is submitted. Instructors failing to complete paperwork or submit it within the required timeframe will be remediated. Repeated failure to comply with these rules may result in SREMSC terminating the instructor contract or withdrawing alignment with the TC.
7. Smoking is not allowed during any AHA ECC training program.

### **Legal Aspects:**

1. The AHA disclaimer information will appear on course advertisements and will be presented to students during the course by instructors. This disclaimer is available in the policy and guidelines manual or through the TC website. It reads: "The American Heart Association® strongly promotes knowledge and proficiency in CPR 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®, and any fees charged for such a course do not represent income to the association."
2. If disputes, complaints or problems arise from a course offered by an Instructor aligned with the Southern Region EMS Council TC, or from other TC activities or business, the TC will make every effort to resolve the matter internally. The process is outlined below:
  - Complaints may be submitted in writing by:
    - A student who attended the course in which the problem arose
    - A Lead Instructor, TC Faculty, or TC with information about the problem, OR
    - An AHA volunteer or staff person with information about the problem
  - Complaints will contain the following information (when applicable):
    - The name and address of the person making the complaint ("Complainant").
    - The name and address of the person and/or organization against which the complaint is made ("Respondent").
    - A detailed written description of the dispute, complaint, or problem (e.g., who, what, when, where, why).
    - If known, reference to the appropriate rule, standard, and/or guidelines related to the matter.
  - TC staff will assign a "Review Committee" from TC Faculty, staff, and/or AHA volunteer staff person to appropriately and timely (within 30 days of receipt) review the dispute.
  - The review committee will refer to the current Program Administration Guidelines (PAM) for all administrative, educational, and science issues. The Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the Respondent.
  - Within 30 days after receipt of notification of the dispute, TC staff and the Review Committee will issue a written notice to the Complainant and Respondent of the decisions and actions to be taken to resolve the conflict.
  - The decisions of the Review Committee may include one or more of the following as appropriate:
    - Reprimand or letter of counseling to Respondent, including a statement of the corrective procedure/action.
    - Agreement by the Respondent to take specified corrective procedure/action.
    - A probationary period that applies to the Respondent, including monitoring of courses.
    - Termination of the Respondent contractual agreement with the TC.

- Request for additional information.
- Dismissal of complaint.
- A hearing may be scheduled or requested within 10 days after the date of decision, inviting the parties to appear and provide information.
- Decisions involving probation, additional monitoring or revocation of contract agreement may be appealed to the Review Committee within 10 days.
- If, after diligent efforts the TC is unable to resolve any of the issues that involve any disputes as contained in the TC Program Administrative Manual, the issue will be forwarded to the AHA as outlined in the manual.

## GLOSSARY

Advanced Cardiovascular Life Support (ACLS)	Medical interventions used to treat victims of respiratory and/or cardiac emergencies and stroke, including invasive techniques such as intubation and administration of drugs.
American Heart Association® (AHA®)	AHA®, Inc., and AHA® National Center refer to the American Heart Association, Inc., a not-for-profit corporation that establishes guidelines for emergency cardiovascular care and training. The AHA® owns the American Heart Association name, heart-and-torch logo, and slogan (“Fighting Heart Disease and Stroke”)
Automated External Defibrillator (AED)	A device that has been shown in the medical literature to dramatically increase the potential for reduction of disability and death from cardiovascular emergencies. An AED rapidly analyzes the electrical activity of the victim’s heart to determine if a shock is needed.
Basic Life Support (BLS)	Noninvasive assessments and interventions used to treat victims of respiratory and/or cardiovascular emergencies and stroke. This term has become synonymous with cardiopulmonary resuscitation (CPR) and can include automatic automated external defibrillation.
Cardiopulmonary Resuscitation (CPR)	Generally refers to noninvasive assessments and interventions used to treat victims of cardiovascular and/or respiratory emergencies and stroke. This term is synonymous with BLS.
Corporate Training Center	A closed-loop training network center that provides grassroots ECC training to its employees within a corporate network. Training may take place in multiple states.
Course Director (ACLS and PALS only)	An AHA® Instructor responsible for course content, scheduling, registration, faculty assignments, and all other preparations and conduct of an AHA® training course. Course Directors are assigned by SREMSC AHA® Training Centers.
Course Evaluation	A tool provided to students that allows them to evaluate an Instructor’s performance and provide general feedback on the course.
Course Examination	An AHA® document used to measure course participants’ understanding of the information presented in a course. (Formerly called written evaluation.)
Course-Monitoring Review	The portion of the TC review conducted by RF members during actual courses taught by the TC or a Training Site.

Discipline	Any of the ECC programs: ACLS, BLS, or PALS.
ECC Committee	AHA <sup>®</sup> volunteers nominated by their peers and appointed by the AHA <sup>®</sup> to be responsible for the ECC Program. This group currently exists at the national and regional levels.
Emergency Cardiovascular Care (ECC)	All aspects of assessment and treatment of victims of respiratory and/or cardiac emergencies and stroke, including basic and advanced life support interventions.
ECC Regional Faculty (RF) Member	An AHA <sup>®</sup> Instructor or a BLS Instructor Trainer who, because of exemplary service to the ECC Program, has been appointed by the Regional ECC Committee to the Regional Faculty. RF members are appointed at the sole discretion of the AHA <sup>®</sup> . They serve as a primary resource for quality assurance in the ECC Program. (Formerly Affiliate Faculty.)
Healthcare Provider	Persons who provide health care as part of their job responsibilities. In the purest sense, healthcare providers work for emergency medical services, hospitals, medical clinics, etc, but a child-care worker or employee in any business who is required to provide emergency care may be deemed a healthcare provider in his or her employment setting.
Initial Course	The first AHA <sup>®</sup> ECC course a student attends in a particular program or discipline.
Instructor	An individual who has received Provider and Instructor training through the AHA <sup>®</sup> and who is qualified to teach Provider Courses to other individuals. Instructor status is not synonymous with volunteer status.
Instructor Candidate	An individual who has received Provider training through the AHA <sup>®</sup> and who is in the process of becoming qualified to teach Provider Courses to other individuals.
Instructor-Potential	This term is used to describe an ECC Provider who has shown and demonstrated exceptional ability in the evaluation of Provider skills and has achieved a high score on the written examination. This has shown leadership ability.
Lead Instructor	An AHA <sup>®</sup> Instructor who acts as course manager and who will be on-site at all times during the course. The Lead Instructor is responsible for logistics and quality assurance during the course.
Military Training Network (MTN)	An organization that teaches military and civilian personnel on bases worldwide. The MTN has signed an agreement with the AHA <sup>®</sup> and teaches courses according to AHA <sup>®</sup> guidelines.
Modules	Course segments focused on specific interventions or procedures.
National Faculty (NF) Member	A volunteer ECC Instructor who is a current member of the Regional ECC Committee. Each region has one NF

	member for each AHA® ECC discipline: ACLS, BLS, and PALS. NF members are recommended by the Regional ECC Committee and appointed by PROAD. They are responsible for communication between the National ECC Committee and the Regional ECC Committee.
National Training Center (NTC)	Delivers AHA® training within the United States and its territories. The delivery of this training is accomplished by establishing a national network of TCs or Training Sites. The National Training Center signs an Agreement with the AHA® and is responsible for the quality of all training the NTC delivers.
Pediatric Advanced Life Support (PALS)	Advanced medical assessment and interventions used to treat pediatric (child) victims of respiratory and/or cardiovascular emergencies and stroke, including invasive techniques such as intubation and drug administration.
Primary TC	The TC with which and ECC Instructor is aligned. The primary TC provides administrative and ECC course support to the Instructor. The primary TC maintains all of the Instructor's files. Instructors can align with a Primary TC for each discipline they are authorized to teach.
Provider	An individual who successfully completes an AHA® Provider Course in ACLS, BLS, or PALS.
Quality Assurance Program	The TCs written policy for its Training Sites and Instructors regarding quality control.
Region	An AHA® term that describes a designated section of the country.
Regional Faculty (RF) Member	An AHA® Instructor or a BLS Instructor Trainer who, because of exemplary service to the ECC Program, has been appointed by the Regional ECC Committee to the Regional Faculty. RF members are appointed at the sole discretion of the AHA®. They serve as a primary resource for quality assurance in the ECC Program. (Formerly Affiliate Faculty.)
Renewal Course	Any course in a particular program or discipline attended by a student after the initial course.
Specialty Faculty	A non-AHA® instructor assigned by an AHA® Course Director or Lead Instructor to teach a specific part of an ACLS or PALS Course. These individuals must be informed before the course about AHA® science, policies, and procedures. Specialty Faculty cannot participate in evaluation of students' skills.
TC Coordinator	A member of the TC staff designated to manage the ECC program in accordance with the Agreement between the TC and the AHA®. The TC Coordinator serves as a contact person with the AHA®.

TC Faculty	The Training Center Faculty is responsible for the quality assurance and educational process of the TC. All TCs should have at least one TC Faculty member in each discipline the TC teaches. The TC Faculty member must be a Lead Instructor in the TC.
Training Center (TC)	An organization that signs an Agreement with the AHA <sup>®</sup> to develop and maintain ECC Training Networks in one or more of the following ECC disciplines: ACLS, BLS, and PALS.
Training Site	A person or organization authorized by a TC to teach AHA <sup>®</sup> ECC courses. The TC is directly responsible for the quality of the AHA <sup>®</sup> courses taught by their Training Sites.
Volunteer	In the ECC Program the term AHA <sup>®</sup> volunteer refers to a person who provides specific services as defined in the job content for his or/her designated AHA <sup>®</sup> role.
Written Examination	A required component of a course for which a completion card is issued. The examination is used to evaluate the student's knowledge.

## Appendix D-H

### Alaska Regional AHA Information

## 2011-2012 Alaska BLS Regional Faculty (list up dated 6/24/2011)

### **David Rockney, MICP**

*ECC Committee Char, 2008-2012  
Past BLS Natl. Faculty 2006-2010  
RF Expires: June 2012*  
Anchorage Fire Dept  
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### **Dianne Bigge, RN**

*ECC Committee Member  
RF Expires June 2012*  
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Juneau, AK 99801  
(907) 796-8910  
(907) 321-8301 cell  
[dbigge@bartletthospital.org](mailto:dbigge@bartletthospital.org)

### **James Foster, MICP**

BLS National Faculty 2010-2012  
ECC Committee Member  
RF Expires: June 2012  
Anchorage, AK 99519  
(907) 245-2200  
(907) 267-4981 work  
(907) 764-3333 cell  
[magellanproject@gci.net](mailto:magellanproject@gci.net)

### **Lori Neilson, RN**

*ECC Committee Member  
RF Expires: June 2012*  
*LifeMed, Interior Region TC*  
Anchorage, AK 99502  
(907) 338-0032  
(907) 240-0234 cell  
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### **Sue Nelson,**

*RF Expires: June 2012*  
*Ketchikan TC*  
Wrangell, AK 99929  
(907) 874-3188  
[snelson@wmcmail.org](mailto:snelson@wmcmail.org)

### **Craig Ralston**

*RF Expires: June 2012*  
*APV TC*  
Kanai, AK 99611  
(907) 776-8400 wk  
(907) 776-5695 hm  
[cralston@borough.kenai.ak.us](mailto:cralston@borough.kenai.ak.us)

### **Zanthia Timblin, RN**

*RF Expires June 2012*  
Southern Region  
Palmer, AK 99645  
(907) 861-6987  
[timblin@mtaonline.net](mailto:timblin@mtaonline.net)

### **Deborah Whitethorn, RN**

*ECC Committee Member  
RF Expires: June 2010*  
Southeast Region, Central  
Peninsula TC  
Girdwood, AK 99587  
(907) 783-2332  
(907) 242-2202 cell/msg  
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### **Jenny Brady, RN**

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907-458-2682 wk  
[bradyjr@me.com](mailto:bradyjr@me.com)

## 2011-2012 Alaska BLS Regional Faculty (list up dated 6/24/2011)

### **Michelle McKay EMT**

RF Expires: June 2012

ANMC

Soldotna, AK 99669

907-714-4776 wk, 907-262-1282 hm

[mmckay@cpgh.org](mailto:mmckay@cpgh.org)

### **Pat Vincent MICP**

ECC Committee Member

RF Expires: June 2012

Matsu Regional TC

Anchorage AK 99508

907-267-5069 wk

907-688-3443 hm,

vincentpa@muni.org

## 2011-2012 Alaska ACLS Regional Faculty (list up dated 6/24/2011)

### **Nancy Bernard, RN**

*Past Natl. Faculty ACLS 2006-2010  
ECC Committee member, Vice Ch.  
RF Expires: June 2012  
Interior TC  
Eagle River, AK 99577  
907-729-1850 wk  
(907) 696-3463 hm  
[nbernard@gci.net](mailto:nbernard@gci.net)*

### **Dianne Bigge, RN**

*National Faculty ACLS 2006-10  
ECC Committee Member,  
RF Expires June 2012  
Juneau, AK 99801  
(907) 796-8910 wk  
(907) 321-8301  
[dbigge@bartletthospital.org](mailto:dbigge@bartletthospital.org)*

### **Brian Chen, MD**

*RF Expires, June 2012  
Anchorage AK 99508  
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830-3179  
[alumni.northwestern.edu](http://alumni.northwestern.edu)*

### **Chuck Kuhns, MICP**

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### **Jenny Brady, RN**

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907-458-2682 wk  
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### **James Foster MICP**

*BLS Nat'l Faculty 2010-2012  
ECC Committee Member  
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### **Paul Vaona, MICP**

*RF Expires: June 2012  
Southern Region TC  
Chugiak AK 99567  
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### **Deborah Whitethorn, RN**

***ECC Committee Member**  
**Past Chair ECC Comm 2004-2008**  
RF Expires: June 2012  
Central Penin, Southeast Rg. TC's  
Girdwood, AK 99587  
(907) 783-2332 hm  
(907) 242-2202 cell/msg  
[debw@girdwood.net](mailto:debw@girdwood.net)*

### **Lisa Hollis RN**

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[Lisa.hollis@airliftnw.org](mailto:Lisa.hollis@airliftnw.org)*

## **2011-2012 Alaska ACLS Regional Faculty** (list up dated 6/24/11)

**Zanthia Timblin RN**  
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MatSu TC  
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373-5195  
timblin@mtaonline.net

## 20011-2012 Alaska PALS Regional Faculty (list up dated 6/24/2011)

### **Deborah Whitethorn, RN**

PALS NATIONAL FACULTY 2008-2012

**Past Chair, ECC Committee 2004-2008**

*RF Expires: June 2012*

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(907) 783-2332

(907) 242-2202 cell/msg

[debw@girdwoodfire.net](mailto:debw@girdwoodfire.net)

### **Sheryl Barnett, RN**

*Past ECC Committee Member*

*RF Expires: June 2011*

1027 Noel Drive

Fairbanks, AK 99712

(907) 458-5224

(907) 457-8570

[sheryl.barnett@bannerhealth.com](mailto:sheryl.barnett@bannerhealth.com)

Ketchikan TC

Providence TC

### **Kathy Bell, RN**

ECC Committee Member

*RF Expires: June 2012*

Matsu, ANMC TC

Anchorage AK 99516

907-250-8582

Bell\_kathy@asdk12.org

### **Shelly Deering, RN**

*Past ECC Committee Member*

*RF Expires: June 2012*

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### **Ned Magen, DO**

*ECC Committee Member*

*Past PALS National Faculty 2004-2008*

*RF Expires: June 2011*

Alaska Regional TC

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### **Zanthia Timblin, RN**

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*Interior Reg, Southern Region TC*

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### **Paul Vaona, MICP**

*RF Expires: June 2012*

*Central Pen., Southeast Region TC*

Chugiak AK 99567

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### **Jenny Brady, RD**

*RF Expires: June 201*

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907-458-2682 wk

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## Alaska Regional Faculty Training Center Assignments (list up dated 6/24/2011)

Interior Region EMS Council	BLS	Lori Neilson
4-1-2012	ACLS	Nancy Bernard
	PALS	Zanthia Timblin
Southeast Region EMS	BLS	Deb Whitethorn
3-31-2012	ACLS	Deb Whitethorn
	PALS	Paul Vaona
Ketchikan General Hospital	BLS	Sue Nelson
3/31/2012	ACLS	Lisa Hollis
	PALS	Shelly Deering
Providence Health System	BLS	Jenny Brady
3/31/2012	ACLS	Jenny Brady
	PALS	Jenny Brady
Central Peninsula General Hospital	BLS	Deb Whitethorn
3/31/2012	ACLS	Deb Whitethorn
	PALS	Paul Vaona
LifeMed Alaska/Transcare 4/1/2011	BLS	Lori Neilson
Southern Region EMS	BLS	Zanthia Timblin
12-31-2010	ACLS	Paul Vaona
	PALS	Zanthia Timblin

Anchorage Fire Dept.	BLS	Dave Rockney
12/31/2010	ACLS	Brian Chen
Alaska Native Medical Center	BLS	Michelle McKay
6/30/2011	ACLS	Jim Foster
	PALS	Kathy Bell
Alaska Professional Volunteers 7-1-2011	BLS	Craig Ralston
Alaska Regional Hospital	BLS	Dianne Bigge
6-29-2010	ACLS	Chuck Kuhns
	PALS	Ned Magen
Mat Su Regional Medical Center	BLS	Pat Vincent
8-1-2010	ACLS	Zanthia Timblin
	PALS	Kathy Bell