**HeartCert Quality Assurance Procedures:**

HeartCert takes great pride in offering high quality courses. Strict adherence to the AHA PAM manual and AHA requirements will be enforced. All instructors will sign agreements to adhere to AHA program requirements as well as decontamination procedures, dispute resolution and this QA program. Deficiencies will be addressed as outlined below. All instructors will be monitored at least annually per this policy. Only AHA materials, exams and certification cards will be used and all of these will be kept securely locked at TC/TS staff locations. HeartCert will serve as a resource for all instructors and ensure they have all necessary equipment, information and support that they need. No instructor will be allowed to instruct as a lead instructor until monitored by TC faculty and approved/monitored. All Training Sites and Instructors will be reviewed as per the steps outlined below. All classes shall have automatic evaluations that are sent to all students that are reviewed by the TCC. In the case of a negative review or concern it will be addressed by the TCC both in writing and E-mail communication per our dispute resolution policy. Instructors will not be allowed to teach until any disputes or outstanding items are addressed. HeartCert will closely monitor the number of courses, instructors, certifications issued, and community involvement from all instructors and training sites to ensure growth and improvement of the TC to support the TC and AHA mission. All instructors will be required to attend a review/renewal instructor course every two years and as needed or outlined by the AHA. HeartCert will ensure all instructors have the resources/equipment needed for proper course administration and use of reporting software must be used for quality assurance. We will continue to strive for growth and improvement at all times so open communication must be maintained and there will be frequent E-mail updates and bulletin board posts.

*The process for joining HeartCert TC shall be as follows:*

1. Potential Instructor or Training Site contacts TCC or staff indicating an interest in aligning/training.
2. TCC coordinator ensures the individual(s) meet the requirements needed to be a valid instructor including current provider card, appropriate age, etc.
3. Candidate submits application/documentation to become an instructor and signs up for instructor course through an approved TC. Candidate is given expectations, policies/procedures and registers on AHAinstructornetwork.org. All information is automatic and electronic.
4. Candidate must successfully complete the instructor course and exams as required by AHA/PAM
5. Candidate notifies HeartCert if they would like to teach as a part of the TC organization or if they have proper equipment/resources to conduct their own courses as a Training Site or independent instructor. HeartCert will ensure all equipment and needed materials are in place before allowing a course to be conducting or allowing TS status. This shall be signed and documented in the roster management system and properly backed up.
6. All candidates who complete the instructor course will be monitored within 30 days. Extensions can be granted by TCC under certain circumstances (availability of courses, etc). TC Faculty will monitor per AHA guidelines and approve the instructor status or recommend remediation along with appropriate documentation.
7. Instructor must align with AHA TC and agree to all required policies. HeartCert provides continued support and updates as needed including renewal courses as required and annual monitoring (no less than once every two years). TCS will document all courses and monitoring for reporting and QA purposes.

**POLICY STATEMENT**:

It shall be the policy of HeartCert to provide educational programming consistent with the guidelines established by the Emergency Cardiac Care Committee (ECC) of the American Heart Association. The content of our educational offerings will continue the efforts of the ECC to strive to improve the "chain of survival" in the communities we serve, by reducing disability from stroke and cardiac and respiratory emergencies through education and training. All instructors and training sites must adhere to this policy.

**ACTION STEPS:**

1. The TC Coordinator will be responsible for the review of all AHA Course applications and paperwork to ensure the program is being coordinated in accordance with the guidelines established by the AHA.

2. Any program application, not in compliance with AHA guidelines, will be upheld for review. Only AHA core content shall be presented and the requirements as outlined in the PAM shall at all times be upheld. Administration of the program will not be approved until inconsistencies are corrected. The respective Faculty will be included in the application review and revision, if necessary.

3. The TC Coordinator will monitor the credentials of AHA faculty involved in presentation of AHA programs, and will update instructor files following course involvement or renewal updates. HeartCert will send out updates to all instructors (as needed/appropriate) as well as pass on the ECC Beat and any other AHA newsletters and information. All files will be securely stored with the TCC and approved TCF.

4. Instructors involved in presenting AHA programs through the TC will be expected to forward program evaluations to the TC coordinator for review if they teach independently or internally. The TC coordinator will observe programming to evaluate the presentation for compliance with AHA guidelines.

5. Deficiencies identified in the evaluation process will be brought to the attention of the course coordinator/instructor and TC staff for review and resolution.

6. The TC will present program updates for all levels of AHA Instructors to insure compliance with the current guidelines. Further details on this are found below.

7. Comments, complaints or suggestions presented by students or instructors participating in TC programming, will be addressed in a timely fashion, through written follow-up or direct conversation. All disputes will be handled at the lowest level possible. When in doubt, HeartCert will personally remediate and address student concerns at no cost to the student or instructor. If necessary, items needing review will be passed up to the AHA after following the Dispute Resolution Policy. All students of classes shall be provided an evaluation. TC shall automatically E-mails students to complete an evaluation here and make note to students to complete evaluations on the AHA network when claiming their certification card: https://twincitiescpr.com/reviews/leave-a-review/

8. The TC coordinator and staff will be responsible for insuring follow up takes place with any student completing the written exam with a score of less than 84%, to provide an opportunity for remediation and retesting per AHA guidelines.

9. The TC my initiate random surveys of course participants and assisting instructors for feedback and suggestions regarding program offerings, for the purpose of program improvement.

**Quality control shall by 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 and the current discipline‐specific Instructor manuals. All instructors will have access to all required manuals and materials.

2. Only 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 and will be securely stored by TCC/staff. Exams shall not be made available online or allowed to leave the classrooms by any student.

3. The TC/TS or independent instructor will be: Responsible for ensuring that each student has the current appropriate  textbook and materials readily available for their individual use before, during, and after the course. It is recommended students will automatically receive this information electronically upon course registration. Any independent training sites are responsible for adherence to materials access as outlined in the PAM. A 1:1 ratio for manikins is preferred based on course details. A 1:6 instructor/student ratio is strived for and enrollment status must be carefully monitored and instructor/coordinators communicate regarding course length and student enrollment. If a 1:6 ratio can not be maintained additional time must be added to the course so as to follow all AHA procedures and guidelines for the class. This information is subject to periodic updates to adhere to the PAM.

4. The TC will teach an adequate number of Instructor courses to ensure the development of  new instructors to support the training center growth and its mission, and of the AHA. All potential instructors will be reviewed and interviewed by the TC Coordinator (or designated staff) before acceptance. All instructors must agree to follow AHA and TC policies. TC shall offer instructor courses at least quarterly or as needed.

5. The TC will provide TCF/RFs to monitor new and renewing instructors and to help  facilitate updates. All instructors will be monitored no less than one time per year by approved faculty or staff. All reviews will be documented in learning management software. Instructors may or may not be notified of review prior to a course.

6. All TC/AHA updates and necessary Instructor paperwork will be made available for  instructors to read/download during each review, when accepted and if applicable at the TC website and via E-mail communication.

7. Only the 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/TS/Instructor has adequate resources to complete the contracted program requiremensincluding staff, equipment and budget.

10. The appropriate course card is issued to every student who successfully completes an AHA course as outlined in the PAM.

11. The required equipment is used in every course and is clean and in good working order per AHA, manufacturer and TC guidelines/policies.

12. TC records are complete and filed properly according to the guidelines in the Program  Administration Manual. Instructors and Training Sites are also responsible for keeping  copies of instructor records and course records as required.

13. All TC courses will automatically have an electronic evaluation E-mailed to all students and will be reviewed by the TC Coordinator or delegate. Training Site Instructors must issue and submit course evaluation summaries to the TC after teaching. The TC will review these evaluations and issue feedback & mentoring to instructors as necessary.

14. HeartCert uses the reporting system “MyTASystem” for documentation of classes. All affiliates will be granted access to this program and be required to submit course documents, rosters, etc through this program so that it is readily accessible for review by TC staff.

HeartCert reserves the right to attend any course taught by an AHA instructor aligned with their TC for the purpose of monitoring instructors and ensuring all AHA requirements are met while ensuring quality delivery of classes. HeartCert will allow access to the AHA and RF to conduct course and administrative reviews as requested as well in the interest of quality assurance. All affiliates will agree to this policy.

I acknowledge receipt and understanding of this policy. I agree to adhere to the rules within and to all American Heart Association Standards:

Instructor/Training Site:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_