

May 2006

TO: Atlantic Territory Training Network
(VA, NC, SC, MD, DC, PA, & DE Regions)

CC: Michael Mooney, (Acting) Territory Director
Mark Walker, NC & VA Regional Manager
Darlene Lynch, SC Regional Manager
Michael Mooney, EPA/DE Regional Manager
Gregory Widmer, PA Regional Manager

FROM: Shawn Diallo, ECC Service Center Manager
Email: shawn.diallo@heart.org

**Please share this
information with your
instructors!!**

Wendy Joiner, Service Center Associate
Email: wendy.joiner@heart.org

American Heart Association ECC Service Center – Glen Allen
4217 Park Place Court
Glen Allen, VA 23060
Phone: 888-CPR-LINE (277-5463)
Fax: (804) 965-6437

SUBJECT: ECC Monthly Update

HEARTSAVER PRODUCTS AVAILABLE MAY 31st

The Heartsaver and Family & Friends products line, including manuals, videos and posters, will be available for purchase from all ECC Material Distributor on *Wednesday, May 31st*. Announcements for all the new Heartsaver and Family & Friends products were released last month and are also located on the Instructor Network under the “AHA Courses” column.

HEARTSAVER SKILLS TESTING CHECKLISTS

Heartsaver Skills Testing Checklists, Answer keys for the HS Workbooks, course agenda's, updated child safety tip sheet, etc. can be found on the Heartsaver Instructor CD and in the Heartsaver Instructor's manual.

IMPORTANT - HEARTSAVER EXAMS & TESTING (Applies to all HS COURSES w/ the exception of HSFA)

CPR requires hands on practice for knowledge transfer; therefore, the testing of CPR and AED skills will be based on hands-on performance. The ***new testing model*** for CPR and AED, the Objective Skills Testing Instrument, focuses on skills evaluation and acquisition. Since CPR is not a cognitive skill, a written, cumulative test **will not be used** to evaluate skill acquisition in the CPR and AED portions of the Heartsaver courses. This change will increase the time available for practice and evaluation of student CPR and AED skills. The goal of this change is to help ensure that students can perform these skills rather than just answer questions about them in a test.

IMPORTANT-- HSFA TESTING

How will First Aid knowledge and skills be tested?

First Aid knowledge will be tested in the following manner:

- Test questions for adult and pediatric first aid will be integrated into the student workbook. **There will be true/false and fill-in-the-blank questions at the end of**

each section of the workbooks for Heartsaver First Aid and Heartsaver Pediatric First Aid (less than 30 questions in all).

- To conduct the testing, the instructor will pause the video at the end of each section and instruct the students to answer the questions for that section in their workbook.
- The instructor will then discuss with students the correct answers to the questions (answers will be given to the instructor in an annotated answer key).
- During the testing, the instructor will ensure that students are gaining cognitive and skills knowledge.
- The instructor will provide feedback and remediation during the testing portions of the course.
- The instructor will not be required to record the students' scores or collect their answer sheets.

NEW "2006" COURSE MATRIX

A new course matrix reflecting the 2006 BLS courses has been released! This handy tool not only gives course and intended audience descriptions but it also specifically lists the products required for each course. The 2006 course matrix is attached to the ECC Monthly Update email as well as located on the Instructor Network under the AHA Courses column.

REVISED CORE INSTRUCTOR COURSE TRAINING MEMO

TC Coordinators and Regional Faculty were emailed the revised Core Instructor Course Training Memo earlier this month. The revised memo states that the AHA Core Instructor Course will be used to train all new instructors after October 1, 2006.

Current Instructors are no longer required to complete the Core Instructor Course unless they fall into one of the following categories:

- Are adding a discipline (i.e. a BLS Instructor adding ACLS Instructor status)
- Are identified as having documented deficiencies in either skills or required knowledge of course curricula
- Are a current National Faculty, Regional Faculty or Training Center Faculty member
- Are being appointed to Training Center Faculty

National Faculty, Regional Faculty and Training Center Faculty must complete the Core Instructor Course before they can teach that course or the discipline specific module of the new Instructor course but no later than June 30, 2007.

While the requirement that all Instructors must go through the Core Instructor Course has been lifted, a TC Coordinator could choose to require that all Instructors aligned with their TC complete the course. The Core Instructor Course is a valuable tool for all instructors—both current and new. It will be an excellent way to strengthen current

Instructors skills and help improve the delivery of AHA science education during AHA courses. This revised Training Memo as well as all other memos is posted on the Instructor Network under the "My Instructor Information" tab.

To date the Service Center does not have a release date for the Core Instructor Course or the discipline specific modules. As soon as we receive any new information, we will be sure to pass it along to the training network. **Please continue to utilize the existing AHA method for teaching NEW instructor courses making sure to incorporate the new G2005 science until the Core Instructor Course is available.**

AHA INSTRUCTOR NETWORK -- <http://www.ahainstructornetwork.org>

The network is up and running and they have worked to address any issues that the training network has had with connectivity. If you are still experiencing issues send an email directly to ahainstructornetwork@heart.org or contact the Service Center for additional guidance.

The following items have been addressed and the following changes will be implemented:

- ♥ Forgotten User Name and Password – Note when the network opens up and you have forgotten one or both of these items all you need to do is click on the upper right (SIGN-IN Box) and click on the link that states “**Forgotten User Name and Password?**” and complete the required info and it will send the info to the network and they will reset the login and password for you.
- ♥ TCCs will be receiving an email letting them know that if they received information for 2 accounts, they should be using their TCC account information. The other account is an Instructor account (they most likely included their name on the pre-approvals list so it was entered twice), and they should allow that account to expire.
- ♥ We are extending the time that instructors have to register before they expire to 60 days.
- ♥ We are extending the amount of time before the TCC receives reminders that instructors are awaiting their confirmation, as well as the amount of time the TCC has to take action before their SC is notified. These actions will give them more time to get into the system and get familiar with the confirmation process.

WELCOME TO THE NEWLY EXPANDED GLEN ALLEN SERVICE CENTER! ☺

In our continuing efforts to improve customer service to our ECC training centers, ECC committee and faculty volunteers, and stakeholders, ECC has consolidated all Service Center operations for the Pennsylvania and Eastern Pennsylvania/Delaware regions into an expanded ECC Service Center located in Glen Allen, VA. Due to this, effective June 1, 2006, the Glen Allen Service Center will now service the regions of VA, DC, MD, NC, SC, PA, & DE. [This decision will not impact the role of Regional Managers in those regions who will continue to provide service and assistance at their usual locations.](#) The Glen Allen Service Center is managed by Shawn Diallo, Service Center Manager, and Wendy Joiner, Service Center Associate (*contact information is listed above*). An ECC Quick References Staff Contact & Function Sheet is attached which provides contact information for all AHA ECC field staff servicing the Atlantic Territory regions.

IMPORTANT REMINDER: ATLANTIC TERRITORY TCs WITH AHA TC AGREEMENTS EXPIRING JUNE 30, 2006!!

As you all know from previous communications from the Service Center, we are in the midst of the AHA TC Agreement Renewal period for some regions in the Atlantic Territory (VA, NC, SC, PA, & DE). Depending upon what region you're from, some TCs have already received their new AHA TC Agreements some time ago to be signed and returned to the Service Center for countersignature. Most TCs have complied and have sent their signed TC Agreements back to the Service Center to complete the renewal process, however as the June 30, 2006 expiration date quickly approaches for your current TC Agreement, we wanted to remind you that [it is extremely important that we have your signed TC Agreement prior to the expiration date in order for you to continue operating as an AHA TC.](#) If you're encountering any problems with this task or have special circumstances with your current TC Agreement that you want us to be aware of, please contact the Service Center or your region's Regional Manager for assistance. In other regions in the Atlantic Territory, the Service Center has sent AHA TC Automatic Renewal Notices as well which should be attached to your current TC Agreement as proof of renewal for the next renewal period. If you have received an AHA TC Automatic Renewal Notice, then the renewal process for your TC is completed. A large majority of NC, SC, and VA Region TC's current AHA TC Agreements are due to expire on June 30, 2006.

GENERAL LIABILITY INSURANCE WAIVERS

Per the Training Center Agreement (Section 9.3), Training Centers must obtain and maintain general liability insurance from a carrier rated A, VII or better. Most insurance waivers are only current for one year. To avoid having to remember about your insurance waiver every year, ask your insurance carrier to name the American Heart Association (attention: ECC Service Center) as a certificate holder. That way, the insurance carrier will send the Service Center a copy of your waiver every period. Just one less thing you have to worry about in your already busy days!

Self-insured and governmental Training Centers are prohibited by law from carrying general liability insurance. Therefore, these Training Centers will need to submit their last financial audits/statements of their self insured plan.

NEW PRODUCT RELEASES

There have been two product releases since the last ECC Monthly Update:

- Heartsaver AED Anywhere (80-1076)
- CPR-AED Wallet Card (80-1080)

These products will be available from the ECC Material Distributors on May 31, 2006. For your use, the Heartsaver AED Anywhere and CPR-AED Wallet Card product announcements are attached to the email.

2006 YEAR END TC ACTIVITY REPORTS

With summer comes warm weather, vacations and...year-end training reports! The TC Activity report template with instructions for completing the report have been sent to the TCs via email for each TC to complete and return to the Service Center. **Please make sure that you have a way to access your training center mail and/or TC Coordinator email to receive this important and required documentation.** The **deadline** to return your **2006 Annual TC Activity Report** to the Glen Allen Service Center is **July 19, 2006.**

REGISTER FOR ECCU 2006 INTERNATIONAL EDUCATION CONFERENCE & EXPOSITION

The next Emergency Cardiovascular Care Update (ECCU), scheduled for June 22-25, 2006 at Disney's Coronado Springs Resort in Orlando, FL, is quickly approaching. Many sessions, including the 2 half day, pre-conference sessions for ACLS Instructors to receive an ACLS rollout on new course curriculum. The ECCU 2006 Conference registration brochure is located in the spring 2006 edition of *Currents* or you can download it at www.citizencpr.org/ECCU_Conf_broch_Final.pdf.

VISIT OUR WEBSITES FOR THE MOST UP TO DATE ECC INFORMATION

For current instructor and course information please visit: <http://ahainstructornetwork.org> or www.americanheart.org/cpr. To keep up to date on all Guidelines information and view the web casts please visit: www.americanheart.org/eccguidelines.

ACLS, BLS, PALS, PROVIDER AND INSTRUCTOR COURSES

Let us send students your way!! To assist you in promoting your courses and to better meet the requests of the community, please share information with the Service Center, for upcoming provider and instructor courses at your TC or Site.

KEEPING COMMUNICATIONS FLOWING

One of the primary roles of the Glen Allen Service Center is to provide communications regarding anything dealing with ECC and AHA to the Training Network. It is very important that changes to RF & TCC contact information such as, email addresses, phone #s, fax #s, and mailing addresses be communicated immediately to the Service Center so as not to create gaps in communications that you receive from us.