Purpose:

This policy is to ensure the TC at West Des Moines EMS provides constant quality education and service to its course participants and its instructors. The TC at West Des Moines EMS will ensure quality and quality improvement through the following steps:

- Current information will be provided in all West Des Moines TC Courses.
- Current AHA examinations and materials will be used by all instructors in every course conducted by the West Des Moines EMS TC.
- All AHA updates will be provided to the instructors aligned with West Des Moines EMS TC within 30 days with appropriate education and training taking place within that time.
- All AHA updates received will be forwarded via e-mail to instructors within 5 business days of receipt by the TC. All instructors will maintain a current e-mail address with the TC to receive these updates.
- Instructors are encouraged to subscribe to Currents. They can subscribe online at www.americanheart.org/cpr. Files of currents are kept on the Shared drive under the CPR Program folder.
- The West Des Moines EMS TC will provide updates through the department newsletter, department meetings, and annual updates at refresher training.
- The West Des Moines EMS TC will monitor each instructor yearly.
- The West Des Moines EMS TC will provide personal feedback to instructors to optimize their instructing competence. Information will be obtained from course evaluation summaries, monitor forms, direct observation and adherence to TC policies.
• West Des Moines EMS TC will provide annual opportunity to renew instructor certification with qualified Training Center Faculty.
• West Des Moines EMS TC will provide the most current materials to all instructors to ensure current AHA core content is taught in all courses.
• Course cards and written examinations will be kept in a secure location. The door shall remain locked and only the TC Coordinator, TC Faculty and Instructors will have access to the cards and written examinations.
• West Des Moines EMS Association and various grants will provide adequate funding to the West Des Moines EMS TC to continue to provide CPR/AED courses to the community of West Des Moines.
• A group of PRN instructors has been established to assist the West Des Moines EMS crew with courses. This is designed to ensure adequate numbers of instructors for courses. The PRN instructor program will be continuously monitored to ensure it is functioning adequately or whether staff needs to be increased.
• PRN instructors will be monitored more frequently in the first six months to ensure the quality West Des Moines EMS TC wishes to provide.
• West Des Moines EMS TC will conduct a quarterly review of course equipment to ensure adequate amounts of equipment and to ensure proper functioning of equipment. Equipment will be replaced on an as needed basis. If it is decided more equipment is necessary it will be ordered on an as needed basis.
• Enough manikins, masks, AED’s and airway equipment and disinfectant wipes will be provided at each station to allow 3 people to function at each station.
• Instructors will check equipment before and after each course to ensure proper functioning.
• Proper training on issuing course cards will be provided to every instructor. Updates regarding changes to cards will be provided to every instructor within 30 days of the TC being notified of the change.
• The appropriate card will be issued to each student successfully completing a course provided by the West Des Moines EMS TC.
• All instructors will be educated and updated on current course paperwork and how to properly complete all required paperwork for the course. The TC will ensure all appropriate paperwork is received for each class within 30 days of the course completion.
• The TC will maintain proper filing of all course records (paperwork).
• Annually a review team will meet to discuss updates and their impact on the program, review staffing issues, review statistics and find resolutions to any problem areas identified.
• The TC will maintain a roster of all participants in courses offered by the TC. The TC will monitor the trends in the number of participants in TC courses throughout the year and provide a comparative to other years.
• The TC monitoring sheet will be used as the primary tool to evaluate progress and performance of instructors aligned with the TC. The monitoring sheet will be the primary tool used to provide instructors with feedback on progress and performance.
• The TC provides a written dispute resolution policy. All instructors are provided access to the policy.
• All instructors will have on file an Instructor Orientation Checklist and a BLS-Instructor Agreement. A copy will be provided to the instructor at the time of signing. Instructor files will be reviewed at least annually to ensure accurate information.