

**Northwestern Medicine McHenry Hospital
Department of EMS
AHA COMMUNITY TRAINING CENTER
QUALITY ASSURANCE / DISPUTE RESOLUTION POLICY**

POLICY STATEMENT:

It shall be the policy of the Department of EMS, as a Community Training Center in affiliation with the American Heart Association-Illinois Affiliate, 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.

ACTION STEPS:

1. The CTC Coordinator will be responsible for the review of all AHA Course applications to insure the program is being coordinated in accordance with the guidelines established by the AHA-Illinois Affiliate.
2. Any program application, not in compliance with AHA guidelines, will be upheld for review. Administration of the program will not be approved until inconsistencies are corrected. The respective Affiliate Faculty will be included in the application review and revision, if necessary.
3. The CTC 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.
4. Instructors involved in presenting AHA programs through the CTC will be expected to forward program evaluations to the CTC coordinator for review. The CTC coordinator may 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 an Affiliate Faculty for review and resolution.
6. The CTC will work with Affiliate Faculty to present program updates for all levels of AHA Instructors to insure compliance with the current guidelines established by the National Center and the AHA-Illinois Affiliate.
7. Comments, complaints or suggestions presented by students or instructors participating in CTC programming, will be addressed by the CTC coordinator or Course Coordinator in a timely fashion, through written follow-up or direct conversation.

- 8. The CTC coordinator 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.**
- 9. The CTC my initiate random surveys of course participants and assisting instructors for feedback and suggestions regarding program offerings, for the purpose of program improvement.**

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