

Training Center

Compliance Policy

UnityPoint Health-Des Moines Training Center (UPHDM TC) is responsible for high quality courses. Instructors aligned with UPHDM are required to teach according to American Heart Association (AHA) standards, to behave in a professional manner, and to provide accurate documentation of courses. When instructors do not meet the standards set, the coordinator will initiate steps to ensure compliance. This may include corrective action for instructors.

Definitions:

Corrective Action - the process to communicate with an instructor in a constructive manner and counsel the instructor toward improved performance or conduct. To achieve the desired result, UPHDM TC utilizes progressive corrective action in most instances.

Revocation of AHA Instructor Status- the privilege of claiming instructor status, aligning with a TC, and issuing AHA course completion cards is no longer allowed. Any instructor whose status is revoked will no longer be considered aligned with UPHDM TC.

Three levels of progressive discipline are utilized and UPHDM TC reserves the right, depending upon the severity of any particular situation on a case by case basis, to move to any level of the corrective action process, up to and including revocation of instructor status.

Reasons for Instructor Status Revocation (PAM, pg. 33) include but are not limited to:

- Falsification of class records
- Non-adherence to AHA guidelines and curricula
- Producing or issuing non-AHA course completion cards
- Continued instruction that is inconsistent with AHA standards for the course/program after remediation by the Training Center Coordinator (TCC), Training Center Faculty (TCF), Emergency Cardiovascular Care (ECC) staff, or Regional Faculty (RF)
- Using non-AHA examinations or breaching security of AHA exams
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, ECC staff, or volunteers

Examples of instructor conduct or performance which may lead to corrective action are not exhaustive and other instances of unacceptable performance or conduct may also result in an instructor receiving various levels of corrective action, up to and including revocation of instructor status and alignment.

Instructors who are in a TCF role are considered role models and will be held to a higher level of accountability.

First Level: Documented Verbal Warning

The purpose of the documented verbal warning is to alert the instructor of the seriousness of the offense and the need for improved performance or behavior. Verbal warnings will be issued in person or by a phone call.

One copy of the documented verbal warning is given to the instructor and one copy is kept in the TC instructor's file.

Second Level: Written Corrective Action

The purpose of a written corrective action is to impress upon the instructor the seriousness with which UPHDM TC views the instructor's conduct and to put the instructor on notice of the need to correct the behavior. This level signifies failure to improve performance, continued or repetition of poor performance, and will be given in person.

An action plan will be developed with guidelines clearly outlining the expectation for the instructor. The action plan will have timelines included for the improvements and may include monitoring of the instructor by TCF at the instructor's expense. The consequences for not meeting the requirements within the time frame will be identified in the action plan.

The corrective action becomes a part of the instructor's personnel file in the TC and will be considered when considering the instructor for renewal eligibility. This action will be considered in determining appropriate corrective action in the future should the repetitive or unacceptable performance/behavior continue.

One copy of the second level corrective action with the action plan is given to the instructor and one copy is kept in the TC instructor's file.

Third Level: Instructor status revocation and TC alignment termination

The purpose of a third level written corrective action is to inform the instructor of the decision by the UPHDM TC for revocation of instructor status and TC alignment.

A third level written corrective action may result from an instructor failing to correct issues addressed in the action plan, or as a result of an offense of such a serious nature that a first occurrence results in this level of action.

An instructor will be suspended from teaching at the time of notification of the unacceptable event; however, no instructor will have their instructor status revoked at this time.

After review of the event, and if recommendations for revocation are advised by the Training Center Coordinator, a meeting with the instructor to discuss the event will be held and the instructor card is to be surrendered to the TC. (Instructor status revocation does not revoke provider card status-PAM pg. 33.)

The revocation letter will be given to the instructor and a copy will be placed in the instructor file as well as any terms for reconsideration of alignment at a later time.

An instructor who disagrees with the description of the performance or behavior in a written corrective action, or perceives himself/herself to have a valid explanation for the action (or lack of action) can refer to the dispute resolution policy for guidance.

The TC shall then report its decision to the Regional ECC Committee by submitting information via the AHA Account Manager. The Regional ECC Committee must then determine whether the instructor is eligible for active status or should have his or her instructor status revoked. Instructor records cannot be transferred until the Regional ECC Committee decision is finalized. Once the Regional ECC Committee finalizes its decision to revoke an instructor's status, the instructor card must be returned to the issuing TC or AHA (PAM, pg 33)

Once instructor status and alignment are revoked, the TC will deactivate the TC alignment on the Instructor Network.

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