



# Community Training Center

02775

## Claiming eCards

It can take anywhere from 10-20 business days for a student to receive their eCard. Paperwork is required to be to the training center no more than 10 business days after completion of the course. Once we receive the paperwork and eCard payment the training center had 10 business days to send out the eCard to the student. eCards are sent out in the order that we receive paperwork.

Students should be receiving the How to Claim Your AHA eCard document. This document provides step by step instructions on how to claim their eCard. This document also has a web address located near the bottom that allows students to search for their eCard (highlighted). Students should be instructed to go to this web address if they still have not received their eCard after 20 business days from course completion.

## Training Center Faculty Orientation

UnityPoint Health—Des Moines Training Center will be holding a Training Center Faculty Orientation in December. If you are interested in becoming Training Center Faculty for your area please contact Katie Dumermuth for more information. Minimum qualifications:

- Expert in your given teaching discipline
- Been an instructor for at least 2 years in that discipline
- Letter of recommendation from a current Training Center Faculty, Regional Faculty, or Training

## Course Evaluations

Course evaluations are no longer mandatory for provider courses but highly suggested if you have more than one instructor teaching. Students fill out an evaluation before they can claim their eCard. However, the evaluation is only for the lead instructor. If you have multiple instructors it is recommended that you have students fill out evaluations so the course director or lead instructor can monitor other instructors quality.

If you would like to see a report of your evaluation scores from the eCard system please contact Katie Dumermuth.

## THANK YOU ROBIN!

Robin Gilbert our Training Center Secretary will be retiring on August 3rd. Robin was with the Training Center for over 15 years! She will be greatly missed and takes with her a great wealth of knowledge. We wish Robin the best of luck in her retirement and thank her for her years of service!

Please continue to send all course paperwork to the CTC e-mail. All questions can be directed to Katie Dumermuth.

UnityPoint Health-Des Moines CTC  
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Des Moines, IA 50309

Office hours:  
Mon-Fri 8 am - 4:30 pm

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## Website

**Website link:** <http://www.unitypoint.org/desmoines/ih-dm-training-center.aspx>

### Policies:

Two policies have been updated on the UnityPoint Health—Des Moines Training Center webpage. Both policies reflect the changes in Heartsaver card price that was put in to effect 10/2017 and also the move to using eCards.

- Card Fee Policy - <https://www.unitypoint.org/desmoines/filesimages/Education%20Center/Training%20Center/Policies/2018/Card%20Fee%20Policy%202018.doc>
- Course Card Management Policy - <https://www.unitypoint.org/desmoines/filesimages/Education%20Center/Training%20Center/Policies/2018/Course%20Card%20Management%20Policy%202018.doc>

### Brochures:

All course brochures can be found on the main page of the website by clicking on the course name

## eCard Payments

Card payment must be submitted with the course paperwork. This allows the training center to send cards out to students in a timely manner.

If you have any questions please contact Katie Dumermuth.

## Feedback Devices

The AHA is making the use of feedback devices for **ADULT CPR** mandatory January 31, 2019. These devices need to provide audio **OR** visual feedback. If you have any questions regarding feedback devices please contact Katie Dumermuth.

## Community CPR

Don't forget to continue to spread the word to your community through Hands Only CPR classes!! Please read the story below of one of the UnityPoint Health nurses performing CPR on July 4th!

**Victoria Borges, RN, MSN, manager of Powell 4 and Younker 5, was enjoying the Urbandale 4th of July parade last week with her family when an emergency occurred. She heard a thud behind her and turned to see a woman had fallen on the sidewalk. The woman was breathing, but was very pale and struggling to talk. Shortly, her pulse was lost and she started to turn blue. Victoria quickly reacted and jumped in to do chest compressions and told her husband to get the police to help. Luckily it was the end of the parade – police and EMS were nearby with an AED. After two rounds of compressions, the AED arrived and EMS personnel shocked her and took over CPR. But Victoria wasn't done. She took the time to sit down with the woman's 8-year-old daughter and husband to explain what was being done and what would happen when she got in the ambulance and arrived at the hospital.**

