

Training Center

Quality Assurance - Performance Improvement Policy

UnityPoint Health-Des Moines Training Center (TC) is responsible to monitor course quality and compliance with AHA polices and guidelines.

1. Course Quality

The course evaluation summary will be submitted with the course paperwork following the course. Any training location that has a poor rating will be considered not in compliance with this quality indicator. The training locations that are not in compliance will have a site visit by a Training Center Faculty member with follow-up recommendations.

2. Training Location Visits

Visits to training locations aligned with UnityPoint Health-Des Moines TC will be completed by the TCC with documentation of these visits and recommendations given. Copies of these visits can be obtained by the training location upon request.

3. CTC Review

The UnityPoint Health-Des Moines TC is reviewed for compliance with AHA policies and procedures every two years. This is in accordance with the AHA Training Center Agreement.

Date last review:	3/2008	3/2009	3/2010	11/2011	1/2013	12/2014		
Reviewer initials:	wg	dd	dd	dd	dd	Ctc		
Changes made:	yes	no	yes	yes	yes	no		