

# MILITARY TRAINING NETWORK ADMINISTRATIVE HANDBOOK

2018



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## MESSAGE FROM THE DIRECTOR

The Military Training Network (MTN) is committed to delivering quality resuscitative medicine education through American Red Cross programs across the Department of Defense (DoD). With this commitment in mind, the MTN Administrative Handbook was extensively revised to align with current Red Cross standards, guidelines, and operations. This edition (9th Edition – October 2018) supersedes all previous editions.

The 2018 MTN Administrative Handbook revision includes many updates for training site program management. Highlights include:

- Transition to Red Cross
- Reinstatement of the BLS/ACLS/PALS renewal challenge option
- BLS renewal in ACLS/PALS
- BLS renewal course
- TS Course Requirements now require a minimum of 4 provider courses and 2 instructor courses in a 24 month period
- 3 students minimum to hold any course
- Instructor renewal credit for BLS taught in ACLS/PALS capped a 1 per renewal period and no monitoring authorized
- Elimination of BLS Semi-Annual Report

The handbook is prepared by the MTN and made available online to all affiliated TS to assist in the smooth, effective management of BLS, Lay Responder First Aid Adult and Pediatric FA/CPR/AED, ACLS and PALS.

This handbook can be found at our website: <http://www.usuhs.edu/mtn>. Periodic updates and information on MTN programs can also be located at this website.

I would like to personally thank all Program Directors (PD), Administrators (PA), Training Site Faculty (TSF), and Instructors for their dedication to delivering quality resuscitative medicine education. Your efforts keep our warfighters ready.

JON A. SINCLAIR, Lt Col, USAF, NC  
Director, Military Training Network  
Uniformed Services University

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## TABLE OF CONTENTS

<b>Chapter 1 – The Military Training Network</b>		
1-1	MTN Mission	Page 8
1-2	MTN Vision	Page 8
1-3	MTN Purpose	Page 8
1-4	MTN Goals	Page 8
1-5	Purpose of The Administrative Handbook	Page 9
1-6	Structure of the Military Training Network (MTN Staff)	Page 9
1-7	Training Sites	Page 12
1-8	Satellites	Page 12
1-9	Who May Participate in MTN Programs	Page 12
1-10	Contractors	Page 12
1-11	Volunteers	Page 13
1-12	Red Cross	Page 13
1-13	Red Cross Program Administrative Manual	Page 14
1-14	Administration of MTN Programs	Page 14
1-15	Red Cross Instructor Network	Page 14
1-16	Contacting the MTN	Page 15

<b>Chapter 2 – Training Site Administration Management and Operations</b>		
2-1	Training Site Responsibilities	Page 17
2-2	Affiliating with the MTN	Page 18
2-3	Re-Affiliation	Page 19
2-4	Dis-Affiliation	Page 19
2-5	Suspension	Page 20
2-6	Temporary Hold	Page 20
2-7	Dispute Resolution	Page 21
2-8	Training Site Administrative Binder	Page 22
2-9	Training Site Reviews	Page 23
2-10	Maintenance of Program Records	Page 23
2-11	Controlled Items	Page 23
2-12	Instructor Records	Page 23
2-13	Continuing Education (CE)	Page 23

<b>Chapter 3 - Administration of Resuscitative Medicine Courses</b>		
3-1	Red Cross Courses Available through the MTN	Page 24
3-2	MTN Course Criteria	Page 25
3-3	Psychomotor Skills Evaluations	Page 26
3-4	Written Examinations	Page 26
3-5	Remediation	Page 27
3-6	Instructor to Student Ratio	Page 28
3-7	MTN Provider Courses	Page 29

3-8	Provider Renewal	Page 31
3-9	Red Cross Instructor Courses (discipline-specific)	Page 31
3-10	Instructor Renewal	Page 33
3-11	Training Site Faculty Renewal	Page 34
3-12	Computer Based Training (CBT) /eLearning Systems	Page 35
3-13	BLS Review Courses	Page 37
3-14	Deployment, TAD/TDY, Special Circumstances	Page 37
<b>Chapter 4 – Position Descriptions, Duties and Responsibilities</b>		
4-1	Training Site Staff	Page 38
4-2	Administrative Separation of Duties	Page 38
4-3	Program Director	Page 38
4-4	Training Site Faculty	Page 41
4-5	Program Administrator	Page 42
4-6	Instructor	Page 44
4-7	Course Director/Lead Instructor Orientation	Page 45
4-8	Revoking Instructor Status	Page 46
<b>Chapter 5 – Course Materials and Equipment</b>		
5-1	Course Materials	Page 47
5-2	Infection Control	Page 47
5-3	Equipment Familiarization and Decontamination Training	Page 47
5-4	Non-AHA Material/Information	Page 48
5-5	Copyright of AHA Materials	Page 48
<b>Chapter 6 – Reports</b>		
6-1	Reports	Page 49
6-2	Basic Life Support Post Course Reports	Page 49
6-3	BLS/ACLS/PALS Annual Reports	Page 49
6-4	AHA/MTN Advanced Programs Post Course Reports	Page 49
6-5	Annual Report Delinquency	Page 50
<b>Chapter 7 – Red Cross/MTN (Digital Certificate) Course Completion Cards</b>		
7-1	Course Completion Digital Certificates	Page 51
7-2	Expired Certificates	Page 51

<b>Chapter 8 – Training Site Reviews</b>		
8-1	Quality Assurance	Page 51
8-2	Training Site Reviews	Page 51
8-3	Training Site QA Responsibilities	Page 52
8-4	Self-Assessment Reviews	Page 52
8-5	Administrative Site Review	Page 53
8-6	Course Monitoring Review	Page 54
8-7	Scoring and Remediation	Page 55
8-8	Scheduling Training Site Reviews	Page 56
<b>APPENDIX</b>		
Glossary of Terms References		

## **CHAPTER 1: THE MILITARY TRAINING NETWORK**

### **1-1. MTN Mission**

The DoD Health Council established the Military Training Network in 1982. The MTN is organized under the Uniformed Services University of the Health Sciences (USUHS) in Bethesda, Maryland. The MTN has recently transitioned to employing resuscitative training curriculum provided by the American Red Cross, who has been a partner of the military for over 100 years. The addition of Red Cross training to MTN is a step in the already strong partnership between the military and Red Cross. The mission of the MTN is to develop and implement policy guidance, and ensure compliance with curriculum and administrative standards for resuscitative training programs for uniformed service members, and DoD affiliates worldwide. MTN's tri-service staff provide specific service expertise, worldwide coordination of programs, central record keeping, and ensures national resuscitative and trauma medical organizations are aware of military medicine's unique requirements.

The mission of the MTN is twofold:

- Develop and implement policies for executing/sustaining DoD resuscitative medicine training programs
- Provide curricular and administrative oversight to a worldwide network of DoD Training Sites (TS)

The MTN oversees the implementation of Red Cross resuscitative training programs to support the needs of the service members and Department of Defense affiliates worldwide.

### **1-2. Vision**

MTN seeks to increase DoD medical readiness, both in garrison and in combat, while reducing administrative costs.

### **1-3. MTN Purpose**

TSs are authorized to conduct their own self-sustaining resuscitative medicine training courses in accordance with (IAW) MTN and Red Cross guidelines. MTN affiliated TS offer cost-effective training compared to premium costs charged by civilian training programs. TS have expert faculty, administrative support, equipment and supplies. Local control of resources affords training sites optimum flexibility to sustain a qualified, competent, and ready workforce. The MTN maintains oversight of centralized record keeping which permits our highly mobile workforce to maintain transferable qualifications. This enables consistent, quality training while reducing the need for re-training due to change of duty station.

### **1-4. MTN Goals**

Maintain the integrity and standards of the Red Cross and the DoD. Ensure TS comply with Red Cross Guidelines through administrative site visits (ASV), course monitoring, and record audits. Provide excellent customer service in a timely manner. Promote quality resuscitative medicine training for Soldiers, Sailors, Airmen, Marines, and DoD employees to enhance adult learning.

MTN notifies TS of changes to Red Cross guidelines, approved equipment and training aids to improve training outcomes.

### 1-5. Purpose of the Administrative Handbook

This handbook is a compilation of standards and administrative guidelines for use by the TS. Red Cross training publications supplement this handbook. The MTN reserves the right to adapt Red Cross guidelines, with concurrence of Red Cross, to meet the unique requirements of its personnel. All MTN affiliated TS must adhere to the policies and procedures described in this handbook. Contact the MTN if you have any questions concerning the handbook. The final interpretation authority is the MTN Director and USUHS Department of Military and Emergency Medicine Vice Chair for Education.

### 1-6. Structure of the Military Training Network

The MTN is organized under the DoD, the Assistant Secretary of Defense for Health Affairs (ASD[HA]), and Uniformed Services University of the Health Sciences (USU). The following diagrams illustrate the structure of MTN.

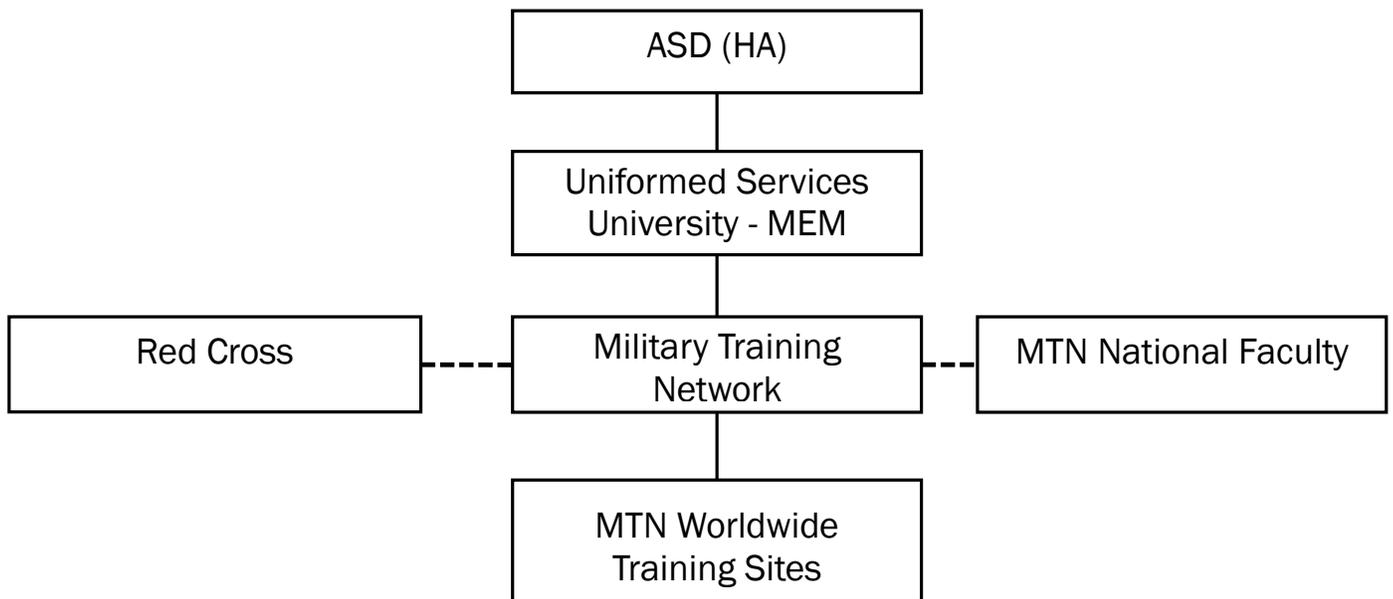


Fig 1-1: Structure of the MTN in regard course content

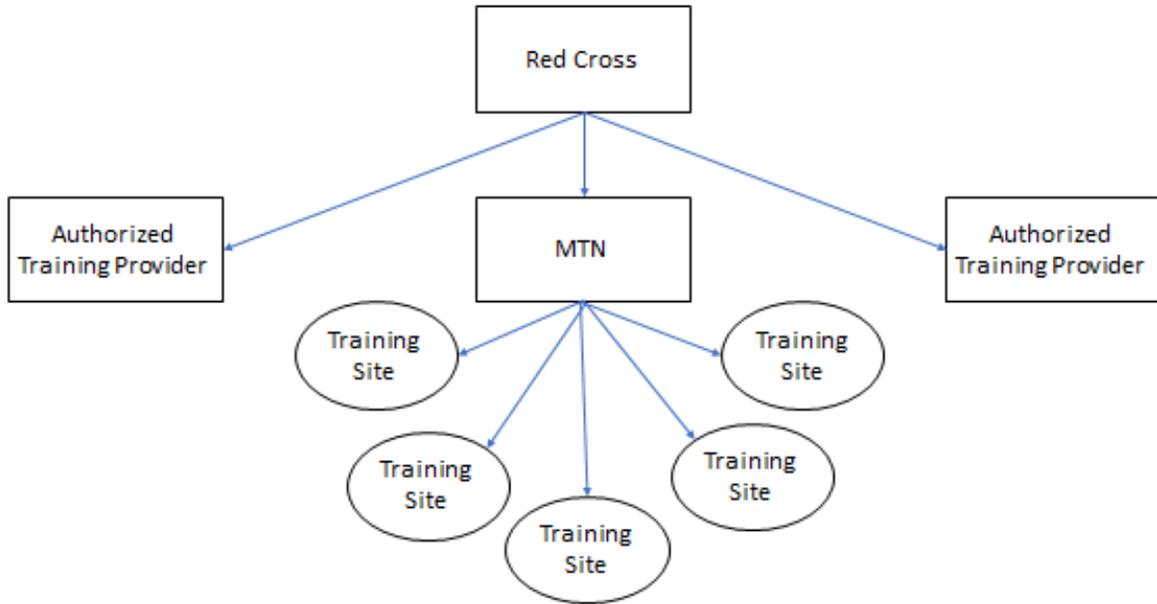
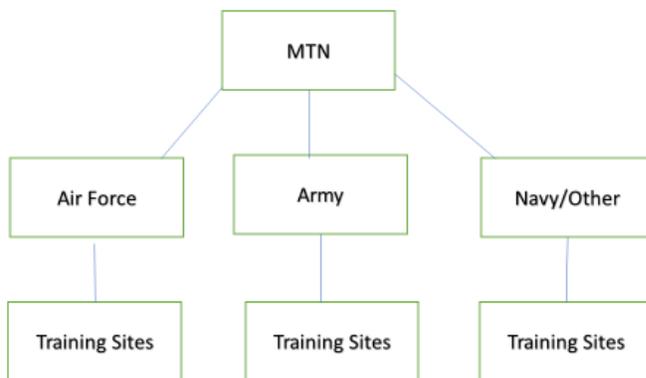


Fig 1-2: Red Cross Learning Center MTN Organizational Structure



MTN’s relationship within the Red Cross Training Network

The MTN staff is composed of Tri-Service military and DoD civilian personnel. They provide service specific expertise, quality assurance, worldwide coordination of training programs, and maintain oversight of centralized record keeping.

### **MTN Director**

The MTN Director is responsible for leadership and management of resuscitative medicine training programs for the uniformed services. The director, along with the appointed National Faculty (NF), serve as the conduit between affiliated TS, MTN, and Red Cross. The director ensures quality improvement of the MTN programs to include Administrative Site Reviews (ASR), course evaluations, and self-assessments. The director oversees organizational and planning duties for MTN participation in national conferences. In turn, this creates and sustains partnerships with military and civilian professional organizations, and national affiliating bodies.

### **MTN Non-Commissioned Officer in Charge (NCOIC)**

The NCOIC is the senior enlisted advisor to the MTN Director, as well as secondary point of contact for all programs. The NCOIC oversees daily operations of the MTN and the activities of the Program Managers.

### **MTN Program Managers**

Program Managers are the primary liaisons between Red Cross and the affiliated TS. They are administrative subject matter experts in the individual programs, and provide oversight to TS.

### **MTN Management Assistant and Information Manager**

The Management Assistant and Information Manager oversee correspondence, publications, directives, data collection, and analysis. They provide comprehensive customer service, and administrative support to the MTN, USUHS, Red Cross, and affiliated training sites.

### **National Faculty (NF)**

The Surgeon General (SG) for each branch of service appoints MTN NF. The NF are the science-based subject matter experts and represent the MTN on various committees. Each service appoints a NF for the basic life support (BLS), advanced cardiac life support (ACLS) and pediatric advanced life support (PALS) programs. An individual may concurrently serve as the NF for more than one program.

MTN NF must be appointed as TSF. MTN NF may be aligned as an instructor with any MTN or Red Cross TS.

## 1-7. Training Sites

MTN affiliated TS include Department of Defense medical facility. A TS offers Red Cross courses that adhere to certain training guidelines, needs of a facility, and integrity of digital certificate (replaced wallet cards), test security, and program delivery. A TS consists of the following components:

- MTN approved Program Director (PD)
- MTN approved Program Administrator (PA)
- A minimum of *two* MTN approved TSF (PD and PA could be these two TSFs)
- Qualified Red Cross instructor staff/cadre (Could also be the PD and PA)
- Red Cross teaching materials including textbooks and videos (current and approved)
- All required teaching equipment
- Adequate classroom space including secure equipment storage area(s) as defined by service regulations
- Administrative space for program records maintenance

## 1-8. Satellites

A satellite is a geographically separated unit within a *100 mile* radius that is supported by a designated TS. A satellite cannot exist as a stand-alone affiliated site because it lacks *one or more* of the TS requirements. Satellites conduct courses with approval from their TS. Satellites rely on their TS for supervision, instructor support, materials, and/or equipment. The TS is responsible for maintaining copies of program records for courses taught at its satellite(s). TS is responsible for conducting a satellite site review at a minimum once in a 2 year period. TS and satellite programs may be from different organizations; hence, coordination between Commanders and Commanding Officers (or equivalent) is necessary to create and sustain the association. The MTN recommends that TS and satellite units create and sustain a formal Memorandum of Understanding (MOU) for sustainment. A TS does not have to accept satellites; this usually is contingent upon TS resources and mission capabilities. Units or organizations interested in becoming a satellite may contact the MTN for assistance in locating nearby TS or visit our website for lists of affiliated BLS/ACLS/PALS sites. To locate a MTN affiliated TS, go to [www.usuhs.edu/mtn](http://www.usuhs.edu/mtn) and under "Quick Links" click on the relevant ACLS, BLS, or PALS link, under "Sites Updated."

## 1-9. Who May Participate in MTN Programs

MTN provides mission essential training to Department of Defense personnel or those contracted as employees of a DoD medical facility subject to certain terms. MTN affiliated TS do not have open enrollment or provide training to the civilian community (with the exception of community outreach programs). In accordance with (IAW) MTN agreements with the Red Cross, persons who are not direct employees (e.g. military dependents, retirees, contractors, volunteers etc.) are not eligible for MTN sponsored training. **See below for specific guidance on contractor and volunteer training.**

## 1-10. Contractors

DoD standard contracting assumes the government is procuring a fully trained individual or service. The MTN solicited the official determination regarding training contract employees from the Chief, Policy and Compliance of the MEDCOM Health Care Acquisition Activity, the experts in health care contracts. The requirements for contractor employees are addressed in the contract. If a Red Cross course is a position requirement this should be stated in the contract. It is the responsibility of the contractor to ensure their employees/subcontractors receive and maintain training. The government only provides training to contractor personnel if the training is unique to the government (CHCS, PD2, local procedures). Contract employees are required to obtain and maintain all licenses, certifications, and training that are a requirement of the position they hold.

Under certain circumstances (**OCONUS and/or remote locations that are in areas not supported by local Red Cross training**) or when it is in the best interest of the government, commanders may authorize contract employees to receive MTN training; the contract must stipulate that the purchaser (e.g., medical treatment facility) provides the training. The contract must also stipulate the specific training (e.g. BLS, ACLS, PALS) to be accomplished. A copy of the contract must be attached to the Course Record available during an Administrative Site Review or as requested by MTN.

*To reemphasize, DoD contract employees are not to receive Red Cross training sponsored by MTN, or digital certificate, unless the contract specifically states that such training will be provided by the DoD organization.*

## 1-11. Volunteers

The TS Commander/Commanding Officer may authorize training for facility volunteers who are otherwise ineligible if the situation dictates. Volunteers must be approved and enrolled in the facility's volunteer program. A Memorandum for Record authorizing volunteer training must be endorsed by the TS Commander/Commanding Officer and maintained in the TS administration binder.

A volunteer who is approved to be trained by the TS Commander/Commanding Officer should receive a locally generated memorandum of training. Red Cross volunteers will first attempt to obtain training from Red Cross. If such training is not available, the TS may provide training to Red Cross volunteers.

## 1-12. AHA-to-Red Cross Instructor Transition

There is a simple process in place for conversion from AHA instructor to Red Cross instructor. The initial transition of AHA Cardiopulmonary Resuscitation (CPR) instructors to MTN/Red Cross instructors will be accomplished through an instructor bridge process by the TS completing the following steps:

- Must present a valid AHA Instructor Card in the discipline
- Align with an MTN TS

- Complete the Red Cross Instructor bridge process detailed in the Basic Life Support for Healthcare Providers Instructor Bridge document.

Upon completion of the above requirements, an email will be sent to instructor with the appropriate instructor certification. An individual who wishes to maintain both Red Cross and AHA instructor status must satisfy the requirements of both organizations. AHA courses do not constitute or take the place of Red Cross courses to meet MTN/Red Cross instructor teaching requirements.

### 1-13 Red Cross Training Provider Resource Guide

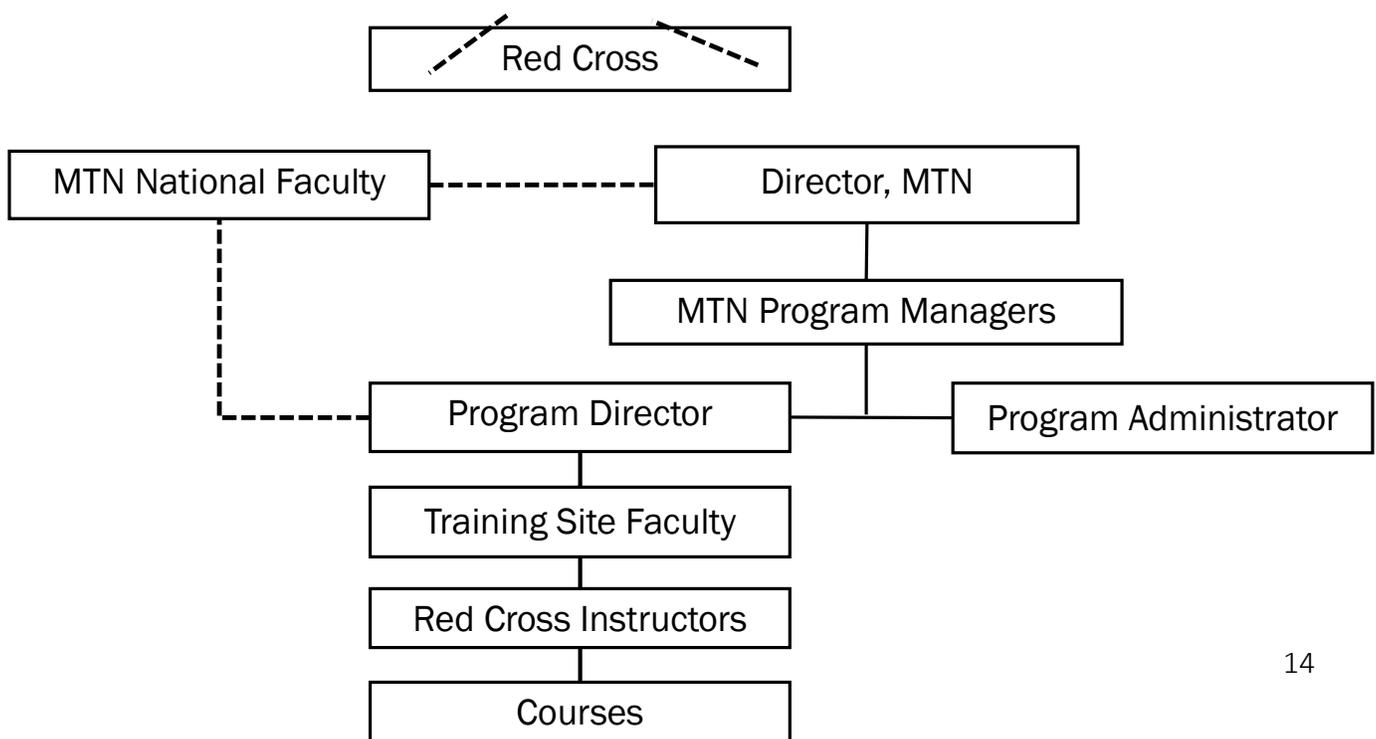
The Red Cross publishes a Training Provider Resource Guide (TPRG) that describes the management of its resuscitative medicine programs. The organizational structure of the MTN differs from other Red Cross Training Providers, therefore, MTN training sites cannot exclusively use the Red Cross TPRG, but the guidelines in this handbook. The Red Cross TPRG is a supplemental reference, and not required for TS management.

### 1-14. Administration of MTN Programs

The TS (Commander/Commanding Officer) maintains responsibility for the program and nominates discipline-specific Program Directors (PD). PD appoints the Program Administrator (PA) and manages instructor cadre. The TS receives administrative oversight from MTN Program Managers and the MTN Director. MTN NF members provide expert guidance to the TSF. Below is the organizational structure for the MTN/Red Cross Programs.

### 1-15. Red Cross Instructor Network

MTN PDs and instructors are expected to register with the Red Cross Learning Center and Instructor’s Corner (LMS) [www.instructorscorner.org](http://www.instructorscorner.org). Any TS that has accessibility issues with the Red Cross LMS must contact MTN for guidance. MTN will process and send new PD nominations directly to Red Cross. PDs must allow *two to four weeks* for Red Cross to grant



Learning Center Coordinator roles. **PDs and PAs must contact MTN with any questions or concerns prior to contacting Red Cross.**

**1-16. Contacting the MTN**

TSs are assigned to a specific Program Manager for administrative support. **Units must contact their Program Manager with any questions or concerns prior to contacting Red Cross.**

Main Phone Number: 210-808-4484                      DSN: 420-4484  
 Fax Number: 210-808-4470                              DSN: 420-4470  
 Organizational E-mail: [mtnreports@usuhs.edu](mailto:mtnreports@usuhs.edu)  
 Website: <http://www.usuhs.edu/mtn>

MTN Director	Comm 210-808-4484	DSN 420-4484
MTN NCOIC	Comm 210-808-4482	DSN 420-4482
Senior Program Manager	Comm 210-808-4481	DSN 420-4481
ACLS Program Manager	Comm 210-808-4478	DSN 420-4478
Air Force BLS Program Manager	Comm 210-808-4477	DSN 420-4477
Army BLS Program Manager	Comm 210-808-4475	DSN 420-4475
Navy BLS Program Manager	Comm 210-808-4480	DSN 420-4480
PALS Program Manager	Comm 210-808-4476	DSN 420-4476
Information Manager/Webmaster	Comm 210-808-4479	DSN 420-4479
Management Assistant	Comm 210-808-4484	DSN 420-4484

**Electronic Correspondence**

The MTN employs electronic systems and the internet to improve services. The MTN requires PDs and PAs to have internet access, and a valid e-mail address on file with MTN. Notify the MTN as soon as possible if your contact information changes. Visit MTN’s webpage <http://www.usuhs.edu/mtn> to obtain the latest information, updates, news, and forms.

All correspondence to MTN must be submitted electronically (e-mail) to: [mtnreports@usuhs.edu](mailto:mtnreports@usuhs.edu). Forms submitted to MTN (e.g. PD, PA, TSF, Annual Reports, etc.) must be typed. In the e-mail "Subject line", note the TS unit name, program discipline (e.g. BLS, ACLS, PALS), and the purpose.

Examples:

- ***Subject: 00 MDG ACLS PCR 9SEP13***
- ***Subject: USA MEDACC 123 BLS FY13 Annual Report***

If necessary, the MTN Program Manager will contact the TS to correct discrepancies on submitted documents. Additional documents **must be submitted within *ten working days*** after contact.

#### **Mailing Correspondence:**

MTN distributes important documents by FedEx or US Military Postal Service mail (for overseas locales). Training sites must have a valid physical address and mailing address on file with the MTN to avoid delays in shipments.

The MTN Mailing Address:

Military Training Network  
USU Southern Region  
2787 Winfield Scott Road, Suite 220  
JBSA Fort Sam Houston Texas, 78234-7679

## CHAPTER 2: TRAINING SITE ADMINISTRATIVE MANAGEMENT AND OPERATIONS

### 2-1. Training Site Responsibilities

Training sites are organizations or units that affiliate with the MTN in order to provide one or more of the Red Cross training programs. The TS must possess all the criteria identified in this chapter and be able to conduct an independent and self-sustaining training program. A TS may support *one* or more satellite units within a *100 mile radius*. The TS role is to train personnel in Red Cross programs. Each TS is responsible for the following:

- Use and maintain current approved Red Cross training materials in its courses
- Ensure that course participants have the most current course materials for use before, during, and after the course
- Manage instructor affiliation and notification to Training Support Center (TSC) of change in training site affiliation or instructor information
- Update aligned instructors with the latest information on Red Cross courses, science guidelines, policies and procedures, and training bulletins and memos
- Offer courses to all eligible personnel (refer to *Chapter 1*)
- **Conduct a minimum of *four* provider and *two* instructor courses per 24 months**
  - Maintain an adequate number of instructors to meet the needs of its customers
  - Provide an adequate number of courses each year to allow the opportunity for instructors to maintain/renew their instructor status
- Maintain a current copy of the MTN Administrative Handbook (hard-copy/electronic version must be readily accessible)
- Perform program management and administration to include quality assurance of Red Cross courses
- Create and implement written, site specific policies and procedures that address the following (local policies must comply with MTN policies and standards):
  - Quality assurance (to include course and instructor monitoring)
  - Internal dispute resolution
  - Equipment maintenance and decontamination IAW section 5-3, MTN Handbook
  - Dissemination of instructor communications and updates
  - Administrative records maintenance
- Train instructors in the proper use and care of TS specific equipment
- Maintain a sufficient quantity of equipment as outlined in the respective instructor manual
- Control and issue/submit for the MTN/Red Cross course completion electronic certificates
- Maintain course records and submit reports/correspondence by the suspense dates
  - Submit all student rosters into Red Cross Learning Center within 10 days.
  - Submit ACLS/PALS Post Course Reports (PCR) to MTN *within 30 days*

- Instructor teaching records are maintained by the Red Cross system (AHA instructor folders must be maintained for 3 years per AHA requirements and then can be destroyed. Sites must maintain documentation of site specific training for instructors and course monitoring information on instructors which can be done in one central binder or location at the local site).
- Provide adequate support to designated satellite training locations. This includes conducting self-assessments every *two years* to ensure program compliance and submitting a copy to MTN
- Maintain internet access and valid contact information (e.g. TS telephone numbers, and email address for all TSFs, PD, PA, and instructors)

## 2-2. Affiliating with the Military Training Network

Department of Defense affiliates worldwide are encouraged to request affiliation with the MTN. Commanders/Commanding Officers are responsible for TS activities and adherence to MTN/Red Cross policies and procedures. Commanders/Commanding Officers must appoint a PD for each discipline (BLS, ACLS, PALS) to oversee program management.

BLS is the basic program requirement for a TS to request and maintain MTN affiliation. Advanced course programs will not be granted without a BLS program in good standing.

New affiliation requests are reviewed and processed by an MTN Program Manager and approved or disapproved by the MTN Director. The new program affiliation approval process may take approximately *six weeks* or longer during holidays or MTN reporting periods. The new affiliation package is available on the MTN website at: [www.usuhs.edu/mtn](http://www.usuhs.edu/mtn). The new affiliation package contains the following documents:

- New Affiliation Request Form
- Satellite List (*if applicable*)
- An agenda for each type of projected course
- Instructor List
- Training Site Faculty Nomination Forms (must have 2)
- Program Director Nomination Form
- Program Administrator Appointment Form
- Internal dispute resolution Memo (site specific)
- Equipment checklist signed by the Program Director and Program Administrator (*equipment checklist can be found on the MTN webpage*)

Submit completed documents to: [mtnreports@usuhs.edu](mailto:mtnreports@usuhs.edu). MTN requires all documentation to be typed and transmitted electronically (e-mail) and the subject line contain the TS unit name, program discipline and the purpose. In rare circumstances please contact the MTN to request a fax transmittal. The coversheet should include the name of the facility, person sending the fax, number of pages and contact number.

The MTN Program Manager will contact the unit upon receipt of the new affiliation request and/or to correct discrepancies on submitted documents, if needed. Additional documents **must be submitted within *ten working days*** after contact.

Upon approval the TS will receive the following:

- Welcome e-mail from the MTN
- Affiliation memorandum
- Program Director and Program Administrator appointment memoranda
- Appropriate Red Cross/MTN examination materials

**\*\*\*SITES WILL NOT TEACH COURSES UNTIL THE AFFILIATION REQUEST IS APPROVED AND THE TS RECEIVES THE ABOVE MATERIALS\*\*\***

### **2-3. Re-affiliation starting December 2019**

All TSs must renew their affiliation (re-affiliate) annually ***no later than 15 January***. This is accomplished by submitting a re-affiliation request. The request must be signed by the TS's Commander/Commanding Officer or equivalent, or must attach a By Direction Letter. Giving authorization to sign the report. Refer to *Chapter 5* for specific reporting instructions.

### **2-4. Disaffiliation**

A TS may be disaffiliated/terminated in *one of three ways*:

- The MTN or TS may terminate the affiliation without cause and close the TS *with 60 days' notice* to the other party
- Program Suspension leading to termination with cause. TS is ineligible to apply for re-affiliation for a minimum period of *18 months* or at the discretion of the MTN Director
- Either party is free to choose not to re-affiliate, however a written memorandum signed by the TS's Commander/Commanding Officer or equivalent must be submitted to MTN. The memorandum should be submitted *30 days before* re-affiliation period expires

TSs that are disaffiliating due to unit, base, or installation closure should contact the respective MTN Program Manager for further instructions on the disposition of their records.

A TS that is terminated by MTN or requests disaffiliation is responsible for the following:

- Notify its instructors in writing of the closing at least *45 days* before the scheduled disaffiliation date or immediately if the training site is terminated by the MTN
- Provide instructors with a list of local MTN affiliated training sites
- If the TS is choosing to disaffiliate, the site must submit a letter signed by the Commander/Commanding Officer or equivalent to the MTN Director announcing the disaffiliation
- **Destroy all written examinations**

- The TS must submit a Memorandum detailing what items (w/quantity) were destroyed, what items were redistributed to other TSs (if applicable), and what items were returned to MTN
- Update and complete all course records
- Maintain course records for *three years*, refer to *Section 2-10*
- Forward instructor records to another TS that is assuming responsibility for the closing site's instructors and/or training mission
  - If there is no designated TS, then instructor folders will be issued to the respective instructors

TS that have disaffiliated or been terminated must submit a new affiliation package in order to re-establish a training program at their facility. TS that are disaffiliated due to non-compliance or misconduct and wish to re-affiliate within *18 months* of disaffiliation shall be required to **fund an MTN Administrative Site Review** prior to approval.

## 2-5. Suspension

Sites that fail to uphold their responsibilities or the policies of the MTN and Red Cross may be *placed on suspension* by the MTN Director. While in suspension, all training must cease until the suspension reinstatement criteria is met. Reinstatement will be granted by the MTN Director.

BLS is the basic program requirement for a TS to request and maintain MTN affiliation. Advanced course programs will be suspended when a BLS program is not in good standing.

MTN will provide the suspended TS with written guidance to correct deficiencies. If corrective actions are not accomplished within a designated time period, suspension will lead to a with-cause disaffiliation/termination. Units that are terminated with cause are ineligible to apply for re-affiliation for a minimum period of *18 months*, or at the discretion of the MTN Director.

## 2-6. Temporary Hold

A TS that is in good standing may request that their TS status be placed on temporary hold for a period of up to *12 months*. There are multiple reasons for a TS to request temporary hold. For example, a unit may no longer have qualified personnel to maintain the program but does not wish to disaffiliate. While in temporary hold status, all training is suspended. The TS may be placed in Temporary Hold Status by MTN or by submitting a memorandum requesting temporary hold. The memorandum to the MTN Director will be signed by the PD and endorsed by the Commander/Commanding Officer or equivalent. The TS must submit a completed annual report.

Contact the MTN Program Manager for specific report guidance. In order to remove a temporary hold, a TS must submit a memorandum requesting permission to teach. The memorandum must be signed by the PD and Commander/Commanding Officer or equivalent.

Permission to teach requests will be approved by the MTN Director on a case-by-case basis. A TS on temporary hold will not resume teaching courses until authorized by MTN.

## 2-7. Dispute Resolution

It is the responsibility of the TS to manage and resolve any disputes, complaints, or problems that arise within their program. This also includes complaints, or problems about an instructor aligned with the TS. **The TS must have a written policy for dispute resolution.**

The MTN is not responsible for the daily operations of the TS or its business practices. MTN will not become involved in the resolution of any disputes, complaints, or problems arising from courses taught by the TS unless one or more of the following is involved:

- Course content/curriculum
- Instructor qualifications and cases of extreme misconduct
- Red Cross administrative policies and procedures
- Compromise of controlled items (e.g. examinations)
- Red Cross science issues
- MTN TS affiliation and program guidelines

If after diligent efforts, the TS is unable to resolve the dispute/complaint within *30 calendar days* after being made aware of the problem, the TS must send a description of the dispute/complaint to the MTN in writing. All complaints must contain the following information:

- The name and address of the individual making the complaint
  - Complainants may not remain anonymous
- The name and address of the TS against which the complaint is made
- The name of individual instructors or TS staff, if applicable
- A detailed written description of the dispute, complaint, or problem (*who, what, when, where, and why*)
- A detailed written description of attempts made by the TS to resolve the matter signed by the PD
- Reference to the appropriate rule, standard, and/or guidelines related to the matter
- Copies of all related correspondence, records and other documentation

Complaints about the issues listed above may be submitted to the TS by:

- A student who attended the course in which the problem arose
- An instructor, Program Administrator, Program Director, TSF
- Any staff member with information about the problem

The MTN will review all submissions and report back to the parties in regards to the official determination IAW Red Cross policies and guidelines. The MTN Director is the final approval authority for all actions resulting from the dispute resolution when elevated to the MTN level.

## 2-8. Training Site Administrative Program Binder

The MTN requires training sites to maintain an administrative program binder. If a TS has multiple disciplines they may combine all programs into one tabbed binder. MTN authorizes electronic record keeping on a secured, regularly backed-up organizational drive (accessible to all appointed program personnel).

Each TS will maintain a binder with the following sections and contents:

### Section 1: Appointment letters

- Current training site affiliation memorandum and/or annual reports as applicable
- Program Director, Program Administrator, and TSF appointment and monitoring forms
- Waivers granted

### Section 2: Correspondence

- Maintain copies of MTN updates, policies, and procedures

**Section 3: Local Policies and Procedures** - Mandatory policies must address the following: (A single roster listing the staff members printed name, signature, and date trained may be used in lieu of individual forms)

- Equipment maintenance and decontamination
- Quality Assurance Plan (to include course and instructor monitoring)
- Internal TS dispute resolution policy
- Management of instructor communication and updates
- Copies of local correspondence (memorandums and agreements)

### Section 4: Administrative Site Reviews (Subject to change with 2019 revision)

- Previously completed MTN administrative and course monitoring reviews
- Documentation of corrective or follow-up actions

### Section 5: Current list of satellites and contact information (if applicable)

## 2-9. Training Site Reviews (Subject to change with 2019 revision)

## 2-10. Maintenance of Program Records/ Records Storage Plan

Quick Links to Submitting a Course Record and the Red Cross Learning Center are located on Instructor's Corner at <https://www.instructorscorner.org/s/>. TS records can be stored electronically or as a hard copy. TS Instructor teaching history and digital certificates will be maintained in the Red Cross Learning Center. Additional forms such as course monitoring must be locally maintained until further guidance is published. To protect against the possible loss of records, all electronic files must be backed up on a regular basis. All electronic files must be capable of printing as hard copy, and possess a signature as required. **Records and backed-up files from all MTN sponsored training must be stored at the TS for *three years*.** The TS has primary responsibility to maintain all course records to include courses taught at satellites.

## **2-11. Controlled Items**

TSs will have a written policy stating how controlled items are secured, who has access, and how items are distributed to instructors and satellites. Instructor folders and examination materials must be kept secured in a *double-locked location*. The standard for control is met when examinations are secured in a manner that allows only authorized personnel to have access to them; this will include, at minimum, a key or combination-locked compartment/container (e.g. box with a lock, locking file cabinet, or a locking drawer).

Controlled items include course examinations, answer keys, code key, exam failures.

## **2-12. Instructor Records**

Training Sites are required to maintain records in the Red Cross Database for all qualified instructors as per Section 2-10.

The TS must maintain a copy of all AHA instructor folders (to include inactive, PCS, retired, or separated instructors) for *three years*. The MTN recommends separating inactive instructor folders from active folders.

AHA physical instructor folders will consist of a *two-part folder* with top fasteners. *Four or six-part folders* may be utilized for multi-discipline instructors.

Red Cross instructor records are all maintained in the Red Cross central database. Evidence of training on local procedures is documented in the TS binder along with course monitoring reports for instructors who teach at that site.

## **2-13. Continuing Education Credit**

The MTN no longer offers continuing education (CE) credit for advanced courses. TSs can acquire advanced course CE by applying directly to their respective branch of service CME/CNE office(s). Personnel should consult their education office for further information.

## CHAPTER 3: ADMINISTRATION OF RESUSCITATIVE MEDICINE COURSES (BLS, ACLS, PALS)

### 3-1. Courses available through the MTN

BLS	ALS	PALS
<ul style="list-style-type: none"> <li>• Basic Life Support (BLS) (Full course-Classroom)</li> <li>• Basic Life Support (BLS) (Review-Classroom)</li> <li>• Basic Life Support (BLS) (Blended Learning)</li> <li>• Basic Life Support (BLS) (Challenge - Classroom)</li> <li>• First Aid/CPR/AED (Full course-Classroom)</li> <li>• First Aid/CPR/AED (Review-Classroom)</li> <li>• First Aid/CPR/AED (Challenge-Classroom)</li> <li>• BLS Instructor (Blended Learning)</li> <li>• BLS Instructor Bridge (online-currently certified AHA BLS instructor)</li> <li>• First Aid/CPR/AED Instructor (Blended Learning)</li> <li>• First Aid/CPR/AED Instructor Bridge (online-current certified AHA HeartSaver or BLS instructor)</li> <li>• BLS Instructor Trainer Bridge (online-current certified AHA BLS TCF or TSF)</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Life Support (CLS) (Classroom-Full Course), available Apr 2019</li> <li>• Advanced Life Support (ALS) (Review-Classroom-), available Apr 2019</li> <li>• Advanced Life Support (ACLS) (Challenge-Classroom), available Apr 2019</li> <li>• Advanced Life Support (ALS) (Blended Learning), available Jan 2019</li> <li>• Advanced Life Support (ALS) Instructor Bridge (online-current certified AHA ACLS instructor), available Jan 2019</li> <li>• Advanced Life Support (ALS) Instructor Trainer Bridge (online-current certified AHA ALS TCF or TSF)</li> </ul>	<ul style="list-style-type: none"> <li>• Pediatric Advanced Life Support (PALS) Provider (Full Course-Classroom), available Jul 2019</li> <li>• Pediatric Advanced Life Support (PALS) Provider (Review-Classroom), available Jul 2019</li> <li>• Pediatric Advanced Life Support (PALS) Provider (Challenge-Classroom), available Jul 2019</li> <li>• Pediatric Advanced Life Support (PALS) Provider (Blended Learning), available Jan 2019</li> <li>• Pediatric Advanced Life Support (PALS) Instructor Bridge (online-current certified AHA PALS instructor), available Jan 2019</li> <li>• Pediatric Advanced Life Support (PALS) Instructor Trainer Bridge (online-current AHA PALS TCF or TSF), available Jul 2019</li> </ul>

### 3-2. MTN Course Criteria

MTN/Red Cross courses must meet the following criteria before a course completion digital certificate may be issued.

**Course must have 3-student minimum** Exceptions to this policy have to be approved by MTN Director prior to the course and will be reviewed on a case-by-case basis.

- Courses must be taught by current MTN/Red Cross recognized instructors
- Courses must adhere to the student-to-instructor and student-to-manikin ratios as listed in *Section 3-6*
- Any course conducted by an expired instructor will be considered null and void
  - Personnel taught by expired instructor(s) are required to attend a valid course
  - All digital certificates issued will be voided by the PA and/or PD
  - Expired instructors that continue to teach will be put on 12 month probation by the Red Cross
- Courses must be taught according to current MTN/Red Cross guidelines and core curriculum
- Courses must be taught utilizing the most current editions of the Red Cross guidelines and core curriculum
- Courses must be taught utilizing the most current editions of the Red Cross course textbook(s) and /or Instructor Manuals. Teaching and student materials can be downloaded from Red Cross Instructor Corner and [redcross.org/](http://redcross.org/) participant materials, respectively.
- The Red Cross lesson maps must be used to facilitate courses
- **Deviation from published lesson plans are not authorized**
- Each student must have access to the current appropriate participant/provider manual readily available for use before, during, and after the course
- The most current edition of Red Cross course materials, videos, and exams must be used
- Courses taught must use serviceable equipment in sufficient quantities as per the Red Cross Instructor Manuals
- A MTN approved course evaluation must be used in each MTN/Red Cross course to obtain feedback from students for quality assurance
- Successful course completion is achieved when a student meets the course cognitive and psychomotor objectives as detailed in the programs materials
- The appropriate MTN/Red Cross course certificate of training will be issued upon successful completion of the course and course is entered into the course record entry portal
- Specialty Faculty with expertise in a particular content area *may assist* MTN/Red Cross instructors in advanced life support courses (refer to the applicable instructor manual)
  - Must be approved by and supervised by the PD during the course
  - Hold current provider status in the discipline being taught

- Not authorized to test students or participate in the testing process
- Will not count in the required instructor-to-student ratio as outlined in the appropriate instructor manual

### 3-3. Psychomotor Skills Evaluations

Psychomotor skills evaluations as part of full provider, review, and challenge courses will be conducted per applicable Red Cross Instructor Manual and/or updated releases from the Red Cross and/or MTN. Only current skills checklists will be used to determine successful course completion.

Psychomotor skills evaluations are a primary determinant of the student's success in the mastery of the course material. The instructor must:

- Use the skills checklists as described in the curriculum, **without prompting the student**
- Retain completed checklists for students who fail skills testing with the PCR

**Prompting or coaching students during testing undermines the purpose of the evaluation and the student's confidence in his or her ability to perform the required skill**

### 3-4. Written Examinations

Written examinations may not be altered in any way or posted to any Internet or intranet sites. This includes pre-course exams. PD/PA is responsible for checking testing booklets periodically to ensure there are no compromising content. Any concerns regarding specific questions or answers may be referred to the respective Program Manager. The most current tests are the only authorized tests to be used for determining successful course completion. Use of any other written test to determine a student's completion of an MTN course will jeopardize the TS affiliation, the instructor's status, or both.

The written test measures the mastery of cognitive skills. To accurately measure students' understanding of the course material, the written examination is given individually in a proctored setting. Students must score *80%* or higher on the written examination for course completion. If a student scores *less than 80%* on the written examination, he or she receives remediation and takes a **different version** of the examination.

**Students failing the written exam and/or psychomotor skills for the second time in the same course, fail the course and will be required to attend a complete course at a later date.**

Written examination and psychomotor skills score sheets for student that fail the course must be retained with the PCR and submitted to MTN.

Examinations should be graded immediately upon completion. The use of group grading is not authorized. Only discipline-specific instructors, TSF, Program Director, and Program Administrator are authorized to grade examinations.

## Test Compromise

PDs are responsible for ensuring instructors use the current version of each exam, maintaining exam security within the TS, and through all instructors who issue exams. Exams must be accounted for and returned to the instructor at the end of the exam. Exams and score sheets must be promptly turned into the TS. PD/PA is responsible for checking testing booklets after each class. Exams must be stored in a securely locked location and will not be distributed without a clear set of guidelines for their use. PDs must report potential test compromise to the MTN immediately. The MTN defines test compromise as any unauthorized release, sharing, or distribution of Red Cross test materials, including Red Cross exams, answer keys, and/or completed answer sheets.

Instructor Manuals from Instructors Corner include the test, answer sheet, and answer key. The links to the Instructor Manuals to be utilized by instructors without testing material can be located at:

<https://www.instructorscorner.org/s/candidate-basic-life-support>  
<https://www.instructorscorner.org/s/candidate-first-aid-cpr-aed>

For blended learning, the cognitive exam is included in the online session of the blended learning course.

The MTN will notify the TS Commander/Commanding Officer of suspected test compromise. An investigation will be conducted at the TS unit's expense. The TS will provide MTN with the investigation report. MTN will report all substantiated test compromises to the Red Cross.

### 3-5. Remediation

Instructors must provide remedial training to students. The goal of remediation is to resolve an identified cognitive or psychomotor skill weakness.

If a student fails to pass a skills test, an instructor will work with the student during the remediation lesson at the end of the course and retest the student at that time. Students will be retested in an entire skill rather than just the missed item.

Students who, after remediation, receive an "unsuccessful" grade in one or more of the course evaluation components will not pass the course. These individuals will be required to attend and successfully complete an entire course at another date in order to receive a digital certificate.

### 3-6. Instructor to Student Ratio

#### Basic Life Support

The course size for all MTN sponsored BLS courses is flexible and dependent on availability of space, instructors, and equipment. The following are the **maximum allowable ratios** for MTN sponsored BLS courses.

BLS	
Student-to-Instructor	9 : 1
Student-to-Manikin	2 : 1
Manikin-to-Instructor	4 : 1

First Aid/CPR/AED	
Student-to-Instructor	6-10 : 1
Student-to-Manikin	2 : 1
Manikin-to-Instructor	3-5 : 1

#### AHA/MTN Advanced Cardiac Life Support (Section will be updated in January 2019)

Students enrolled in an ACLS course varies and usually depends on the facility, number of instructors, and available equipment. The following are the **maximum allowable ratios** for MTN sponsored ACLS courses.

Advanced Cardiac Life Support	
Large-Group Interactions	The size of the group is limited by the size of the room and the number of video monitors or projection screens.
Learning Stations and Megacode Testing	Student-to-instructor ratio 6 : 1
Airway Management and High-Quality BLS stations	Student-to-manikin ratio 3 : 1
Bradycardia, Tachycardia, Cardiac Arrest, Immediate Post-Cardiac Arrest Care, Megacode Practice, and Megacode Testing	Student-to-manikin ratio 6 : 1

**AHA/MTN Pediatric Advanced Life Support (Section will be updated in January)**

Students enrolled in a PALS course varies and usually depends on the facility, number of instructors, and available equipment. The following are **the maximum allowable ratios** for MTN sponsored PALS courses.

Pediatric Advanced Life Support	
Large-Group Interactions	The size of the group is limited by the size of the room and the number of video monitors or projection screens.
Skills Stations and Learning Stations	Student-to-instructor ratio 6 : 1
PALS case scenario testing	Student-to-instructor ratio 6 : 1 Student-to-manikin ratio 6 : 1 Each student is tested as a team leader while the other students perform various team roles.
Airway Management and High-Quality BLS Station	Student-to-instructor ratio 6 : 1 Student-to-manikin ratio 3 : 1
Upper/Lower Airway Obstructions, Lung Tissue Disease, Disordered control of breathing, Hypovolemic/Distributive /Obstructive/Cardiogenic Shock, Bradycardia, Tachycardia, PEA/Asystole, and VF/Pulseless VT Stations	Student-to-instructor ratio 6 : 1 Student-to-manikin ratio 6 : 1

**3-7. MTN Provider Courses**

BASIC LEVEL COURSES American Red Cross			
Course	Modules	Description	Intended Audience
<b>First Aid CPR AED</b>	First Aid Adult CPR AED (with mask) Adult Choking	The First Aid CPR AED Course teaches CPR, AED use, relief of choking in adults and children, and infant CPR and relief of choking and use of barrier devices of all ages.	Anyone with limited or no medical training. For those who have a duty to respond to a cardiac emergency because of job responsibilities or regulatory requirements.
<b>BLS for Healthcare Provider</b>	Basic Life Support for Health Care Providers	The BLS for Healthcare Providers Course covers core material such as adult and pediatric CPR (including two-rescuer scenarios and use of the bag mask), foreign body airway obstruction, and automated external defibrillation.	For healthcare providers such as EMS personnel, physician assistants, doctors, dentist, nurses, and respiratory therapists who must have documentation of successful completion of a CPR Course.

<b>AHA/MTN ADVANCED LEVEL COURSES</b>			
<b>Course</b>	<b>Modules</b>	<b>Description</b>	<b>Intended Audience</b>
<b>Advanced Cardiac Life Support (ACLS)</b>	Advanced Cardiac Life Support	Through the ACLS course, healthcare providers will enhance their skills in the treatment of the adult victim of a cardiac arrest or other cardiopulmonary emergencies. ACLS emphasizes the importance of basic life support CPR to patient survival; and the importance of effective team interaction and communication during resuscitation.	For emergency, intensive care, or critical healthcare providers such as physicians, nurses, emergency medical technicians, paramedics, respiratory therapists, and other professionals who may need to respond to cardiovascular emergency.
<b>Pediatric Advanced Life Support (PALS)</b>	Pediatric Advanced Life Support	The goal of the PALS course is to aid the pediatric healthcare provider in developing the knowledge and skills necessary to pediatric healthcare provider in developing the knowledge and skills necessary to efficiently manage critically ill infants and children, resulting in improved outcomes. Skills taught include recognition and treatment of infants, children at risk for cardiopulmonary arrest; the systemic approach to pediatric assessment, effective respiratory management; defibrillation and synchronized cardioversion; intraosseous access and fluid bolus administration; and effective resuscitation team dynamics.	For emergency, intensive care, or critical healthcare providers such as pediatricians, emergency physicians, family physicians, physician assistants, nurses, paramedics, respiratory therapists, and other professionals who may need to respond to pediatric cardiovascular emergency.

### 3-8. Provider Renewal

The renewal date for all Red Cross provider courses is *two years*.

**BLS Providers can renew in *one of five ways*:**

- **Option 1:** Attend a provider course
- **Option 2:** Become an instructor in the respective discipline
- **Option 3:** Successful completion of BLS Review Course, Renewal in ACLS/PALS concurrent course (New as of 2019)
- **Option 4:** Successfully complete Challenge Option with written exam score of 90% or above (New)
- **Option 5:** Successful completion of blended learning course (New)

**ACLS and PALS Providers can renew in *one of five ways*:**

- **Option 1:** Attend an update course
  - In order to attend the update course students must possess a current BLS provider certification and a current provider card in the discipline they are renewing. Individuals who have allowed their provider card to expire will be required to attend an initial provider course.
- **Option 2:** Attend a full provider course
- **Option 3:** Become an instructor in the respective discipline
- **Option 4:** Successfully complete Challenge Option with written exam score of 90% or above (New as of Jan 2019)
- **Option 5:** Successful completion of blended learning course (New as of Jan 2019)

### 3-9. Red Cross Instructor Courses (discipline-specific)

#### Course Goal and Objectives

All Red Cross Instructor Courses are designed to prepare personnel to become competent instructors in their specific discipline. At the end of the blended learning Instructor Course, instructor candidates will be able to teach a provider course, as appropriate to instructor discipline, using the videos and lesson plans. Instructor candidates will also be able to use the testing materials to conduct skills testing.

#### Audience and Prerequisites

Eligible personnel can become a Red Cross instructor. The ideal candidate should be motivated to teach, facilitate learning, and ensure students acquire skills necessary for successful course completion. Instructors should also view student assessment as a way to improve individual knowledge and skills.

The Red Cross developed instructor course materials that promote quality and consistency in all instructor training.

Each instructor course has two discipline-specific components:

- Online Orientation to the Instructor course
- Classroom-based portion of the Instructor course

The following groups must complete the discipline-specific Instructor Course:

- All PDs, TSF, and NF
- All new instructor candidates
- Instructors who are adding a discipline (e.g. BLS instructor becoming First Aid/CPR/AED instructor)

### **Classroom-based Instructor Course Completion Requirements**

Prospective instructors must:

- Complete online instructor course orientation
- Align with an Red Cross/MTN TS
  - Complete instructor candidate application for current TS
- Have a current provider card and be proficient in all skills of that discipline

Successful completion of each instructor course consists of instructor candidates facilitating a session where they:

- Attend and successfully complete the classroom-based instructor course
- Instruct a group on practicing skills while watching the video
- Successfully evaluate another instructor candidate using the skills testing checklist
- Successfully remediate a student
- Be monitored teaching their first course *within 90 days* of completing the instructor course by the PD or a TSF (PD can require additional monitoring if needed)

### **Class Size**

**The minimum number of students in any class, regardless of the course is 3.** Exceptions to this policy have to be approved by MTN Director prior to the course and will be reviewed on a case-by-case basis.

### **Equipment**

Refer to the current Faculty Guides for equipment requirements.

### 3-10. Instructor Renewal

BLS, FACPRAED, ACLS and PALS Instructors can renew in *one of two ways*:

#### Option 1: Four Required Components:

- **Step 1 : Maintain current provider status**
  - Attend and successfully complete a provider course
- **Step 2: Earn *four credits* by doing any combination of the following:**
  - Teach a one classroom provider course or advanced course update in *two years* for the discipline in which the instructor is renewing
    - Note – All instructors must earn one of the four credits by this method to ensure a minimum of one course is taught within the 2-year instructor certification period.
  - Conduct skills practice and testing sessions for eLearning courses
    - Each day of skills practice and testing sessions counts as *one credit*; three of *four credits* can be earned this way
- **Step 3: Attend or complete Red Cross Instructor Recertification Assessment online course**
- **Step 4: Receive a successful instructor monitoring evaluation by a TSF *within 90 days* before instructor status expiration:**
  - The first monitoring after the initial Instructor Course does not satisfy the renewal requirement
  - The TSF must formally monitor each instructor at least once every *two years* or upon reassignment to a new TS
    - If a deficiency is noted during monitoring, the TSF conducts *one-on-one* remediation or advise the candidate to repeat the Instructor and/or Provider Course
    - Monitoring during BLS Renewal in ACLS/PALS will not qualify for this requirement

#### Option 2: Complete an instructor course

Complete an instructor course and be monitored as an instructor at least once for every two years since the initial instructor certification. Contact the MTN Program Manager for additional guidance.

### 3-11. Training Site Faculty Renewal

There are *four* required components to renew BLS, ACLS, and PALS TSFs:

#### Four Required Components

- **Step 1: Maintain current provider status (*one of two ways*)**
  - Attend and successfully complete a provider course
  - Or*
  - Demonstration of acceptable provider skills and successful completion of the provider written exam
    - If the instructor chooses the demonstration route, a new provider certificate may be issued at the discretion of the TS or upon request of the instructor but is not required by the Red Cross or MTN

Document provider status on the Instructor Renewal Checklist and maintain this form in the Program Binder.

- **Step 2: Earn *five discipline-specific credits* by doing the following within *two years*:**
  - **(Mandatory)** Teach a minimum of *one instructor course*. (must be a BLS course for BLS)
  - Teach a minimum of *four* classroom provider courses or advanced course updates
  - Conduct skills practice and testing sessions for eLearning courses
    - Each day of skills practice and testing sessions counts as *one credit*; *four credits* can be earned this way
  - Waivers for TSF teaching credit may **only be approved by the MTN Director**
- **Step 3: Attend or complete Red Cross Science Updates as required within the previous *two years* or as required**
- **Step 4: Receive a successful instructor monitoring evaluation from another TSF before instructor status expiration**
  - The first monitoring after the initial Instructor Course does not satisfy the renewal requirement
  - Every TSF must formally be monitored at least once every *two years* or upon reassignment to a new TS
    - If a deficiency is noted during monitoring, the TSF conducts *one-on-one* remediation

An expiring TSF may revert back to instructor status by completing the Instructor Renewal requirements as stated above. A TSF may revert back to provider status by completing a Provider Course.

### 3-12. Computer Based Training (CBT) /eLearning Systems

#### Basic Life Support (BLS)

MTN authorizes the utilization of the Red Cross BLS blended learning for first time providers as well as for renewal. TS must follow service specific regulations.

Participants must present a valid BLS certificate and a valid BLS provider certificate in order to enroll in the psychomotor skills evaluation.

Psychomotor skills evaluation must be conducted *within 30 days* of completing the online course. In general there are *two* approaches:

- Psychomotor skills evaluation during a traditional classroom BLS Provider course
  - Add the student to the BLS Provider course roster
  - Annotate On-line “OL” in the comments section of the Course Record Addendum
  - Document the outcome of the skills evaluation in the “skills and evaluation stations” column
  - Verify a copy of the BLS online certificate
- Stand-alone psychomotor skills evaluation
  - Verify a copy of the BLS online certificate

#### Advanced Cardiac Life Support (ACLS) (Section will be updated January 2019)

MTN authorizes the utilization of the Red Cross ACLS blended learning for first time providers as well as for renewal. TS must follow service specific regulations.

Participants must present a valid ACLS certificate. Participants must also present both a valid BLS Provider and ACLS Provider wallet cards in order to enroll in the psychomotor skills evaluation. Individuals whose ACLS Provider card has expired between the time of online completion and skills evaluation will be allowed to complete the skills check.

A **minimum of three students** is required to conduct a psychomotor skills evaluation. Instructors can be used to fill student roles during psychomotor skills evaluations.

Psychomotor skills evaluations must be conducted *within 30 days* of completing the online course. In general there are *two* approaches:

- Psychomotor skills evaluation during a traditional classroom ACLS Provider course
  - Add the student to the ACLS Provider course roster
  - Annotate “OL” in the “written exam” column on the MTN ACLS Post Course Report (PCR)
  - Document the outcome of the skills evaluation in the “skills and evaluation stations” column
  - Attach a copy of the ACLS certificate to the MTN ACLS PCR

- Stand-alone psychomotor skills evaluation
  - Generate a MTN ACLS PCR
  - Complete the grade report and attach the ACLS certificate(s) as described above
  - MTN authorizes TS to utilize *one* PCR that includes all skills evaluations completed in a calendar month
    - Remember to add every instructor to the instructor roster

The TS will issue a MTN ACLS Provider course completion card to eligible students who successfully complete the psychomotor skills evaluation. Additional guidance for the student practice and testing can be found in the instructor manual.

### **Pediatric Advanced Life Support (PALS) (Section will be updated January 2019)**

MTN authorizes the utilization of the Red Cross PALS blended learning for first time providers as well as for renewal. TS must follow service specific regulations.

Participants must present a valid PALS certificate. Participants must also present both a valid BLS Provider and PALS provider certificate in order to enroll in the psychomotor skills evaluation. Individuals whose PALS provider certificate has expired between the time of online completion and skills evaluation will be allowed to complete the skills check.

A **minimum of three students** is required to conduct a psychomotor skills evaluation. Instructors can be used to fill student roles during psychomotor skills evaluations.

Psychomotor skills evaluations must be conducted *within 30 days* of completing the online course. In general there are *two* approaches:

- Psychomotor skills evaluation during a traditional classroom PALS Provider course
  - Add the student to the PALS Provider course roster
  - Annotate “OL” in the “written exam” column on the MTN PALS Post Course Report (PCR)
  - Document the outcome of the skills evaluation in the “skills and evaluation stations” column
  - Attach a copy of the PALS certificate to the MTN PALS PCR
- Stand-alone psychomotor skills evaluation
  - Generate a MTN PALS PCR
  - Complete the grade report and attach the PALS certificate(s) as described above
  - MTN authorizes TS to utilize *one* PCR that includes all skills evaluations completed in a calendar month
    - Remember to add every instructor to the instructor roster

The TS will issue an MTN PALS Provider course certificate to eligible students who successfully complete the psychomotor skills evaluation. Additional guidance for the student practice and testing can be found in the instructor manual.

### 3-13. BLS Review Courses

#### BLS Provider Review

Participants must have current and valid BLS certification to enroll in course

#### BLS Provider Renewal in ACLS or PALS

BLS and ACLS/PALS Program Directors must agree to provide the concurrent course and provide necessary materials to perform the course as outlined according to the current published guidance, including (if necessary) additional instructors trained/certified in the perspective discipline(s).

- Participants must have current and valid BLS card to enroll in course.
- Students unable to successfully complete the BLS portion of the course will maintain their current and valid BLS card and will not be issued a new card

### 3-14. Deployment, TAD/TDY, Special Circumstances

MTN recognizes that due to the nature of prolonged military operations or in limited circumstances, personnel may be unable to attend or teach MTN courses. TSs should develop a plan and make every effort to ensure individual qualifications will not expire while the member is deployed, on extended TAD/TDY (*greater than 90 days*) or assigned to a short tour. **TSs must follow service-specific guidelines/regulations regarding BLS, ACLS, and PALS expiration.**

#### Provider Status

Personnel who will lapse or expire while deployed, performing extended TAD/TDY, or on short tours should complete a provider or update course within *90 days* prior to departure. In the event that an individual expires while deployed, individuals must complete a provider or update course *within 60 days* of return.

#### Instructor Status

Expired instructors are required to renew by completing requirements found in the *Section 3-10 within 60 days* of return. Expired instructors unable to meet the renewal requirements will lose instructor status and should be scheduled to attend a provider course.

#### Special Circumstances

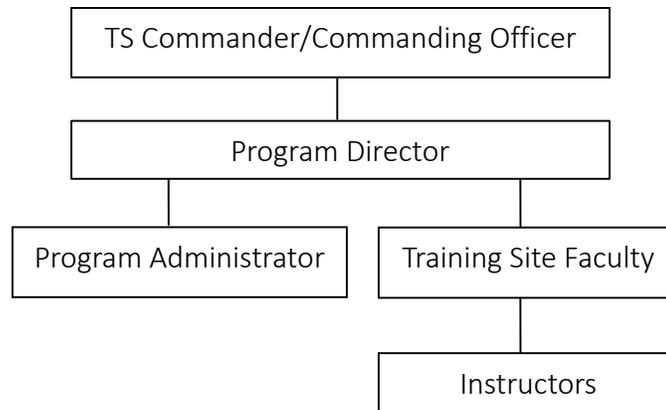
In the event of medical or special circumstances in which a member is unable to complete any portion of an MTN/Red Cross course, MTN recommends the PD consult with the Commander/Commanding Officer or equivalent, legal counsel, employer, supervisor, and/or credentialing office to help determine if personnel with expired training may perform duties (e.g. patient care). In accordance with the TS Commander/Commanding Officer or equivalent's plan of action, BLS, ACLS, or PALS expiration date may be extended. Document extension on a memorandum of record signed by the Commander/Commanding Officer or equivalent. The memorandum will be maintained on file by the PD and appropriate offices.

## CHAPTER 4: POSITION DESCRIPTIONS, DUTIES AND RESPONSIBILITIES

### 4-1. Training Site Staff

Training sites have appointed staff, which manages MTN/Red Cross programs on behalf of the TS Commander/Commanding Officer. Training site staff are structured under the Program Director (PD) and include the PA, TSF, and instructor cadre.

Fig 4-1: Structure of the MTN TS Staff



### 4-2. Administrative Separation of Duties

The PD and PA may not be the same individual. There is an inherent potential for fraud if the same individual is allowed to both request and distribute MTN/Red Cross materials. The separation of duties allows for a check and balance system. All MTN affiliated instructors, TSF, PAs, and PDs are required to report all instances of suspected unauthorized activity to the respective MTN Program Manager.

### 4-3. Program Director

The PD is appointed by the Commander/Commanding Officer and approved by the MTN Director. The PD is an experienced TSF and subject matter expert, responsible for all processes, and training conducted in their respective program.

#### Program Director Responsibilities

The PD is the direct liaison to the CO, and is responsible for the implementation and management of their respective training program(s). Facilitate planning, program implementation, and quality assurance.

**Upon appointment and every *two years* thereafter, PD MUST conduct a hands-on self-assessment**, which includes an administrative review. Submit a copy of the self-assessment for quality assurance to MTN *within 30 days*. A plan of action for discrepancies noted must be

accomplished (done with/on CO letterhead), and reviewed/signed by TS CC. Notify the MTN of problems, disputes, or other concerns.

Ensure the appropriate records and reports are maintained at the TS and forwarded to the MTN by the suspense dates. Utilize approved course agendas tailored to the TS's requirements that include all core Red Cross content.

Maintain adequate training resources (e.g. space, textbooks, equipment, and supplies).

**Ensure the TS has a *minimum of two TSF*.** PD must plan accordingly to develop and groom TSF to meet this requirement. The TS is required a ratio of *one TSF per fifteen instructors (ratio 1:15)*.

Overall responsible and accountable for MTN course test materials. Excessive mishandling or misuse of MTN controlled items must be reported to the Commander/Commanding Officer and the MTN. If a violation is suspected or occurs, an investigation will be conducted at the TS unit's expense. Intentional mishandling or misuse of MTN course completion/student record entry constitutes Fraud, Waste, and Abuse.

Review the files of all newly assigned TSFs and instructors; provide TS specific orientation. Coordinate the monitoring of newly assigned TSFs and instructors during their first teaching occurrence. Address any discrepancies or concerns at this time.

Contact the MTN Program Manager to report changes of TS staff (PD and/or PA) in writing **30 days prior** to reassignment or in the event of a prolonged absence greater than *30 days* (e.g. leave/con leave, TDY/TAD, deployments). **An interim PD and/or PA must be appointed or the TS will be placed on "Hold"**. Training is not authorized during "Hold" status.

Coordinate and ensure adequate turnover for all TS staff changes.

Conduct course monitoring reviews at the TS and satellites (if applicable) in order to support quality assurance within the MTN.

Review and sign all post course reports.

### **Appointment Criteria**

Hold a current MTN TSF in the respective program. If the individual is not a TSF at the time of nomination, a TSF nomination must be submitted to the MTN with the PD nomination packet. Refer also to *Section 4-4* on TSF appointment. Must maintain TSF status throughout appointment.

Has at least *two years* of experience as an instructor and taught a minimum of *five courses*, with *one* required instructor course within the last *two years*. All courses taught must be within the discipline in which the member is trying to achieve TSF status. **Exception:** Board certified Anesthesiologists, Cardiologists or Emergency Medicine physicians who meet the

other requirements may be allowed to serve as PD without the instructor experience. Recommend that these persons demonstrate some teaching experience and ability to execute instruction according to a standard curriculum.

Must have completed the *discipline-specific Red Cross Recertification Assessment*.

### **Program Director Orientation**

PD orientation includes, but is not limited to the following:

- MTN Administration Handbook overview/familiarization
- MTN website familiarization
- Self-Inspection completed and problems identified
- Review Red Cross discipline-specific faculty guide, and instructor manual(s)
- Local TS standard operating procedures and guidelines
- Equipment familiarization, assembly, disassembly, and decontamination
- Completion of MTN forms, program documentation and records maintenance

**Cannot be the same person as the Program Administrator.**

Complete the MTN PD nomination form (obtain forms from [www.usuhs.edu/mtn](http://www.usuhs.edu/mtn)) to include appropriate signature blocks. If the candidate has not met all the TSF requirements, a waiver request, **endorsed by the Commander/Commanding Officer**, must be submitted to MTN. The request must state the missing requirements and stipulate a corrective action plan with a projected completion date. The Program Manager will review all waivers and make recommendations to the MTN Director. The MTN Director is the final approval authority.

### **Appointment Length and Renewal**

PD appointments are TS specific and do not transfer with the individual. Length of the appointment is at the discretion of Commander/Commanding Officer. MTN recommends a minimum appointment length of *two years*.

Nomination packages to replace a PD must be received by the MTN NLT *30 days* prior to the incumbent's departure to allow time for processing.

The MTN Director is the renewal authority for a PD's TSF nomination form. In order to renew, the PD must meet TSF requirements to include:

- Teach at least *one* instructor course (BLS/ACLS/PALS only) and *four* provider courses every *two years*
- Must be monitored teaching a course by a TSF
- Complete the written exam and psychomotor skills evaluation
- Complete the appropriate Red Cross Science Update as required
- Submit the PD/TSF re-nomination package to the MTN

#### 4-4. Training Site Faculty

Training Site Faculty (TSF) appointments are MTN-specific and therefore do not have reciprocity at civilian Red Cross Centers. TSF may function as an instructor at any MTN TS. When TSF change duty stations, the gaining PD may continue their TSF status after an evaluation has been completed by the PD.

The TSF is the subject matter expert for the respective Red Cross program and is appointed by the PD. The TSF candidate must be highly motivated, and have at least *two years* of experience as an instructor. TSF must lead teaching activities to include: training, mentoring, and evaluating instructors. Each TS must have a minimum of *two* TSF. The TSF ratio is *one TSF per fifteen instructors (ratio 1:15)*. The TS should maintain an adequate number of TSF to ensure program continuity.

#### Training Site Faculty Responsibilities

Serve as quality assurance and educational leader for the TS and notify the PD of problems, disputes, or other concerns.

Conduct instructor courses and monitors, updates, and mentors instructors.

Teach instructor and provider courses.

Support instructors during provider courses. TSF must be available to assist the course director/lead instructor if necessary.

Mentor and develop course directors and TSF candidates.

Evaluate and recommend new TSF candidates.

#### Training Site Faculty Appointment Criteria

Be a current MTN instructor in the respective discipline (BLS, ACLS, and PALS). FA/CPR/AED instructors cannot be TSF's as those are laymen courses and therefore do not qualify as overall subject matter experts of the respective disciplines (BLS and PALS).

Has at least *two years* of experience as an instructor and taught a minimum of *five courses*, with *one* required instructor course within the last *two years*. All courses taught must be within the discipline in which the member is trying to achieve TSF status. **Exception:** Board certified Anesthesiologists, Cardiologists or Emergency Medicine physicians who meet the other requirements may be allowed to serve as PD without the instructor experience.

Recommend that these persons demonstrate some teaching experience and ability to execute instruction according to a standard curriculum.

Served as either a course director or lead instructor for at least one course in their respective discipline.

Assisted in teaching at least *one* instructor course under the supervision of a TSF.

Identified as having TSF potential during a formal or informal course monitoring.

Demonstrated exemplary performance of provider skills under the observation of a current TSF or the PD.

Must complete the *discipline-specific Red Cross Recertification Assessment Course*.

The PD cannot waive requirements for TSF appointments. Waiver requests for TSF requirements must be endorsed by the Commander/Commanding Officer and submitted to MTN. The request must state the missing requirements and stipulate a corrective action plan with a projected completion date. The Program Manager will review all waivers and make recommendations to the MTN Director. The MTN Director is the final approval authority.

### **Re-appointment Criteria**

Meet all requirements for instructor renewal as outlined in *Chapter 3* and the following:

- Teach at least *one* instructor course and four provider courses every *two years*
- Must be monitored teaching a course by another TSF or PD
- Complete the written exam and psychomotor skills evaluation
- Complete the appropriate Red Cross Science Update as required
- Complete the TSF Nomination Form

All courses taught must be within the discipline in which the member is renewing.

### **Length of Appointment**

TSF appointments are for *two years* unless revoked by the MTN or Red Cross. The PD may revoke a TSF's TS alignment. If TSF appointment is discontinued, then an instructor certification is issued (*with the dates from the TSF card*), and a memorandum stating the reason for discontinuing the TSF status is placed in the instructor folder. Contact the perspective MTN Program Manager for additional information.

*TSF appointments transfer with the individual.*

### **4-5. Program Administrator**

The Program Administrator is appointed by the TS PD and approved by the MTN Director. The PA serves as the primary contact between the TS and the MTN. The PA is responsible for maintaining all TS records and controlled items, and preparing and submitting reports.

## **Program Administrator Responsibilities**

Administer training programs in accordance with current Red Cross and MTN guidance.

Enter and verify Course Records. Prepares and submits reports to the PD for review and approval. Ensure reports are submitted to MTN **no later than** the set suspense dates.

Maintain adequate training resources (e.g., space, textbooks, equipment, and supplies).

Participate in Self-Assessment, Administrative, and Course Monitoring Reviews.

The PA is primarily responsible for accountability and security of MTN test materials. MTN test materials are controlled items and must be maintained using a double-locked system.

Excessive mishandling or misuse of MTN controlled items must be reported to the Commander/Commanding Officer and the MTN. If a violation is suspected or occurs, an investigation will be conducted at the TS unit's expense. Intentional mishandling or misuse of Red Cross digital certifications.

Document and issue MTN certificates as applicable.

Issue test materials to instructors for courses.

Maintain administrative records, program binder, and instructor correspondence.

Prepare, review, and maintain completed PCRs. Submit completed PCRs to the PD for approval. Develop a file system for PCRs, maintain records for *three years*.

Prepare, review, and maintain instructor folders for *three years*. Develop a file system for record management. Notify PD of missing documentation, course monitoring and renewal requirements. Assist PD with instructor scheduling and notifications as appropriate.

**Does not need to be a Red Cross/MTN instructor but must have an understanding of the programs.**

## **Appointment Criteria**

The PA cannot be the same person as the PD. The PA is typically an individual assigned to the TS education and training office. Additional criteria are at the discretion of the PD.

## **Length of Appointment**

The PA appointment is TS specific and does not transfer with the individual. Length of the appointment is at the discretion of the PD and the Commander/Commanding Officer. MTN recommends a minimum appointment length of *two years*.

## Program Administrator Orientation

Each TS will develop a PA orientation training program that includes, but is not limited to the following:

- MTN Administration Handbook overview/familiarization
- MTN website familiarization
- Local TS standard operating procedures and guidelines
- Equipment familiarization, assembly, disassembly, and decontamination
- Completion of MTN forms, program documentation and records maintenance
- Audit of at least one course per discipline for familiarization
- The PD will document the orientation on the PA's appointment form and submit to MTN.

## 4-6. Instructor

MTN/Red Cross instructors have reciprocity and may function as an instructor at any MTN or Red Cross TS. The MTN encourages instructors to participate in community-based training programs. When an instructor changes station or training site alignment, the gaining TS staff must initially orient and monitor the instructor. An MTN instructor who wishes to teach outside of MTN must align with an authorized provider and meet its affiliation requirements. **Instructors are NOT to print testing materials; materials will be provided by PA/PD. Training material links will be provided by PA/PD.**

Typically the course director/lead instructor for a given course will be held accountable for compliance. However, all instructors are responsible for the items listed below:

- Ensure students receive adequate instruction of all course material
- Ensure students comply with standards of the MTN and the Red Cross
- Evaluate and remediate student performance as necessary
- Set-up and disassembly of training equipment. This task may be assigned to other personnel within a given training site, but it is the instructor's responsibility to ensure the presence, serviceability, and accountability of all equipment necessary to conduct the respective course
- Secure handling of test material/prevention/deterrence of test compromise
- Ensure infection control measures are followed during courses and disinfection of all equipment at the end of each course or as needed during the course
- Complete and submit the PCR to the PD or PA. Instructors should be trained in the completion of the PCR. Accurate completion of the PCR is the responsibility of the course director/lead instructor

## Re-appointment Criteria

Meet all requirements for instructor renewal as outlined in *Chapter 3*. Instructor renewal requirements include the following:

- Teach *four* provider courses every *two years*
- Must be monitored teaching a course by a TSF *within 90 days* of renewal date
- Complete the written exam and psychomotor skills evaluation
- Complete the appropriate Red Cross Recertification Assessment as required
- Complete the Instructor Renewal Form

BLS Instructors may teach a combination of BLS/First Aid/CPR/AED courses. At least one course must be a BLS course.

## Length of Appointment

Instructor digital certificates are valid for *two years* unless revoked by the MTN/Red Cross.

Instructor status transfers with the individual. Instructors are responsible to assure they obtain a copy of their instructor folder prior to leaving the command, if applicable.

## 4-7. Course Director/Lead Instructor Orientation

TSF are charged with selecting and training experienced instructors to become course directors/lead instructors (interchangeable verbiage). MTN requires that all course directors/lead instructors receive an orientation. Document this training in the instructor's folder.

The purpose of the Course Director/Lead Instructor Orientation is to prepare instructors selected by the TS to plan, organize, and successfully conduct a Provider or Provider Renewal Course. In addition to helping the instructor conduct a successful course, the goal of orientation is to ensure the individual can accurately instruct, evaluate, and monitor instructors in a particular discipline. Mentorship is also provided to instructors at this time.

The TS will determine the format of the Course Director/Lead Instructor Orientation. Either the PD or a TSF may conduct the orientation. The orientation may take one of the following formats:

- Formal presentation
- Self-paced instruction
- Audiotape or videotape presentation
- Interactive software
- One-on-one mentoring
- Other alternative formats

MTN recommends the following content for the orientation:

- Review of the MTN Administrative Handbook
- Review of educational principles and course requirements outlined in the Instructor Manual

- Review of course requirements in accordance with the current Red Cross Guidelines
- Discussion of course format for specific audiences and locations
- Outline of materials and equipment needed to conduct a course
- Discussion of administrative, logistical, and educational problems that may arise during a course, and how to manage them effectively
- Discussion of the Course Director's quality-assurance responsibilities
- Review of methods and skills for monitoring and mentoring instructors
- Review of the TS policies/procedures. This includes equipment/manikin maintenance and decontamination process, the quality assurance plan, and internal TS dispute resolution policy.

#### 4-8. Revoking Instructor Status

##### Grounds for Revocation

Revocation of instructor status may only occur as a result of the findings of a dispute resolution by the MTN. PD/PA will submit request to MTN for removal; MTN will submit said request to Red Cross for completion. The following are reasons for revocation (this list is not all inclusive):

- Falsification of class records
- Non-adherence to MTN and/or Red Cross guidelines and curriculum
- Continued instruction that is inconsistent with Red Cross course standards after remediation by the TS, MTN staff, or NF
- Using non- Red Cross examinations, mishandling or breaching security of Red Cross exams
- Teaching/proctoring courses outside of the instructor's discipline
- Teaching without current instructor status for the specific course (*instructors must meet all qualifications to teach within their discipline*)
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, or TS staff

**The TS PD has the authority to revoke an instructor's alignment with the TS.** Upon revocation, the PD must notify the MTN in writing specifying the reason for alignment revocation.

The MTN Director, in coordination with the Red Cross QA manager will determine whether the instructor is eligible for active status or should have their instructor digital certificate revoked permanently.

- The MTN Director, in coordination with the Red Cross QA manager, are the approval authority in the revocation of an instructor's teaching credentials
- If instructor credentials is revoked, a provider certificate is issued by the responsible TS, unless the instructor obtained the provider card without meeting the curriculum requirements (e.g. not completing all required skills and tests or cheating)
- A memorandum outlining the revocation action is placed in the instructor's folder and a copy is given to the instructor

## CHAPTER 5: COURSE MATERIALS AND EQUIPMENT

### 5-1. Course Materials

Red Cross course materials are available on the Red Cross instructor corner website and the Red Cross Online Store. The Red Cross Online Store has established a dedicated MTN store site that contains requisite curriculum materials at the discounted MTN pricing. The Red Cross Store can be reached at <https://www.redcross.org/store>. When you access the store using either [usuhs.edu](http://usuhs.edu) or .mil email domains you will be automatically routed to the Red Cross MTN Store (attached you will find a template guiding you through your first time accessing the store). Once you have accessed the MTN Store you can place your orders for the items you need.

Training Sites must use the most current editions of Red Cross textbooks and course materials. Courses will not be conducted with outdated Red Cross materials. Follow MTN guidelines for use of interim materials during science update years. Interim materials are not authorized after Red Cross suspense dates.

#### 5-1.1 Course Equipment

Some vendors as listed on our website may provide a discount to MTN affiliates. In order to receive this discount, identify yourself as an MTN affiliated TS when ordering.

Training Sites must use the most current editions of Red Cross textbooks and course materials. Courses will not be conducted with outdated Red Cross materials. Follow MTN guidelines for use of interim materials during science update years. Interim materials are not authorized after Red Cross suspense dates.

### 5-2. Infection Control

#### Exposure

Students should be told in advance that Red Cross training sessions involve close physical contact with other students. Neither participants nor instructors will participate in resuscitative medicine training if they are known to be in the active stages of an infectious disease; have reason to believe they have been exposed to an infectious disease; or have dermatologic lesions on their hands, the area of the face around the mouth or encircling the mouth.

### 5-3. Equipment Familiarization and Decontamination Training

The use of manikins and equipment that allow demonstration of core skills of the course (i.e., airway management, jaw thrust, correct hand placement, etc.) is required for all Red Cross courses. Equipment for each course is listed in the course-specific instructor manual. The MTN or Red Cross neither endorses nor recommends any particular brand of manikin or other course equipment. The decision on which brand or model of equipment to use is the responsibility of the TS.

Training sites will establish a method of cleaning all training equipment that meets Red Cross, Centers for Disease Control (CDC) requirements, and equipment manufacturer guidelines. This will consist of a written policy for decontamination of equipment before, during and after courses. Training sites will also develop and utilize a tracking mechanism to ensure compliance and will maintain the record of decontamination for three years.

Training sites must conduct training for instructors on course equipment used during training courses. Equipment familiarization and decontamination training will be documented, signed by the PD and instructor. The record will be maintained for all current instructors and three years for inactive instructors.

Additional guidelines on decontamination and cleaning:

- Instructors should practice good hygiene with proper hand-washing techniques
- When individual protective face shields are used, follow all equipment and decontamination policies during and after a course
- When decontaminating manikins, personnel must wear protective gloves and wash hands when finished
  - Any part of the manikin that came in contact with potentially infectious body fluids during training should be cleaned as soon as possible at the end of each class
- Disposable one-way valve and face shields must be discarded at the end of each class
- Manikin clothing and carrying case should be cleaned periodically or when soiled

#### **5-4. Non-Red Cross Material/Information**

Red Cross has designed courses to include a wider range of scenarios for course flexibility. None of the required Red Cross lessons or course content can be eliminated or shortened. Red Cross **initial and update courses cannot be combined.**

The PD may adapt courses to meet the needs of a specific audience. Appropriate topic additions include: discussion of local protocols or procedures, equipment, or specialty-specific content. Any changes to a course must be disclosed as non- Red Cross content. **Additional content must be annotated on the agenda and will increase the duration of the course.** Any non- Red Cross content must be identified as not approved or reviewed by Red Cross, and the source of the information must be provided to the students. *Supplementary material and revised agendas must be approved by the MTN prior to the course.* A copy of the revised agenda and any printed material must be included with the PCR.

#### **5-5. Copyright of Red Cross Materials**

The Red Cross owns the copyrights to Red Cross textbooks, manuals, and other training materials. Handling procedures of these materials can be found in section 5-1, Course Materials.

## CHAPTER 6: REPORTS

### 6-1. Reports

All MTN affiliated TS are required to complete mandatory reporting. Reports will be submitted on-time to MTN as stated below. **Reports must be typed**; handwritten forms will not be accepted. The information presented in the reports are processed and stored for reference purposes. Reports will be maintained at the TS for *three years* from the date of the report. Submit correspondence electronically IAW *Section 1-16*.

MTN affiliated TS are required to use the most current versions of MTN forms. Forms can be found on MTN's webpage: [www.usuhs.edu/mtn](http://www.usuhs.edu/mtn). No other forms are authorized. Reports and packages submitted on obsolete forms will not be accepted for processing and will be returned to the TS for correction. Contact the MTN Program Manager for additional information.

### 6-2. Basic Life Support Post Course Reports

Post Course Reports (Section to be updated)

### 6-3. BLS/ACLS/PALS Annual Reports

Re-affiliation with the MTN is required on an annual basis. Re-affiliation is granted by the MTN Director upon receipt and approval of the BLS Annual Report package. The BLS Annual Report package is due to the MTN no later than *January 15* of each year. The Annual Reports must be typed and all pages must be completed. The report must be signed by the CO or the CO's appointed official (designation/appointee letter must be established and sent to MTN with report).

Ensure that Annual Reports have updated and accurate contact information (address, telephone, and email) for TS staff. P.O. Box addresses are not accepted as a valid mailing address unless a building number is provided and a mailroom representative is present to sign for incoming correspondence. Abbreviated command names must be accompanied by the unit's full name. PD and PA must use the command name and address where the program is affiliated and not where they are stationed. Naval vessels will annotate home port.

### 6-4. AHA/MTN Advanced Programs Post Course Reports (Section will be updated January 2019)

Post Course Reports

The ACLS and PALS PCR is a record of training maintained at the TS and must be completed and submitted to MTN *within 30 days* of a course. Advanced Course PCR packages must be typed.

The Advanced Course PCR package is required to have the following forms:

- PCR Checklist
- PCR signed by lead instructor, PA, and PD
- Course agenda only if deviated from MTN-approved standard agenda
- Psychomotor skills score sheets for students that fail the course

- Course evaluation summary
  - Feedback obtained from the evaluations is used to improve future courses
  - The TS will prepare a summary of all student evaluations received for a particular course and attach to the PCR
  - Next to the answers on the form, tally the total number student responses for that answer
  - The TS need only keep individual evaluations if there was a problem with the course

### 6-5. Annual Report Delinquency

If a complete and accurate report is not submitted by the suspense date, the report is considered late. If an Annual Report is not received by the suspense date, the MTN Program Manager initiates the following actions.

- **15 Days:** The MTN Program Manager contacts the PA and/or PD. The TS is in jeopardy of being placed on suspension
- **20 Days:** The senior leadership of the TS is contacted to inform them of the report delinquency and pending suspension
- **30 Days:** The TS is placed on suspension. The MTN Director notifies the Commander/Commander Officer and appropriate NF of the action. Cancellation of suspension is handled on a case-by-case basis. The TS will submit a request for permission to teach signed by the Commanding Officer.
- **45 Days:** If the report is delinquent past *45 days*, the TS is disaffiliated. The MTN Director notifies the Commander/Commanding Officer and appropriate NF of the action. *Exceptions to this policy will be handled on a case-by-case basis with prior coordination with MTN*

If the TS is disaffiliated or does not re-affiliate, it is responsible for the following:

- Ensure records are updated and any pending cards are issued
- Destroy examination materials
- Submit an Annual Report for the current fiscal year
- Maintain course records for *three years*

## CHAPTER 7: RED CROSS/MTN DIGITAL CERTIFICATES

### 7-1. Course Completion Digital Certificates

New to October 2018- Digital certificates will be replacing wallet cards

Upon successful completion of course requirements, the PD/PA will input the student roster into the Red Cross instructor corner data base; indication of successful completion will automatically generate a digital certificate for the student. The digital certificate will be made available through email or other electronic communication sources. The certificate can be printed if member wishes, or if facility credentials department requires it.

### 7-2. Expired Certificates

Certificates are not valid or recognized by the MTN after the expiration date (*there is no grace period*). Individuals with invalid/expired Certificates should be enrolled in a full course to renew their training. Renewal/refresher courses do not satisfy this requirement.

For personnel who expire while on deployment, reference *Section 3-14*.

## CHAPTER 8: TRAINING SITE REVIEWS (Section will be revised during 2019)

### 8-1. Quality Assurance

Quality assurance (QA) is key to an effective Red Cross training program. The MTN and Red Cross goal is to provide quality programs that ultimately improve the outcomes of victims that experience cardiac and respiratory emergencies. The MTN TS review program promotes QA and process improvement. TSs are responsible for the quality of their programs.

### 8-2. Training Site Reviews

The review components of a QA program include, but are not limited to:

- Compliance with MTN/ Red Cross policies and guidelines
- Course agendas including all Red Cross core content
- Complete records and files that are properly maintained
- A mechanism for developing, monitoring, renewing, and updating instructors
- A mechanism to evaluate courses, instructors, and program administration

Objectives of the review program are to:

- Provide TSs with the tools needed to improve their training programs
- Ensure compliance with MTN/ Red Cross program guidelines
- Provide feedback using an objective method of scoring
- Foster mentoring versus disciplinary actions

## Types of Reviews

**Self-Assessment:** Reviews that are completed by the TS staff and a Commander/Commanding Officer appointed auditor. Self-assessments must be conducted every *two years* and upon appointment of a new PD or PA. Self-assessments must include an action plan for any deficiencies identified. Self-assessments must be submitted to the MTN for quality assurance.

**Administrative Reviews:** Reviews that are conducted by the MTN staff or their designees during periodic site visits.

**Course Monitoring Reviews:** Reviews that are conducted by the MTN staff on TS during periodic site visits.

### 8-3. Training Site QA Responsibilities

Each TS is responsible for the following:

- **Complete a self-assessment review every two years.** The Commander/Commanding Officer assigns an impartial officer, senior enlisted (*E7 or above*), or civilian equivalent to perform the self-assessment review
- Participation in Administrative and Course Monitoring reviews conducted by MTN staff. The appointed **PA and/or PD for each program must be present during the review.** Failure of program staff to be present for reviews will result in the program(s) being placed on hold status until such time as a revisit can be completed. *All return visits will be at the expense of the TS.* TSF and PD are encouraged to participate

### 8-4. Self-Assessment Reviews

The self-assessment review utilizes focused areas in the administrative review checklist and consists of *four sections*: Organization-Focused Functions, Course-Focused Functions, Instructor-Focused Functions, and Equipment-Focused Functions.

The purpose of the review is to determine how the TS:

- Allocates resources
- Utilizes Red Cross materials
- Maintains security
- Develops and maintains course and instructor files

The checklist can be used for any/all Red Cross programs. Instructions are included with the checklist. The reviewer will brief the TS command prior to forwarding the completed checklist to the MTN.

The MTN will only provide the TS with an after action report in the event remediation is necessary. The after action report will include feedback and guidance regarding compliance.

## 8-5. Administrative Site Review

The Administrative Site Review is divided into four sections:

- Section I Organization Focused Functions
- Section II Course Focused Functions
- Section III Instructor Focused Functions
- Section IV Equipment Focused Functions

This assessment focuses primarily on selected leadership and improving the organization's performance. It allows the reviewers to discuss data obtained and trended and how the organization uses the data for opportunities of improvement.

The purpose of the review is to determine how the TS:

- Allocates resources
- Measures, analyzes, and improves their organization's processes
- Utilizes MTN/ Red Cross materials and maintains security
- Develops and maintains course and instructor files

Participation is mandatory. The review takes place at the TS and primarily involves the MTN reviewer or review team and the PA. The PD and TSFs are encouraged to participate. For scheduling, refer to *Section 7-8*.

Participants include:

- Program Administrator for each program (BLS, ACLS, PALS) that is being assessed
- Program Director(s) and Training Site Faculty are recommended
- MTN staff member, National Faculty member or (non-resident) Program Director
- Additional Staff (optional)

The reviewer(s) ensure that all pertinent standards have been addressed, make overall observations about compliance, and provide consultation and education. The reviewer or review team will:

- Ensure that all standards have been addressed
- Make overall observations about compliance
- Provide consultation and education

Documents required:

- Training Site Program Administration Binder
- Affiliation memorandums
- Appointment letters
- Training Site policies and procedures
- Course records
- Instructor folders

- Correspondence
- MTN Handbook

The MTN provides the TS with an after action report that includes feedback and guidance regarding compliance and remediation if necessary. The MTN analyses data from multiple TSs to determine trends, and guide overall program improvement.

### Tips for Success

The following is intended as helpful suggestions to successfully achieve compliance with the administrative review:

- Make the MTN Handbook available to key instructors and staff prior to the review
- Be familiar with the Instructor Manual for the discipline(s) being reviewed
- Be familiar with local policies and procedures

### 8-6. Course Monitoring Review

The Course Monitoring Review covers *three areas*:

- Facility/Class Structure
- Course Content
- Equipment/Materials Available

The purpose of the review is to determine how the TS:

- Allocates resources to accommodate class size
- Incorporates course content
- Utilizes required equipment and Red Cross materials

The PA and/or the PD are required to participate. TSFs and Training Site leadership are encouraged to participate. For scheduling, refer to *Section 8-8*.

Participants:

- Program Administrator and/or Program Director for each program (BLS, ACLS, PALS)
- Training Site Faculty (recommended)
- Instructor(s)
- MTN staff member(s), National Faculty member
- Additional Staff (optional – e.g. OIC/NCOIC)

The reviewer(s) ensure that all pertinent curricular standards have been addressed, make overall observations about compliance, and provide consultation and education. The reviewer or review team will:

- Monitor course to ensure that all pertinent standards have been met
- Make overall observations about compliance
- Provide consultation and education, as time permits

The MTN provides the TS with an after action report that includes feedback, guidance regarding compliance, and QA remediation if necessary. The MTN aggregates data from multiple TS to determine best practice trends and guide overall QA program improvement.

### Tips for Success

The following is intended as helpful suggestions to successfully achieve compliance with course monitoring reviews:

- Be familiar with the Instructor/Provider manual for the discipline being reviewed
- Be familiar with the exams for the discipline being reviewed
- Have the MTN Handbook, newsletters, and correspondence available

### 8-7. Scoring and Remediation

Training site reviews are designed to be educational and consultative in nature. After a checklist is scored, a percentage of compliance is calculated that equates to a numerical rating (Administrative and Self-Assessment Reviews) or rating scale (Course Monitoring Reviews). The MTN may, at any time, revise the attached checklists or rating scheme based on current Red Cross guidelines.

#### Administrative and Self-Assessment Reviews

- Rating 1 = 95-100% Assessment provides evidence of excellent compliance
- Rating 2 = 80-94% Assessment provides evidence of acceptable compliance
- Rating 3 = 70-79% Assessment does not provide evidence of acceptable compliance  
Additional documentation required within *30 days*
- Rating 4 = < 70% Assessment does not provide evidence of acceptable compliance.  
Additional documentation must be submitted within *30 days* and a focused administrative review conducted within *90 days* at TS expense. **Training must be suspended** until all deficiencies are corrected and reviewed by MTN
  - A rating of 3 or 4 in any individual section that cannot be resolved during the review visit triggers additional action and follow-up. A plan to correct the deficiency is developed on a case-by-case basis

#### Course Monitoring Review

- Successful monitoring with Recommendations (All “Yes” Scores)
- Successful monitoring with Required Improvements (Scored Mostly “Yes” with some “Yes, with Requirements”; no more than *one* “No” score)
- Unsuccessful monitoring, Required Improvements Noted (*two* or more “No” scores)

A follow-up visit may be indicated at the discretion of the MTN or at the request of the TS Commander/Commanding Officer. All follow-up visits will be at expense of the TS. If the TS is unable to achieve compliance after remediation, the MTN Director may temporarily or permanently suspend the affiliation of the TS.

## **8-8. Scheduling Training Site Reviews**

As a Red Cross Training Provider, the MTN has a trusted relationship with the Red Cross to maintain the highest standards of resuscitative training. As part of MTN's quality assurance plan, MTN is required to visit 10% of training sites annually. Scheduling of administrative and course monitoring reviews is coordinated between the MTN and the TS. The MTN will contact the TS in advance of a proposed review. Refusal to cooperate, allow course monitoring and/or quality assurance review is grounds for termination of the TS's affiliation.

### **The MTN reserves the right to conduct unannounced administrative site reviews.**

Administrative Site Reviews may be requested by a TS. Such requests will be considered on a case-by-case basis. TSs may also fund MTN to conduct a site review.

Course monitoring reviews occur in conjunction with one or more training courses at the TS.

Once scheduled, the MTN Director has the authority to confirm, delay, or postpone an administrative review. Such actions will be coordinated with the TS's PA and PD.

## **GLOSSARY OF TERMS**

**ACLS** – Advance Cardiac Life Support

**AHA**– American Heart Association

**BLS** – Basic Life Support

**CPR** – Cardiopulmonary Resuscitation

**DoD** – Department of Defense

**IAW** – In accordance with

**MTN** – Military Training Network

**NF** – National Faculty

**PA** – Program Administrator

**PCR** – Post Course Report

**PD** – Program Director

**QA** – Quality Assurance

**TS** – Training Site

**TSC**- Training Support Center

**TSF** – Training Site Faculty

**USPHS** – United States Public Health Service

**USUHS** – Uniformed Services University of the Health Sciences

## REFERENCES

The MTN Administrative Handbook provides guidance for resuscitative medicine training programs. This edition (9<sup>th</sup> Edition – October 2018) supersedes all previous editions. The MTN Administrative Handbook implements the program and course specific guidelines found in:

The handbook is prepared by the MTN and made available on line to all affiliated training sites to assist in the smooth, effective management of BLS, First Aid/CPR/AED, ACLS, and PALS.

This handbook can be found at our website: <http://www.usuhs.edu/mtn>. Periodic updates and information on MTN programs can be located at this website.