

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

Definitions:

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

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

Reasons for Instructor Status Revocation: (per AHA Program Administration Manual)

- Falsification of class records
- Non-adherence to AHA guidelines and curricula. Failure to complete instructor guideline updates in designated time frame.
- Producing or issuing non-AHA course completion cards
- Continued instruction that is inconsistent with AHA standards for the course/program after remediation by the Training Center Coordinator (TCC), Training Center Faculty members (TCF), or AHA staff
- Using non-AHA examinations or breaching security of AHA exams
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, AHA staff, or volunteers

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

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

An instructor who disagrees with any level of discipline or perceives himself/herself to have a valid explanation for the action (or lack of action), can refer to the Dispute Resolution Policy for guidance.

First Level: Documented Verbal Warning

The purpose of the documented verbal warning is to alert the instructor of the seriousness of the offense and the need for improved performance or behavior. Verbal warnings will be issued by a phone call by the Training Center Coordinator (TCC). If the TCC is unable to reach the instructor after two attempts, a verbal warning may be issued via email.

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

Second Level: Written Corrective Action

This level of discipline may result from an instructor who 1) does not correct misconduct after the issuance of a verbal warning or 2) does not comply with AHA or TC policies at a level of seriousness at the discretion of the TCC.

The TCC will notify the instructor of a written corrective action by phone and send the action plan by email. If the TCC is unable to reach the instructor by phone after two attempts, both the notification and action plan will be issued by email.

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

The corrective action becomes a part of the instructor's TC personnel file and may impact renewal eligibility. This will be considered in future corrective action.

Third Level: Instructor status revocation and TC alignment termination

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

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

An instructor will be suspended from teaching at the time of notification of the unacceptable event. After review of the event, and if recommendations for revocation are advised by the TCC, a meeting with the instructor to discuss the event will be held and the instructor card is to be surrendered to the TC. (Instructor status revocation does not revoke provider card status-PAM – Instructor Alignment)

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

The TC shall then report its decision to the AHA.

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

Date last review:	8/26/16	3/20/19	3/19/20	5/2021				
Reviewer initials:	DD	KD	KD	wg/kjs				
Changes:				yes				