

HAPPY HOLIDAYS to each and every one of you! Thank you so very much for all of your efforts on behalf of the American Heart Association. Just couldn't resist one more before we go!

It has been an honor and a pleasure to work with you. We thank you for your patience and hard work in helping us maintain all of the Training Center and Regional Faculty files. We are looking forward to our new positions within the ECC Network and the opportunity to continue working together to train 20 million!!!!!!

As you know the North Central ECC Service Center serving IA, IL, KS, NE, MN, MO, ND, SD, WI will make the final transfer of calls to the ECC Customer Support Center - CPR Line 1-888-277-5463 on December 15th, 2006. The transfer of Training Center files has already taken place. Anything forwarded to us at the 460 North Lindbergh address will be identified and forwarded to the new Customer Support Center, so please don't be concerned if there is paperwork on its way to us.

Mary Cate, former Service Center Manager from the North East is the ECC Customer Support Manager, she can be contacted at mary.cate@heart.org. She and her team are excited to offer a new level of customer satisfaction and look forward to assisting you. The future holds additional ECC staff, in the Training Network Specialist positions that will complete the staff supporting the ECC training network.

We realize that this ECC Transition comes on the heels of the blending of the Milwaukee and St. Louis Service Centers, and we were just settling in. This transition strategy is to have ECC staff specializing on specific Training Center needs out in the field and to have a Service Center centralized with all functions done the same way, for all TCs, resulting in better service to you.

As we pull things together, getting all the staff in place, please, do not hesitate to contact any of the ECC staff listed below. We sincerely appreciate and value all of your efforts on behalf of the American Heart Association and will do our best to continue our support of your work to strengthen the Chain of Survival in your communities.

Katie Connolly, Customer Strategies Manager MI, IN, IL, WI, MN, ND, SD (Joining ECC late December)
Janice Conway, Training Network Account Manager for KS, NE, MN, WI, SD, ND Janice.Conway@heart.org
Kathy Copelin, Training Network Account Manager, IL Kathy.Copelin@heart.org
Linda Mihanovich, Training Network Account Manager MO, IA, IN, OK Linda.Mihanovich@heart.org
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Susan Montalvo Director, Training Network and Community South Central and Midwest susan.montalvo@heart.org
Craig Day, Director, Training Network and Community Mid Atlantic- GMA Affiliate Craig.Day@heart.org
Pat Donham, Commercial Support Specialist, this new position will be supporting the ECC commercial market team.

The AHA Instructor Network will become a more vital resource through the ECC transition. Please encourage all instructors to register this will help to keep everyone in the know!

ARE YOU ON? www.ahainstructornetwork.org

Instructors, it's all about connecting directly to you! Complete your registration today!

PALS

PALS Course core materials will be available by **December 29, 2006** .
PALS Instructor Manual, PALS Lesson Maps, PALS Provider Manual
Course Guide, Pocket card, PALS Video core, PALS Video cases
Precourse-self test, Posters, Emergency Cart Cards

Two PALS products are still in the finalization process:

Post course test—analyzing by Education Subcommittee only

Table Top flip chart—an optional instructor tool will be released late January

PEARLS/PEARS planning resumes with pilot moved to January in Dallas

The PALS Course Resources are now posted to the AHA Instructor Network.

[Product Announcements - PALS](#)

[PALS Product Announcements](#)

[Equipment Checklist - New PALS Course](#)

[Course Outline - New PALS Course](#)

And more

Just type PALS in the search box in the top left corner of the AHA Instructor Network opening page. Registration is required to access the AHA Instructor Network.

www.ahainstructornetwork.org

ACLS Asked and Answered

ACLS Heartcode - Heartcode ACLS Anywhere is being released January 4, 2007.

>>ACLS Precourse Self Assessment

“The ACLS Precourse Self-assessment is being provided in a print format to enable students to prepare for the course in the event they are unable to use the CD ROM enclosed with their student manual. Additional information and a tips on getting the cd to work are included along with the contact information for product support.

ACLS Training Centers may provide this printable Precourse Self-Assessment to ACLS Course Directors, Instructors, and Training Center Faculty as needed. The Precourse Preparation Checklist is posted under the Instructor Education tab. This PDF version may be copied in whole by any ACLS Instructor and provided to ACLS provider course students.

>>Will ACLS EP be updated? ACLS EP courses should continue using the current materials.

>>ACLS Skills Checklist

The skill checklist for the Case 2/AED during the transitional period was the same checklist that is used for the BLS skills checklist in Healthcare Provider CPR.....however, now the skill checklist becomes the one in the ACLS Instructor Manual on page 60..... the skills sheet is very easy to follow and the skill sheet.....

>>The G2005 ACLS Algorithm emergency cart cards a set of three 2-sided cards (ne 80-1083) Contain the adult algorithms for BLS adult, pulseless arrest, bradycardia, tachycardia, ACS and stroke. What is the rationale in not having all 12 algorithms or are they somehow combined?

There are only 3 cards because there are only 5 adult algorithms plus the Adult BLS – for 6. If you have the new ACLS Instructor Kit – the crash cart cards are included in that. The other place to look is in the Guidelines themselves, Many were combined – example in 2000 there were separate algorithms for V-fib; asystole and PEA – in 2005 these are combined in one (Pulseless Arrest Algorithm).

>>ACLS Instructor Course and Update

The ACLS Instructor Update is a self-paced video update for current ACLS instructors. It's available both on a DVD that was sent to all ACLS Training Centers, and it is available by link to the Professional Education Center on the AHA Instructor Network (type in Professional Education Center in the search box in the top left corner once you have registered on the network or use this link * To the *Professional Education Center* go to <http://www.my.americanheart.org/portal/professional> and click on Professional Education Center in the far right column *Registration is required*. Navigate to the: "Catalog of Offerings" on the left-side. Select Web-based Courses, then ECC Online.

By watching the video program, your instructors will complete their update to the new ACLS materials and provider course. A User's Guide for the program is available on the Instructor Network.

Training Center Coordinator's you may want to

- Bring your ACLS instructors in to view the DVD and complete the update as a group. The certificate template is available to Training Center Coordinators on the AHA Instructor Network www.ahainstructornetwork.org
- Instruct ACLS instructors to view the program on the Instructor Network on their own, and then bring you their completion certificate.
- Make copies of the DVD you will receive to give to your instructors. The DVD however, does not print a completion certificate.

As with any new materials, all instructors have a responsibility to review the new materials thoroughly and be prepared for their students. There is no deadline for update completion, other than an instructor **must complete it before teaching with the new materials.**

Only *NEW* ACLS materials are to be used for all courses taught after **November 30, 2006**.

New ACLS Provider course exams were emailed to the ACLS Training Center Coordinator please contact pat Donham if you are a TC Coordinator and you did not receive the exams. The new exams are to be used only with the new materials and course formats.

The BLS Skills Testing video

To ensure that instructors are able to effectively, accurately, and consistently evaluate skills, we created a BLS Skills Testing video to guide all instructors in evaluating student performance of BLS skills and using the skill checklists. Sent to all BLS Training Center Coordinators.

Skills testing has been redesigned to ensure that instructors use:

- A more uniform and objective approach to testing CPR skills.
- ACLS, BLS HCP and PALS use the same BLS for Healthcare Providers CPR Critical Skills Testing Checklist.
- Heartsaver courses use a similar checklist, but geared towards Heartsaver skills, ie no pulse checks, etc.

The video is divided into BLS for Healthcare Providers and Heartsaver level CPR.

- Heartsaver Instructors need view only the Heartsaver part.
- The BLS for Healthcare Provider part must be viewed by BLS, ACLS, and PALS Instructors.
- The same BLS skill checklists must be used in BLS HCP, ACLS and PALS provider courses.
- BLS Instructors teaching Heartsaver courses will need to view the Heartsaver part as well.

Support for the CIC CD ROM or LMS

Most of the technical issues with the CD ROM are related to the users computer settings. First check the system requirements on the inside front cover for assistance.

- Additional support for the LMS is available M-F 8:30 AM – 5PM Central Time at 1-888-242-2453.

- Additional support for the CD ROM is available M-F 8:30 AM – 5PM Central Time at 1-877-242-4277
- If the user is having trouble viewing the course, then the small window for viewing video may be because of the need to download macromedia Flash 7. Flash player is an Adobe product. You can use this link to the Flash Player 9 download page. <http://www.adobe.com/downloads/>
- Also see if the users screen setting is at 600 X 800.
- If a user has set their Flash Player to not accept local shared objects (stored data files generated by the Flash Player), then the data we are writing to these objects will not be kept.

There's a help note with information about this at

<http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=52697ee8>

Before attempting to run the course, users should check their computer against the minimum system requirements. If these requirements are not met, the program will not run properly if at all.

Minimum Requirements	
Operating system	Windows 95, 98, NT 4.0, 2000, or XP, Mac OS 9.1 and higher, OS X 10.1 and higher
Web Browser	Internet Explorer 5.0 or higher Netscape Navigator 4.79 or higher with Flash 7 Player installed or Netscape Navigator 6.2 or higher with Flash 7 Player installed
Processor	Pentium III – 700 MHz (for PCs)
Memory	128 MB
Hardware	CD-ROM, CD-R, CD-RW, or DVD-R drive
Bandwith	DSL/cable modem; will run from dial-up connection, but run speed may be somewhat slowed

Having trouble playing a DVD in a computer?

Have you tried to play an ECC DVD in your computer only to find out that your computer doesn't support the DVD? Well, you are not alone, but it isn't necessarily the DVD disk that is the culprit. Your computer may not have a DVD drive; a CD ROM drive won't play DVDs. Even if you have a DVD drive – it is labeled as a DVD ROM drive, you may not have the software installed or the software drivers are not current.

While the DVDs produced by the American Heart Association are compatible with standard DVD players, there is a possibility that the DVD is not compatible with your computer DVD drive or software. If the DVD won't play in your computer, check the DVD in a standard, TV set top DVD player.

If you experience problems, please contact your facility's IT or IS department for support.

The ECC Service Center is here to support you in your efforts on behalf of the American Heart Association please do not hesitate to contact us if we can be of assistance 1-888-277-5463.

Again many, many thanks to all of you for all that you do.

Pat Donham and Linda Mihanovich