

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

General Information

Q: What is HeartCode BLS?

A: HeartCode BLS is the online portion of the AHA's BLS Provider blended learning course. It uses a variety of eLearning assets such as dramatizations, eSimulations, animations, illustrations, self-directed learning, and interactive activities to teach students BLS knowledge and skills. After completing the eLearning portion, students must attend a hands-on session for skills practice and testing. The hands-on skills session may be completed in an AHA Instructor-led classroom setting, or with a Voice-Assisted Manikin (VAM). During an AHA Instructor-led hands-on skills session, Instructors will focus on meaningful skills practice, debriefing, team scenarios, discussions of local protocols, and skills testing.

Q: What is blended learning?

A: It is a combination of eLearning, in which a student completes part of the course online in a self-directed manner, followed by a hands-on session with an AHA Instructor or a VAM. Blended learning uses online technology not only to supplement but also to transform and improve the learning process. Successful blended learning can reach students with varying learning styles and in different environments.

Q: What is the 2019 HeartCode BLS Blended Learning Course?

A: The 2019 HeartCode BLS Blended Learning Course is intended for both prehospital and in-facility student audiences. The 2019 course has a refreshed look and navigation, but no new science or guidelines have been incorporated. In addition to the updated eLearning portion, updates have been made to the hands-on skills portion conducted with an AHA Instructor or performed using a VAM.

The 2019 HeartCode BLS online portion includes:

- New illustrations
- New, improved eSimulations
- Updated navigation
- Improved course flow
- Adjusted course time
- Consolidation of 10 modules to 8
- Consolidation of 5 eSimulations to 4

The 2019 hands-on skills session with an AHA Instructor or VAM includes:

- 2-Rescuer CPR Activity replaces the previous 1-Rescuer CPR Activity
- Visual feedback added for complete audio-visual feedback
- Detailed debriefing to improve performance with metrics and videos

Q: What are the changes to the Instructor-led hands-on skills session for the 2019 HeartCode BLS Blended Learning Course?

A: Changes to the Instructor-led hands-on skills session include the following:

- Streamlined video content primarily focused on practice-while-watching
- 1-Rescuer and 2-Rescuer Adult BLS lessons are combined
- Adult, Child, and Infant AED lessons are combined
- "Team Dynamics" is now called "High-Performance Teams"
- "Demonstration" video segments now look different than "Practice While Watching" video segments

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Q: Is there any updated or new science or guidelines in the 2019 HeartCode BLS Course?

A: No.

Q: Are Instructors required to purchase new materials for the 2019 HeartCode BLS Course?

A: No. Instructors can access and download an updated outline, agenda, and Lesson Plans from the Instructor Network. These tools have also been updated in the print and eBook versions of the BLS Instructor Manual, videos (DVD and streaming), and the BLS Instructor Package.

Q: What specifically is taught in the 2019 HeartCode BLS Course?

A: The learning objectives for the 2019 HeartCode BLS Course are the same as the previous version of the course. After successfully completing the full HeartCode BLS Course (eLearning followed by hands-on session), students should be able to

- Describe the importance of high-quality CPR and its impact on survival
- Describe all steps of the Chain of Survival
- Apply the BLS concepts of the Chain of Survival
- Recognize the signs of someone needing CPR
- Perform high-quality CPR for an adult, child and infant
- Describe the importance of early use of an automated external defibrillator (AED) and demonstrate its use
- Provide effective ventilation using a barrier device
- Describe the importance of teams in multi-rescuer resuscitation and perform as an effective team member during multi-rescuer CPR
- Describe the technique for relief of foreign-body airway obstruction for an adult, child and infant

Target Audience

Q: Who is the intended audience for HeartCode BLS?

A: HeartCode BLS is for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills in a wide variety of prehospital and in-facility settings. HeartCode BLS offers two tracks:

- In-facility for hospital staff, nurses, physicians, dental offices, clinics, and urgent care facilities
- Prehospital for EMS professionals, firefighters, law enforcement officers, and security personnel

Course Length

Q: How long does it take to complete the online portion of HeartCode BLS?

A: HeartCode BLS takes students approximately one hour to two hours to complete, depending on their level of experience.

Q: What is the length of the HeartCode BLS Instructor-led hands-on session?

A: The time for the Instructor-led hands-on session for HeartCode BLS ranges from one hour to two hours, depending on the agenda used by the BLS Instructor conducting the session.

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Accessing HeartCode BLS (online portion)

Q: How do students access the online portion of HeartCode BLS?

A: Once a student is either issued or purchases a license to access the online portion of HeartCode BLS, the student will go to eLearning.Heart.org to activate and complete the online portion of the course.

Q: Can students continue to access the online portion of HeartCode BLS after successfully completing it?

A: Yes, students may access all material included in the online portion of the HeartCode BLS program for 24 months following initial activation of their course. Please note that reviewing materials after completing the course does not extend or renew a BLS Provider course completion card beyond its original expiration date.

HeartCode BLS Online Portion Certificate of Completion

Q: What is required for student entry into the HeartCode BLS Instructor-led hands-on session?

A: Upon successful completion of the online portion of HeartCode BLS, including the course exam, students receive a certificate of completion, which they must present for entry into an Instructor-led hands-on skills session.

Q: How can BLS Instructors verify the authenticity of a HeartCode BLS eLearning certificate of completion?

A: Instructors can verify certificates at https://eLearning.Heart.org/verify_certificate.

Instructor-led Hands-on Skills Sessions

Q: How should BLS Instructors prepare for conducting HeartCode instructor-led hands-on skills sessions?

A: Before conducting hands-on skills sessions for HeartCode BLS, Instructors:

- Must have a current copy of the BLS Instructor Manual (product #15-1009) or BLS Instructor Manual eBook (product #15-3103) and BLS Course DVD Set (product #15-1011) or BLS Course Streaming Videos (product #15-1414). The BLS Instructor Manual includes information and Lesson Plans for blended learning. The BLS Course DVD Set includes the HeartCode BLS DVD that Instructors need to conduct hands-on sessions. The BLS Course Streaming Videos also include the HeartCode BLS videos that Instructors need for hands-on sessions.
- Should thoroughly review the official HeartCode BLS Training Memo posted on the [HeartCode BLS Course page on the AHA Instructor Network](#)
- Are strongly encouraged to complete the BLS Product & Course Orientation (P&CO) available on the Instructor Network. The P&CO familiarizes BLS Instructors with both Instructor-led and blended learning course delivery.
- Are encouraged to become familiar with the HeartCode BLS eLearning portion of the course.
- Should review the sample agendas for Instructors to use when conducting hands-on sessions for HeartCode BLS. These can be found in the BLS Instructor Manual or on the [HeartCode BLS Course page on the AHA Instructor Network](#).

Instrumented Directive Feedback Devices

Q: What is an instrumented directive feedback device?

A: An instrumented directive feedback device measures rate, depth, hand position, release, and chest compression fraction and gives real-time audio and/or visual feedback on these items. At a minimum, the device must measure and give real-time audio and/or visual feedback on rate and depth. This information then allows students to self-correct their skills.

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Q: Are instrumented directive feedback devices required for practice and testing?

A: Yes, effective January 31, 2019, the AHA requires the use of an instrumented directive feedback device or manikin in all AHA courses that teach the skills of adult CPR. For more details, visit the [Training Updates page on the AHA Instructor Network](#).

High-Performance Team Activity

Q: How should Instructors conduct the high-performance team activity during the HeartCode BLS hands-on skills session, if conducting the session with individual students?

A: BLS Instructors, if conducting hands-on skills sessions for individuals, may teach all portions of the session except the high-performance team activity, and then bring a team of students back to conduct the team activity. Students may not be issued a course completion card until the full hands-on session, including the high-performance team activity, has been completed.

Q: What is the minimum required number of students to complete the high-performance team activity?

A: While there is not a required minimum number of students, a minimum of three students is recommended to accommodate the practice of a high-performance team. This is so that the most important roles/functions are practiced, which are compressor, ventilator, and monitor/defibrillator.

HeartCode BLS Using a VAM

Q: What are the differences between the HeartCode BLS hands-on sessions conducted with an AHA Instructor and those conducted using a VAM?

A: With an AHA Instructor, students receive reinforcement of skills using practice-while-watching; they benefit from a high-performance team activity; and (if the Instructor offers them) may get the benefit of optional lessons including Life is Why and Local Protocols.

Using the VAM, students receive the benefit of real-time directive feedback during training. The system is designed to accurately measure rate, depth, recoil, and ventilations.

Various methods exist to achieve the objectives of BLS course completion and each offers advancements *and* limitations in the capability of their delivery methodology. Some aspects of technology can be limiting. Although a Simulation Station or VAM now offers 2-rescuer scenarios, they are inherently limited in their ability to manage team skills. However, the AHA is not removing that valuable component from the BLS Instructor-led hands-on skills session.

Q: Why don't students using a VAM for the hands-on session have to participate in a high-performance team activity?

A: While VAMs now offer 2-rescuer scenarios, there is technically no way to replicate a true team activity. However, the AHA highly recommends that students who practice and test with a Simulation Station or VAM also have the opportunity to participate in team CPR simulation in their institution.

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Continuing Education

Q: Does HeartCode BLS offer continuing education (CE/CME)?

A: Yes, the following CE is available upon successful completion of the online portion of HeartCode BLS:

In support of improving patient care, this activity has been planned and implemented by the American Heart Association and American Medical Association. The American Heart Association is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

AMA Credit Designation Statement - Physicians

The American Heart Association designates this live activity for a maximum of 1.75 *AMA PRA Category 1 Credits*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

***AMA Credit must be claimed within 6 months of attendance. CME/CE will no longer be available to claim for this activity after six months of attending.*

AAPA Credit Acceptance Statement – Physician Assistants

AAPA accepts certificates of participation for educational activities certified for *AMA PRA Category 1 Credit*™ from organizations accredited by ACCME or a recognized state medical society. Physician assistants may receive a maximum of 1.75 hours of Category I credit for completing this program.

AANP Credit Acceptance Statement – Nurse Practitioners

American Academy of Nurse Practitioners (AANP) accepts *AMA PRA Category 1 Credit*™ from organizations accredited by the ACCME.

ANCC Credit Designation Statement – Nurses

The maximum hours awarded for this CE activity is 1.75 contact hours.

***ANCC Credit must be claimed within 6 months of attendance. CME/CE will no longer be available to claim for this activity after six months of attending.*

ACPE Credit Designation Statement – Pharmacists

ACPE Credit: 1.75 Contact Hours. Universal Program Number: JA0000134-0000-19-013-H04-P

***ACPE Credit must be claimed within 30 days of attendance. ACPE credit will no longer be available to claim after one month of attending.*

Continuing Education Accreditation – Emergency Medical Services

This continuing education activity is approved by the American Heart Association, an organization accredited by the Commission on Accreditation of Pre-Hospital Continuing Education (CAPCE), for 2.50 Basic CEHs, activity number 19-AMHA-F3-0025.

CAPCE credit must be claimed within 6 months of attendance. CME/CE credit will no longer be available to claim for this activity after the 6-month claiming period. By claiming CAPCE credit, the claimant acknowledges the following: I understand that the American Heart Association as a requirement of CAPCE accreditation will submit a record of my course completions to the CAPCE AMS. I further understand that my course completion records may be accessed by or shared with such regulators as state EMS offices, training officers, and NREMT on a password-protected, need-to-know basis. In addition, I understand that I may review my record of CAPCE-accredited course completions by contacting CAPCE.

2019 HeartCode® BLS Blended Learning FAQ



CPR & Emergency Cardiovascular Care

Technical Requirements

Q: What are the minimum technical requirements for HeartCode BLS?

A: Minimum technical requirements are available at <https://elearning.heart.org/static/technicalspecs>

Q: Can a student log in and out of the course?

A: Yes. Students can log in and out as many times as they choose. However, the written exam must be taken in one sitting. To log out, students must click the exit button located at the top of the page of the program. When the student is ready to continue training, he/she can return to <https://elearning.heart.org/> and login with his/her registered email and password.

Customer Support Information

Q: Whom should I contact for technical assistance with HeartCode BLS?

A: Customers may contact the AHA Customer Support Center at 888-242-8883 or eLearning.help@heart.org for technical assistance. Hours of operation are Monday through Friday, 8 a.m. – 5 p.m., Central Time.

Q: Whom should I contact with questions related to the administration of the HeartCode BLS Course?

A: For questions about course administration, you may contact your AHA Account Specialist. AHA Instructors should always consult their Training Center Coordinator as their first point of contact.