

**Robert Chambers:**

Hello from sunny Orlando, Florida, and welcome to the American Heart Association's virtual Heartsaver experience, which kicks off the release of the 2020 Guidelines, Heartsaver courses. We are so excited to have you, our valued Training Network of Basic Life Support Training Center Coordinators with us today to be the first to learn all about the AHA new Heartsaver Adults and Pediatric courses. Good morning again, my name is Robert Chambers and I'm the president and CEO of RC Health Services AHA Training Centers and EMS Academies. RC Health Services employs over 200 instructors nationwide, and we have 15 campuses across eight states. In 2020, we had over 3000 EMT Basic students, and we issued over 100,000 American Heart Association cards throughout our entire Training Network. On a personal side, I'm a professional classical trumpet player in the Brazos Valley Symphony Orchestra. I'm also a husband and a father of a 15-year-old boy and a two-year-old son who seems to get into everything. I'm joined today by Dr. Katherine Y. Brown.

Robert Chambers:

Dr. Brown is an inspirational speaker and consultant with over 25 years of experience. As founder of learning CPR America, LLC. She teaches CPR for individuals and organizations nationally and internationally, and is committed to transforming lives. She has been an AHA volunteers since she was 16 years old. Her CPR journey began in her hometown on the South side of Chicago. Known by many as the CPR lady, Dr. Katherine has personally trained over a quarter of a million people for free in CPR. She explains your zip code should not determine whether you live or die. Everyone should know CPR. Dr. Katherine has appeared in television, radio and print increasing awareness of CPR. She has been a TEDx speaker and recently featured in Forbes. She is skilled in strategic planning and is frequently called upon to guide national organizations and the implementation national CPR initiatives, including teaching CPR at national conferences.

Robert Chambers:

She is a member of the AHA National Diversity Leadership committee and is the director of the Dr. Katherine Y. Brown Leadership Academy. She provides global leadership development, including teaching CPR internationally. And on a personal note, she has a wife and a mother of four children aged 27, 20, 19 and 12. Dr. Katherine Y. Brown now enjoys living in Nashville, Tennessee, and proudly shares that she has been a volunteer for the American Heart Association for 30 years and hopes to continue serving locally and nationally for many years to come.

We are also pleased to have AHA volunteer and subcommittee chair, Manny Medina with us today. Manny Medina, a paramedic and an American Heart Association CPR instructor is the director for Emergency Medical Services program at National University in San Diego, California. Manny has been a passionate volunteer for the AHA emergency cardiovascular care programs for over 10 years and currently represents the leadership development committee for the AHA's ECCs Western States region. This is an exciting time for us all, as it's always fun when the AHA releases their latest updates. So let's get started. I'm going now to turn it over to Dr. Brown, and she will discuss the topics of the day.

Dr. Katherine Y. Brown:

Thank you so much, Robert, for that warm introduction today, we're going to cover three topics. Heartsaver courses overview, maximizing blended learning new virtual training tools, preparing to teach your class. Be sure to take notes because we have a lot of exciting information to share with you. If you have any questions, be sure to send them to cprfirstaidcomms@heart.org. Be sure to use the #cprwithheart. First, let me share with you some of the exciting changes to the AHAs 2020 Guidelines, Heartsaver courses. Not only have these courses and materials been updated to reflect new science and education in the 2020 AHA Guidelines for CPR and Emergency Cardiovascular Care, but they have also been fully redesigned based on your feedback over the last few years. With that in mind, they are faster and more flexible while ensuring the same high quality first aid CPR and AED training. Today that AHA is excited to be releasing new course materials for both adult and pediatric first aid, CPR and AED for both instructor led and blended learning delivery with additional course paths and options that will offer flexibility for Training Centers, instructors, and students to select the appropriate training solution to fit their needs.

Dr. Katherine Y. Brown:

I am pleased to introduce you to the changes to the course design that will allow us to better meet your needs and the needs of your students, making the courses faster and flexible with the same unmatched high-quality you expect from AHA.

Dr. Katherine Y. Brown:

For many years, the AHA has heard feedback and, some concerns, from Training Centers and Instructors that the Heartsaver courses are simply too long. The Training Network has suggested a shorter, more relevant course that could be delivered to students in three to four hours. With that feedback in mind, the AHA was able to significantly shorten course time by reduced redundancy and using instructional design as well as adult learning principles to create a course that provides content more succinctly and better bite sized pieces, for better learner retention. The AHA also looked at the needs of it's Heartsaver Instructors and students with regard to training needs, relevancy of content and the need for customizable quality solutions. Heartsaver is one course that now has two different course paths.

Dr. Katherine Y. Brown:

First course path is Heartsaver Total, which is designed to meet licensing requirements from the occupational safety and health administration, OSHA and other regulatory agencies. Heartsaver Total offers the same comprehensive training as the previous Heartsaver course, but can be completed in approximately three and a half hours. The second course path is Heartsaver, which is a shortened version of the course that focuses on the core curriculum to put students on a fast track to refresh their skills. It is designed to be flexible for students who only need certain topics to meet course requirements, to obtain a course completion card. However, it is not OSHA compliant. The Heartsaver course path based on the topics top can be completed in approximately two and a half hours. Offering these course paths helps to ensure that students are receiving the right training for their jobs and is intended to provide flexibility for training and help make instruction of efficient. As a result, more students can potentially be trained in a day

Dr. Katherine Y. Brown:

To help you prepare, we have provided a tool within your Instructor Manual and also available on the AHA Instructor Network that will help you identify and advise on which optional topics a student should take. We'll talk more about the many resources available to assist you in the final section of today's presentation.

Dr. Katherine Y. Brown:

What we think about best practice. I want to emphasize the word practice we are ever growing and evolving with this virtual experience. It is important as you consider the basics of your lighting, a good Wi-Fi signal and familiarizing yourself with content and preparation to teach that you also stay connected to the AHA online Instructor Community. Did you know, that only one third of our Instructors opt in to receive updates? Today, I want to personally ask you to commit to one of the number one best practice strategies, and that is, to opt in to the AHA Instructor Network to stay connected.

Dr. Katherine Y. Brown:

As we think about the transition to the virtual world, many things come to mind, we want to assure, you yes, you, that you have the best of both worlds! Faster, flexible, and quality with the same AHA standard of excellence that you can depend on. It is with much excitement that I transitioned the next part of today's learning experience to Robert Chambers, who will guide you through strategies on how to maximize blended learning with new virtual training tools. Welcome back, Robert.

Robert Chambers:

Thank you so much Dr. Brown, your mood is, is, uh, it's infectious. I'm so happy to be doing this with you. As you know, the AHA began allowing a virtual training last spring to help provide additional flexibility to the Training Network. As they dealt with the unprecedented challenges due to COVID-19 tools have been available on the AHA Instructor network and our COVID-19 CPR resources website to supplement 2015 Guidelines Heartsaver training. Now we have provided these resources and guidance as part of the new 2020 Guidelines Heartsaver Instructor manuals. Quickly looking at the materials and the new Heartsaver Instructor manuals to guide you through a successful virtual classroom for blended learning include the sample pre-course letter that you see. On the graphic it states that before the course ensure that you have received or picked up a training package, which contains a mannequin for CPR practice, an AED trainer, and first aid training equipment if applicable

Robert Chambers:

You also need to make sure you have a computer with a webcam and a strong internet connection. You will need to arrange for a quiet open space where you can complete the skills practice and evaluation without interruption. Additional requirements are listed for virtual classroom in the Instructor manual, along with the blended learning virtual classroom lesson plans. So, 2020 brought on to us all a unique set of challenges that never before in history have we had to injure. It is time for we as Instructors for the American Heart Association to embrace the changes and work as trailblazers to bring on this new normal, this, this new future. Virtual training is here to stay. If you all remember in 2001, we had to go through 911, 911 changed so much for us as a people. And it transformed society. Think back prior to 911, how air travel

was so much different than it is today. At that point, it was normal to walk through security and with ease and everything seemed less encumbered. In 2020, we had to and continue to deal with the changes in our lives due to COVID-19. It has had an even more dramatic impact and brought on much greater changes than we even anticipated. Though I don't expect things to remain as they are currently, I do anticipate that we will feel the impact of this pandemic for decades to come. It has already forever transformed how we go about doing business meetings and education. Technology will continue to advance over the next few years, and we will see greater advances, including full immersion, virtual reality, augmented reality and advances in biotechnology. And example, if you're an RC Health Services EMS student testing in our Austin campus, you performed virtual oral boards utilizing our augmented reality platform. The student places on their Microsoft hollow lenses over their eyes, and the images of a patient appears before them in an unbelievably realistic experience. As technology continues to improve, we, we utilize these tools and what we're finding is that the experience for the students is, is becoming much more robust. At our sales services we have been utilizing virtual training for EMS programs for the last three and a half to four years.

Robert Chambers:

And I'd like to share with you a few of the items we have learned over these years, keep in mind that there's a huge learning curve for both the instructor, as well as the student collectively, we've all had about a year of experience using zoom meetings and Google meets and other various platforms and systems to help us continue operations from our homes. Remember that a number of you students will have taken, will have taken the Heartsaver courses before this virtual format. And it seems foreign to them. It is our job to make sure that things operate smoothly and efficiently as we conduct our course, this means having a strong system and plan in place, practice teaching your courses as much as you need until the entire process seems effortless.

Robert Chambers:

The AHA virtual course offerings are now an integral part of the overall AHA learning package. And it is up to us as instructors and coordinators to incorporate these tools and make them available to our students. Another key element for conducting the virtual courses, maintaining an element of professionalism throughout treat your virtual courses just as you would any traditional course and dress for success. At RC Health, we require all instructors to wear their instructor uniform. For example, as we've conducted courses throughout this last year during the pandemic, it became obvious to us that quality control would need to be addressed. We had similar issues conducting course, as far as EMS students, how do you keep a student engaged? An example is we recognize the communication from the student to the instructor was difficult due to the fact that the instructor was busy lecturing to combat this.

Robert Chambers:

We set up a system in which a second instructor would moderate the course via a chat style program so that the additional instructor was the primary point of contact. During the course, this allows students to ask questions and get immediate responses, thus keeping them thoroughly engaged with the course, and they feel very much a part of what is happening. Some regulatory agencies and businesses require proof that the student is attending and participating in the course. And this tool aids us in verifying how that course transpired. These courses may also be recorded. These and these recordings act as an additional tool for quality control. We're able to review how the course transpired and work on ways to improve the course quality. Remember that there will be issues that arise as you begin to conduct virtual courses, but it

will get easier with time and with experience, let's be proactive rather than reactive and maintain robust communication with your students prior to the course so that they are aware of what to expect.

Robert Chambers:

You'll find that that pre-course letter is useful. And we edited often to make sure that we're always addressing all the different changes that need to be addressed because when a student is not truly aware of what's happening, you can get confusing. And that adds to the confusion. So overtly clear, this is an exciting time for us all it's Heartsaver, materials and guidelines are being released in it. Thank you to the American Heart Association for remaining on the cutting edge and working with us to bring virtual courses to the public. Personally, this has changed the nature of my business, and I really hope it does for you as well. Thank you so much. And I'd like to now pass it on to a Manny Medina as he's going to talk about preparing for the course.

Manny Medina:

All right, everybody, I'm Manny. And I'm going to talk to you guys today about preparing to teach the actual class. And so there are a ton of resources that the American Heart Association has provided for you. And I'm going to talk to you and walk you through some of those resources. And then a little bit of the changes that have occurred to those resources. Now, as mentioned earlier, the American Heart Association has made the Heartsaver course more, has made it faster, more flexible, and a ton more options. And so the first question that I always have to a student is what do you need this class for? Because you have to kind of filter and figure out exactly which class to tailor it to this new Heartsaver gives you the opportunity to serve the students more and tailor the course to those, uh, specific student needs.

Manny Medina:

And so we're going to walk you through now, some of those resources, like one of my favorites, the instructor manual, the Heartsaver instructor manual is literally a step by step guide. It's going to help you, uh, figure out whether you need to do an instructor led course or a blending learning, uh, learning course option. It also has all of the requirements for a in-person course or a virtual classroom. So all of that's going to be held within the instructor manual. Now, before the course, you definitely want to plan it out, especially if you're new into some of these new options for courses. Uh, as we mentioned earlier, there's a, pre-course a letter. This is a sample. And the reason it's a sample is because you can customize it to your Training Center, your Training Site, or your individual students. The other thing that you're going to find in the instructor manual are these sample agenda and the sample agendas, uh, are going to help you plan out your entire day.

Manny Medina:

Now that's like the sample pre-course letter, the sample agenda is going to allow you to tailor those individual pieces based off of your client or your group of students that you're teaching for that day. And so these are great resources because not only can you, uh, uh, customize it, but it really helps you figure out these new options for tests or for teaching the class and for testing. So you guys can walk through the agenda, customize it to what you need, really understand what your day is going to look like when you're testing out and teaching these students.

Manny Medina:

Now, some of the other things that are in the instructor manual are things like objectives. You're going to have sample floor plans and Training Center and Training Site information on how to set up your equipment and so much more. So the Heartsaver instructor manual, isn't just for a quick reference. I pull this out every single time that I need to teach a class, no matter how many times that I've taught it, because it constantly reminds me. And it's a great quality control point. And so, as long as you're following the instructor manual and all of its details, you will teach a quality course, no matter whether you're teaching an in-person class or a virtual course, instructor led or blended learning. So many options that the Heartsaver program is going to give you. Now, one of my other favorite parts of the instruction manual, or the lesson plans, this is literally a minute by minute, uh, example of what you should be doing in your course. And it's helpful to understand and use the plans to really execute a quality course. So use the lesson plans, follow them minute by minute, as you're going through. I always remind myself and, you know, I I'm an instructor for not just Heartsaver, but lots of other disciplines. And so you have to remind yourself of what exactly is required of this course and those instructor manuals. And these lesson plans really do that

Manny Medina:

For you, now as mentioned earlier, there are a lot of course options and topics and paths. The Heartsaver, uh, instructor manual is going to help you kind of filter through exactly what you need to do for that specific group of students that you're teaching that day. So, as we mentioned earlier, there's Heartsaver Total, uh, Heartsaver Total is going to include everything in the class, and it's even shorter than what it used to be. It's OSHA, uh, compliance. Um, and then as you filter through the different types of courses, for example, the other option, which is Heartsaver, uh, you have several optional modules that you can teach within that Heartsaver course that again, lets you tailor it to your clients, to your students, to your base. Now there are some recommended, uh, topics for specific paths, even for like teaching at an office or even an educator. And so you have these different course paths depending on what type of students educators, we'd go to offices all the time. And they've created that guide to help us really understand what do we need to teach? What is optional and how can we make it faster, more flexible and more options for our, our, uh, base that we're actually teaching and also saving lots of lives at the same time. So these new Heartsaver Total and Heartsaver courses are going to really help you guys, uh, meet the needs of your training.

Manny Medina:

Are optional and as usual with the Heartsaver course, this hasn't changed. Now the optional exams, depending on the modules that are taught are exams ranging between 10 and 25 questions. One thing I do want to note real quick is the Heartsaver Total course is 25 questions. And so depending on whether or not the employer requires a test for your student, the Heartsaver of her course has that as an optional exam for you to be able to provide that service to your, to your base. And so again, between 10 and 25 questions, they're optional as usual. Now the next thing that I want to talk to you guys about is the instructor network. Now the instructor network has so many resources and I feel like it's a kind of like a gold mine, like a cave where every time I go in, I find something new about the instructor network that is amazing and life changing to my business.

Manny Medina:

And so as usual, we're going to have a course card reference guide because one of the main things that you guys go to for the instructor network is to send cards to your students. And so with all of these new Heartsaver Total and Heartsaver options, we have a reference guide that's going to help you, uh, deliver those, uh, e-cards exactly how they should be delivered. So make sure that you guys share the course card reference guide with your, with your instructors as well as sites to make sure that everybody has that resource that helps you exactly deliver that card. You know, speaking of card, there are best are, let me rephrase that. There's just one card. Whether you're teaching Heartsaver Total or first aid CPR or the Heartsaver, pediatric course that makes it even easier to deliver the class. Now, when it comes to the Heartsaver First Aid, CPR, AED e-course majority of you guys teach that class or do these cards.

Manny Medina:

Um, let's talk about it real quick. So as of today, we're going to start issuing these new cards. Uh, they're valid until further notice there as usual re uh, valid for two years, you would renew them every two years. Uh, if you're teaching CPR, we need you to teach adult CPR. So there's no option. You have to teach adult CPR. If you're teaching one of the child, CPR or infant CPR courses, if you don't need that adult CPR course, let's say you're teaching a new moms or a pediatric center of some sort. You can use the Heartsaver, pediatric first aid CPR course. That's your option. If you are issuing the first day course or the Heartsaver with, uh, first thing, CPR, AED, you didn't need to teach adult CPR. We're trying to save as many lives as possible. Um, you do have optional modules like Heartsaver Total Child CPR, AED, infant CPR, as well as the optional exam.

Manny Medina:

Now Heartsaver Total option will be the first choice when you're selecting the modules that were covered in the Heartsaver course. So as soon as you open the instructor network, Heartsaver Total will be the first one from there. If you did not complete all the modules, you would strike out or put a line through any of the modules that are not taught, um, or not choose them on the instructor network. Okay. So unclick what you modules, you haven't done strike it out if you have a physical card, um, and, uh, get those cards out to your students. Uh, the e-cards the Heartsaver cards are a beautiful option and, uh, it makes it so easy to send them to your students. Okay. So those a lot of, again, a lot of similar things and a few changes that you get used to, but again, we make it easy to make sure that the Heartsaver Total option is that first choice for you.

Manny Medina:

Another goal of mine, the promotional and mud materials and resources that are on the instructor network. There are email samples, uh, things for social media, CPR, survivor stories. I share those on my social media and my platforms as a way to not just promote CPR, but promote businesses. Uh, AHA gives you all, all of those resources on the instructor network, there's videos, there's graphics and treatments that you can use on your, uh, whether it's Instagram or Facebook. They really do have it all. So make sure that you guys go and check out these promotional resources. Again, it's a gold mine. When I found it, I was able to run in and get all of that done and make sure that I was using these resources as a part of promoting our CPR course. The last thing I'm going to talk to you guys about is the instructor community.

Manny Medina:

This is like his own social media platform. If you're not a part of the instructor community, you need to go get a part of it because there are so many things like AHA announcements. Uh, there are discussion posts on how to teach and how to train. Even if you're, if you're a new instructor, an experienced instructor, there are topics for everybody. There are instructor opportunities, advice on marketing, your business and a ton of community health. It really is a community of people that have the same passion as all of you. So if you aren't a part of the instructor community, make it a part of your everyday life, because it really definitely is a great resource that is on the instructor network that is beneficial to everybody.

Manny Medina:

All right? So that brings us to the end of our presentation today. I want to thank everybody for coming and joining us. I know all of you all have businesses and instructors and sites and every five years, it's always a fun, uh, uh, experience to go through. I look forward to it. And so thank you all for joining us today in this new type of experience. As a reminder, the recording will be available on the instructor network on Monday, if you are using any hashtags, uh, or following any hashtags, use CPR with heart. Now I want to bring back in my colleagues and just real quick, I wanted to say thank you to everybody. I appreciate the invitation to come in and speak with everybody today. I've been waiting for it. I've been excited about the Guidelines released, and obviously you guys can tell that I'm really, really happy about the virtual course offerings and that entire platform. I'm passionate about it because I really want us as AHA, instructors and coordinators to embrace this change and be in and stay on the, on the cutting edge of it. So, uh, I just, again, I just want to say thank you for the opportunity and Dr. Brown want to say something,

Dr. Katherine Y. Brown:

Thank you so much. I just want to share that today, we are excited about the future that answered the call with three words, fast, flexible quality. As we go forward. I want you to feel confident that you will continue to be heard that we have a solid infrastructure in place and that we will always remain committed to providing you with the same standard of excellence that you can continue to depend on. Our future is bright. And with your support, we know that today is the beginning of a new chapter of AHA history that will continue. And for that, we appreciate you. And now let us go forward and do great things. Let us keep the beat high quality CPR courses. And remember our hashtag as we teach "CPR with heart", and this concludes today's presentation. Bye everyone.

ALL:

Thank you everybody. Bye.