

## **2011 HeartCode® BLS Part 1 (Product #90-1404) Frequently Asked Questions (FAQs)**

### **Course Information**

**Q: What is HeartCode BLS Part 1?**

A: *HeartCode BLS Part 1* is a Web-based, self-paced instructional program that uses eSimulation technology to allow students to assess and treat patients in virtual healthcare settings. In this environment, students apply their knowledge to real-time decision making and skills development. Debriefings and coaching are provided immediately after each simulation to facilitate learning. After completing the cognitive portion of the course, students practice and test their skills with an AHA Instructor or on a voice-assisted manikin (VAM) system. Upon successful completion of the cognitive and skills tests, students receive a course completion card.

*HeartCode BLS Part 1* teaches participants both single-rescuer and team basic life support, prompt recognition of several life-threatening emergencies, giving high-quality chest compressions, delivery of appropriate ventilations, providing early use of an AED and relief of choking. It includes adult, child, and infant rescue techniques.

**Q: What content is taught in HeartCode BLS Part 1?**

A: Content covered in this program includes:

- Key changes in basic life support, reflecting new science from the *2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care (2010 AHA Guidelines for CPR & ECC)*
- Critical concepts in high-quality CPR
- The American Heart Association Chain of Survival
- One-rescuer CPR and AED for adults, children and infants
- Two-rescuer CPR and AED for adults, children and infants
- Differences among adult, child and infant rescue techniques
- Bag-mask techniques for adults, children and infants
- Rescue breathing for adults, children and infants
- Relief of choking for adults, children and infants
- CPR with an advanced airway\*

\* This is an introduction to the compression and ventilation rates for a patient who has an advanced airway in place. For more information on advanced airways, please refer to the Airway Management Course.

**Q: Who is the target audience for this program?**

A: *HeartCode BLS Part 1* is for healthcare professionals seeking an alternative (nonclassroom) method for completing an initial or renewal/update BLS for Healthcare Providers Course. This audience includes nurses, physicians, EMS professionals, students in a healthcare program at a university/college, allied health professionals (physical therapists, occupational therapists, athletic trainers, etc.) and others.

**Q: What is the format of this program?**

A: Using eSimulation technology, *HeartCode BLS Part 1* presents five BLS patient cases, including two adult, two-rescuer cases; one child, one-rescuer case; one infant, two-rescuer case; and one infant, one-rescuer case. Students assess and treat patients virtually and receive real-time debriefing and coaching. The program also teaches critical concepts and knowledge through videos.

To receive a BLS for Healthcare Providers course completion card using this program, students must complete three parts:

- *HeartCode BLS Part 1*. Upon successful completion of the online portion, including the written exam, students receive a Part 1 certificate of completion, which must be presented for parts 2 and 3.
- Part 2\*, a hands-on skills practice session with an AHA BLS Instructor or using a voice-assisted manikin (VAM) system
- Part 3\*, a skills test with an AHA BLS Instructor or using a VAM system

*\*Parts 2 and 3 should be completed in one “skills practice and testing” session.*

**Q: What are some of the features of *HeartCode BLS Part 1*?**

A: Course features include:

- Self-paced and accessible 24 hours a day
- Five interactive eSimulation patient cases that emphasize critical concepts
- Debriefings and coaching provided immediately after each simulation, with hyperlinks to the referenced section of the *BLS for Healthcare Providers Student Manual*
- 14 BLS video lessons and two video tutorials
- Multiple choice, 25-question exam to test cognitive knowledge; program immediately identifies incorrect answers and provides a hyperlink to the appropriate section of the *BLS for Healthcare Providers Student Manual*
- Certificate of completion available to print when Part 1 has been completed successfully
- Printable *BLS for Healthcare Providers Pocket Reference Card*
- Online access to the *BLS for Healthcare Providers Student Manual*, the *2010 AHA Guidelines for CPR & ECC* and the BLS portion of the *2010 Handbook of Emergency Cardiovascular Care for Healthcare Providers*
- Access to all information in course for 24 months (two years) following activation of course key

**Q: Approximately how long does *HeartCode BLS Part 1* take to complete?**

A: Part 1 can be completed in approximately 1 to 2 hours; time to complete a skills practice and testing session (Parts 2 and 3) varies.

**Q: Is there a test score that must be achieved by students in order to successfully complete *HeartCode BLS Part 1*?**

A: Yes, students must score at least 84% on the online written test, which is consistent with all of AHA’s healthcare courses.

**Q: Is a skills session required?**

A: Yes. To earn an AHA BLS for Healthcare Providers course completion card, students must successfully complete a BLS for Healthcare Providers skills practice and testing session (Parts 2 and 3 of the course) with an AHA BLS Instructor or using a voice assisted manikin (VAM) system. Students must bring their Part 1 Certificate of Completion to the skills session.

**Q: What skills are tested during the skills testing session?**

A: During skills testing, students must successfully demonstrate competency performing the following skills:

- 1- and 2-Rescuer Adult BLS (includes CPR w/pocket mask and use of a bag-mask device)
- 1- and 2-Rescuer Infant BLS (includes CPR w/pocket mask and use of a bag-mask device)

**Q: After completion of *HeartCode BLS Part 1*, how long do students have to complete the skills practice and testing session?**

A: Students are allowed up to 60 days after the completion of the online part of the course to complete the skills session.

**Q: Is *HeartCode BLS Part 1* AHA-approved program?**

A: Yes. This is an official American Heart Association program.

- Q: Is *HeartCode BLS Part 1* only for renewal/update courses or can it be used for an initial BLS for Healthcare Providers Course as well?**
- A:** This program is approved for both renewal/update and initial BLS for Healthcare Providers courses.
- Q: Can students log in and out of the course?**
- A:** Yes. Students can log in and out as many times as they choose. To log out, students will click the "Click here to logout" link located at the top of the page after login. When the student is ready to continue training, he/she can return to [OnlineAHA.org](http://OnlineAHA.org) and login with his/her registered email and password.
- Q: Can program material be accessed after the online portion is completed?**
- A:** Yes, students may access all material included in the *HeartCode BLS Part 1* program for 24 months (two years) following activation of their key.
- Q: Does successful completion of *HeartCode BLS Part 1* result in receipt of an AHA course completion card? If so, what card?**
- A:** Upon successful completion of all three parts, (online course and skills practice and testing session), students will receive an AHA BLS for Healthcare Providers course completion card, issued by their Instructor's Training Center. This card is valid for two years.
- Q: Does *HeartCode BLS Part 1* offer continuing education (CE/CME/CEH)?**
- A:** No, CE/CME/CEH credits are not offered for this program, as BLS training is most often an educational requirement and a basic qualification for employment.
- Q: What is the difference between *HeartCode BLS Part 1* and *BLS for Healthcare Providers Online Part 1*?**
- A:** The outcome of successfully completing all three parts of either of AHA's BLS eLearning programs is the same: students receive their BLS for Healthcare Providers course completion card.

While both courses are available online, the difference between the two courses is the method in which the content is delivered. *HeartCode BLS Part 1* delivers the content through eSimulation where students interact in real-time with the patient scenarios, while content in *BLS for Healthcare Providers Online Part 1* is delivered through interactive question and answer lessons, mini-games and video segments.

#### **Information for BLS Instructors**

- Q: Who can conduct skills practice and testing sessions for *HeartCode BLS Part 1*?**
- A:** Parts 2 and 3 (the skills practice and testing session) may be conducted by authorized AHA BLS Instructors or using a Voice Assisted Manikin (VAM) system.
- Q: How can BLS Instructors verify the authenticity of Part 1 Certificates of Completion for *HeartCode BLS Part 1*?**
- A:** Instructors can verify certificates at [OnlineAHA.org](http://OnlineAHA.org) under the "Skills Session" tab on the home page or through the [AHA Instructor Network](#) in Courses > *HeartCode BLS Part 1*, under the Course Resources tab.
- Q: What materials do BLS Instructors need to conduct the skills practice and testing session for *HeartCode BLS Part 1*?**
- A:** For this information, instructors should refer to the document, "Training Memo: BLS HCP and Heartsaver eLearning Skills Practice and Testing Requirements 6/1/11." This document is posted on the [AHA Instructor Network](#) under Courses > *HeartCode BLS Part 1*.

#### **Purchasing Course/Finding Skills Sessions:**

- Q: Where/how can I purchase *HeartCode BLS Part 1*?**
- A:** *HeartCode BLS Part 1* (Product #90-1404) can be purchased through [OnlineAHA.org](http://OnlineAHA.org) or from any of ECC's three product [Distributors](#) (Channing Bete, Laerdal, and World Point).

**Q: How should students or employers schedule a skills practice and testing session with an AHA BLS Instructor?**

A: To find a BLS Skills Session, students can use the [ECC Class Connector](#) tool.

If an employer provides course keys to employees, the employer should provide those employees with information about skills sessions. Regular sessions may be scheduled by Training Centers to provide skills practice and testing for the students they provide keys for and to accommodate the single user who has purchased a key online. Training Centers may charge a fee for conducting sessions and issuing cards. To find a local Training Center, please use the [ECC Class Connector](#).

Students may also perform skills on a HeartCode system that has a voice assisted manikin attached (VAM system). This integrated manikin allows the student to take the skill testing portion on a computer. This option is only available through Laerdal Medical.

**Translations:**

**Q: Will *HeartCode BLS Part 1* be translated? Into what languages will it be translated? When will translated editions be available?**

A: At this time, no translations are planned.

**Technical Issues:**

**Q: Who should be contacted if there are problems with *HeartCode BLS Part 1*?**

A: Customers should contact technical support at [OnlineAHA.org](#) by phone at 1-888-AHA-8883 or email at [help@onlineaha.org](mailto:help@onlineaha.org). Telephone support hours are Monday through Friday, from 9:00 a.m. – 5:00 p.m., Eastern Time.

**Q: Does the program require special computer or support software?**

A: The minimum and recommended computer requirements are listed in the table below. You can click on Browser Check to make sure your browser is compatible. In addition, student and administrator hardware should be the recommended requirements. **PLEASE NOTE: HeartCode programs are not supported by Apple Safari.**

| Minimum requirements          | Recommended                        |
|-------------------------------|------------------------------------|
| Windows XP or Mac OSX         | Windows XP or Mac OSX              |
| 2 GHz Pentium 4 or equivalent | 2,4 GHz or higher                  |
| 768Mb Ram                     | 1Gb or higher                      |
| Adobe Flash Player 10.1       | Adobe Flash Player 10.1            |
| 512Kbit/s Bandwidth           | 1 Mbit/s or higher                 |
| Web Browser                   | Internet Explorer 7+ or Firefox 2+ |

**Q: Is there a demo available for this course?**

A: Yes. A demo for *HeartCode BLS Part 1* will be available on [OnlineAHA.org](#).