

**2011 Basic Life Support (BLS) for Healthcare Providers Classroom Course & Materials
Frequently Asked Questions (FAQs)
Updated May 18, 2011**

Post-launch Questions

Course Materials Questions:

Q: On the BLS for Healthcare Providers DVD, the Lesson Maps for the renewal course do not match the sequence of the video. What should Instructors do to correct this in teaching?

A: While the renewal course video teaches the lessons following the proper sequence, the Lesson Map “R10” is not in the correct place in the BLS for Healthcare Providers Instructor Manual. Students must be taught how to use the bag-mask device before practicing its use. Therefore, Instructors should re-order Lesson Maps in the proper sequence of R7, **R10**, R8, R9. This will be corrected at the next re-printing of the Instructor Manual.

Q: On the BLS for Healthcare Providers DVD, why don't the chapter listings match the DVD insert?

A: The DVD insert actually references the Lesson Map title, not the DVD chapter. The insert is meant to be a course outline and guide for the Lesson Maps, rather than a chapter listing. In the next printing of the DVD, the word “map” will be added to the DVD insert for clarification.

Q: I cannot access the renewal course portion of the DVD. What should I do?

A: The renewal course portion of the video can be accessed after the accessed after the DVD is loaded, immediately following the student to manikin ratio menu. Once the student to manikin ratio has been selected, users will be asked to choose whether they want to view the full course or the renewal course. While there is not a menu button that allows the user to return to the full vs. renewal course menu, users can simply eject and reload the DVD to regain access to this menu.

Q: I cannot access the menu to select the student to manikin ratio I want to use for my course. What should I do?

A: The student to manikin ratio menu can be accessed immediately after the DVD is loaded. It also may be accessed when the “Top Menu” button on the DVD’s remote is pressed; however this is not universal solution since not all DVD remotes are the same. While there is not a menu button that allows the user to return to the ratio menu, users simply can eject and reload the DVD to regain access to this menu.

Q: When I fast-forward my BLS for Healthcare Providers DVD, it skips to the renewal course. Why? How can I prevent this?

A: To prevent the DVD from jumping ahead, when possible, use the Chapter Listings menu to access specific content instead of fast-forwarding to subsequent sections of the video. Also, if the user’s DVD includes the function to play at 2x normal speed, this option can be used to move forward through the DVD.

Q: Why can't I print the “summary of steps” document from the BLS for Healthcare Providers Instructor CD?

A: The Summary of Steps chart, found on the Instructor CD included with the BLS for Healthcare Providers Instructor Manual, cannot be printed due to security features. However, this table is the same table printed in the *2010 Guidelines Highlights* document. This table is posted on the AHA Instructor Network in the News section at the path Guidelines > Guidelines Tools & Resources > Additional Tools. It is labeled “Guidelines Highlights Summary Table of Key BLS Components for Adults, Children and Infants.”

This document also can be found on page 57 of the BLS for Healthcare Providers Student Manual.

Training Questions:

Q: Do Training Centers have to retain a copy of each student's completed skills testing sheet?

A: No. In the BLS for Healthcare Providers Instructor Manual, page 21 states that Instructors must keep a copy of each student's completed skills testing sheet *as a record of competence for future reference if needed. However, this is not a complete statement.* According to the Program Administration Manual (PAM), page 18, Training Centers only have to keep this record for students that were unsuccessful in meeting the course completion requirements. For more information, please see page 18 of the PAM.

Q: Why are two sets of five cycles of CPR practice included in the BLS for Healthcare Providers Course? Can Instructors abbreviate the second set of five cycles?

A: Research has shown that healthcare providers' CPR skills degrade quickly and that high-quality CPR often is not performed correctly in hospital settings. The additional 5-cycle practice session was intentionally included in the BLS for Healthcare Providers Course to allow for more CPR practice time. It also emphasizes the importance of teamwork, when a rescuer becomes fatigued and must switch roles with an additional rescuer.

Instructors should not skip over or shorten any of the skills practice time, as CPR competency is the most critical objective of the course.

Q: Why are students tested on advanced airway management when it is not fully covered in the content of the BLS for Healthcare Providers Course?

A: The BLS for Healthcare Providers test only includes questions regarding the content taught in the BLS for Healthcare Providers Course. The test includes only one question regarding airway management, and the answer to this question is part of the content of the BLS for Healthcare Providers Course.

Science Questions:

Q: During infant CPR, why are rescuers no longer taught to keep a hand on the forehead of the infant during chest compressions?

A: Since 2005, the *AHA Guidelines for CPR & ECC* have emphasized the importance of providing high-quality CPR and have attempted to simplify steps and descriptions of CPR skills to reduce the amount of information that students must learn and remember to perform high-quality CPR.

In the past, AHA materials for infant CPR taught rescuers to maintain a hand on the forehead of the infant during compressions to facilitate maintenance of the patient's airway and delivery of rescue breaths. However, science has shown no evidence that keeping the hand on the forehead does reduce time required to deliver breaths during cycles of compressions and ventilations. As a result, the 2011 training materials do not demonstrate or require hand placement on the forehead during compressions. Whether the student keeps one hand on the forehead or not during compressions should not factor into evaluation of the quality and correctness of student performance of CPR skills.

Q: Why was Hands-Only CPR removed from the BLS for Healthcare Providers Course?

A: Hands-Only CPR was removed from this course because, in their role as healthcare providers, rescuers should know how to and be comfortable performing conventional CPR with breaths.

Pre-launch Questions

Course Information:

Q: What is the BLS for Healthcare Providers classroom-based course?

A: This video-based, Instructor-led course teaches both single-rescuer and team basic life support skills for application in both in- and out-of-hospital settings. This course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations and provide early use of an AED. It includes adult, child, and infant rescue techniques. This course also teaches relief of choking.

Q: What is different about the 2011 version of BLS for Healthcare Providers versus the 2005 version of the course?

A: The 2011 version of the BLS for Healthcare Providers Course reflects the *2010 AHA Guidelines for CPR & ECC*, published in October 2010. Other updates to the course include:

- Added emphasis on team resuscitation
- Course includes section on key changes in BLS science
- Course includes an introduction to CPR with an advanced airway
- Focus on the critical concepts of high-quality CPR

Q: Specifically, what skills and knowledge are taught in the BLS for Healthcare Providers Course?

A: Content taught in the BLS for Healthcare Providers Course includes:

- Key changes in basic life support science from the *2010 AHA Guidelines for CPR & ECC*
- Critical concepts of high-quality CPR
- The AHA Chain of Survival
- 1-Rescuer CPR/AED for Adult/Child/Infant
- 2-Rescuer CPR/AED for Adult/Child/Infant
- Differences between Adult, Child and Infant rescue techniques
- Bag-mask techniques for Adult, Child and Infant
- Rescue breathing for Adult, Child and Infant
- Relief of choking for Adult, Child and Infant
- CPR with an advanced airway*

* This is an introduction to the compression/ventilation rate and ratio 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 course?

A: This course is designed 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 in- and out- of hospital settings. This audience includes nurses, physicians, EMS professionals, students in a healthcare program at a university/college, allied health professionals (physical therapists, occupational therapist, athletic trainers, etc.) and others who may need training in basic life support skills.

Q: What is the format for this classroom-based course?

A: BLS for Healthcare Providers teaches skills using the AHA's Practice-While-Watching technique, which allows Instructors to observe the students, provide feedback and guide the students' acquisition of skills. The course uses a recommended ratio of 6 students to 2 manikins to 1 instructor.

Skills practice is included throughout the BLS for Healthcare Providers Course. The course also includes skills testing and a written test to ensure students demonstrate competency performing skills and have mastered knowledge of cognitive information.

Q: Which skills are students tested in the BLS for Healthcare Providers classroom course?

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

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

Q: Approximately how long does the BLS for Healthcare Providers classroom course take to complete?

A: The initial BLS for Healthcare Providers Course takes approximately 4 ½ hours to complete, while the BLS for Healthcare Providers Renewal Course takes approximately 4 hours to complete. Times are based on the recommended ratio of 6 students to 2 manikins to 1 instructor.

Q: Why is the renewal course an hour longer than the 2005 version of the BLS for Healthcare Providers Renewal Course?

A: Research has indicated that skills deterioration occurs over time. Given the continued focus on the criticality of performing high-quality CPR, the renewal course includes more time for practice of these lifesaving skills.

Q: Does successful completion of the BLS for Healthcare Providers Course result in receipt of an AHA course completion card? If so, what card?

A: Yes, students who successfully complete the requirements of the BLS for Healthcare Providers Course will receive an AHA BLS for Healthcare Providers Course Completion Card. This card is valid for two years.

Q: Does BLS for Healthcare Providers offer continuing education (CE/CME)?

A: No, CE/CME credits are not offered for this classroom-based course, as BLS training is most often an educational requirement and a basic qualification for employment.

Course Materials:

Q: What new course materials are available for the BLS for Healthcare Providers classroom course?

A: Materials for the classroom-based version of the course, updated to reflect the *2010 AHA Guidelines for CPR & ECC* include:

Student Materials:

- 90-1038 BLS for Healthcare Providers Student Manual

Instructor Materials:

- 90-1035 BLS for Healthcare Providers Course and Renewal Course DVD
- 90-1036 BLS for Healthcare Providers Instructor Manual
- 90-1037 BLS for Healthcare Providers Instructor Package, includes:
 - BLS for Healthcare Providers Instructor Manual (90-1036)
 - BLS for Healthcare Providers Student Manual (90-1038)
 - BLS for Healthcare Providers Course and Renewal Course DVD (90-1035)
 - AHA stopwatch

Cards:

- 90-1801 BLS for Healthcare Providers Course Completion Card (3-card sheet)
- 90-1802 BLS for Healthcare Providers Course Completion Card (2-card mailer)
- 90-1800 BLS Instructor Card (3-card sheet)
- 90-1807 BLS Instructor Card (2-card mailer)

Q: Overall, what are the key differences in the 2011 BLS for Healthcare Providers materials versus the 2005 materials?

A: Some key changes to the course materials for the BLS for Healthcare Providers classroom-based course include:

- All course materials feature an updated, professional design
- Student manual includes the BLS for Healthcare Providers Pocket Reference Card to provide students ongoing reference on critical concepts and skills
- Student CD has been removed and all pertinent information for the student included in manual and on pocket reference card
- Course video includes section on key changes in BLS science
- Course video focuses on practice and skill demonstrations and features fewer dramatizations
- Course video navigation now includes all chapter listings
- Instructor manual includes divider tabs
- Instructor manual now includes “Additional Resources” section

Q: What materials must a student have to take a BLS for Healthcare Providers class?

A: To take the course, each student must have a BLS for Healthcare Providers Student Manual, including the student pocket reference card.

Q: What is included on the Instructor CD included with the BLS for Healthcare Providers Instructor Manual?

A: The BLS for Healthcare Providers Instructor CD includes:

- 1- and 2-Rescuer Adult BLS with AED skills testing sheet
- 1- and 2-Rescuer Infant BLS skills testing sheet
- BLS for Healthcare Providers Lesson Maps and Renewal Lesson Maps
- Course evaluations
- An outline of the BLS for Healthcare Providers video chapters and corresponding Lesson Maps
- Reference websites for AHA ECC Instructors
- Summary of the steps of CPR for Healthcare Providers
- Instructor candidate application
- Equipment list
- Sample pre-course letter

Q: Is there a student CD?

A: No, the 2011 course materials do not include a student CD. All information for students is included in the BLS for Healthcare Providers Student Manual and pocket reference card (included with the manual).

Q: Is there a student website for this course?

A: No. All information for students is included in the BLS for Healthcare Providers Student Manual and pocket reference card (included with the manual).

Q: What are the specifications of each of the materials for the BLS for Healthcare Providers classroom course?

A: Materials specifications are as follows:

Student Manual:

- 8.375" x 10.875" manual
- Includes 68 pages of full-color images and text
- Contained within a full-color soft cover
- Includes a 4" x 6.5", 3-panel BLS for Healthcare Providers Pocket Reference Card
- Bound book
- Shrink-wrapped

Course and Renewal Course DVD:

- Includes both initial and renewal course
- Total run time: 129 minutes (initial course 73 minutes; renewal course 56 minutes)
- Closed-captioned

Instructor Manual:

- 8.375" x 10.875" manual
- Includes 32 pages of full-color images and text
- Contained within a full-color soft cover
- Includes 50 Lesson Maps for initial BLS for Healthcare Providers Course and 42 Lesson Maps for renewal course
- Includes 6 divider page tabs
- Includes the BLS for Healthcare Providers Instructor CD, featuring supplemental information and tools
- 3-hole drilled, unbound
- Shrink-wrapped

Instructor Package

- Includes:
 - BLS for Healthcare Providers Instructor Manual (product #90-1036; includes manual, initial and renewal course Lesson Maps, the BLS for Healthcare Providers Instructor CD and divider tabs)
 - BLS for Healthcare Providers Student Manual (product #90-1038; includes manual and pocket reference card)
 - BLS for Healthcare Providers Course and Renewal Course DVD (product #90-1035)
 - AHA stopwatch

Q: How are the BLS for Healthcare Providers Course materials packaged?

A: All materials are sold in individual units. Additionally:

- Instructor Manual is shrink-wrapped with a CD in the front cover
- Student manual shrink-wrapped with a pocket reference card
- Instructor Package is contained within a cardboard box

Teaching BLS for Healthcare Providers:

Q: Who can teach the BLS for Healthcare Providers classroom-based course?

A: This course can be taught by authorized AHA BLS Instructors.

Q: What materials are necessary to teach the BLS for Healthcare Providers Course?

A: To teach the course, BLS Instructors must, at a minimum, have a BLS for Healthcare Providers Instructor Manual and a BLS for Healthcare Providers Course and Renewal Course DVD. However, for added convenience, BLS Instructors may purchase the full BLS for Healthcare Providers Instructor Package, which includes the student manual, Instructor manual, DVD and a stopwatch for testing.

Instructors also should use the new BLS for Healthcare Providers course completion cards. All course completion cards are issued through the Training Center with which the Instructor is aligned.

Q: When must BLS Instructors begin teaching BLS for Healthcare Providers using the new curriculum and materials?

A: BLS Instructors must be teaching the BLS for Healthcare Providers classroom course according to the new curriculum and using new materials no later than 60 days following the release of the new course materials.

Q: How will BLS Instructors be updated on the new curriculum and new materials for the BLS for Healthcare Providers classroom course?

A: AHA has created a "product orientation" to introduce all BLS Instructors to the new BLS for Healthcare Providers curriculum and materials. This product orientation is a voice-over presentation Windows Media Player file that is available through the AHA Instructor Network. It is not mandatory that Instructors review this orientation or provide documentation to their Training Centers.

Course Completion Cards & Instructor Cards:

Q: When do Training Center Coordinators/Instructors have to start issuing/using new BLS course completion cards?

A: Training Center Coordinators and Instructors should begin to use new BLS for Healthcare Providers Course Completion Cards immediately upon release because new cards: 1) visually indicate that students have been trained according to the *2010 AHA Guidelines for CPR and ECC*; and 2) include updated security features.

However, to allow Training Centers to deplete excess inventory of BLS for Healthcare Providers Course Completion Cards, current (2005-2010) cards MAY be used/issued for up to 90 days following the official release date of new cards.

Training Centers that do not have an excess inventory of BLS cards should plan accordingly to order and use new cards with new materials.

Q: Do BLS Instructors need a new BLS Instructor Card to continue teaching?

A: No; however, BLS Instructors must complete their required science update by April 1, 2011, to continue teaching courses.

It is NOT an AHA ECC requirement that Training Center Coordinators issue new BLS Instructor Cards to all of their BLS Instructors. New BLS Instructor Cards should be used as follows:

- New BLS Instructor Cards must be issued to new BLS Instructors who are trained as Instructors following the release of new BLS for Healthcare Providers Course materials.
- New BLS Instructor Cards must be issued to BLS Instructors who complete their Instructor renewal requirements* following the release of new BLS for Healthcare Providers Course materials.

Purchasing Materials/Finding Classes:

Q: Where/how can I purchase materials for the BLS for Healthcare Providers classroom-based course?

A: BLS for Healthcare Providers classroom course materials and cards can be purchased from any of ECC's three trusted product [Distributors](#) (Channing Bete, Laerdal, and World Point).

Q: How do I find a BLS for Healthcare Providers class in my area?

A: To find a class near you, please use the ECC Class Connector tool at www.heart.org/eccclassconnector.

Translations:

Q: Will BLS for Healthcare Providers be translated? Into what languages will it be translated? When will translated editions be available?

A: The BLS for Healthcare Providers Course materials will be translated into Japanese, International Spanish, Portuguese, German, Arabic, Simplified Chinese, Italian and Polish. It is estimated that these translations will begin to be released in the fall of 2011.

For information on international distribution please visit the AHA ECC international web page at: <http://www.heart.org/eccinternational>.

Technical Issues:

Q: My BLS for Healthcare Providers Course and Renewal Course DVD looks distorted and pixilated in some parts?

A: AHA has chosen to distribute this DVD in "Standard Definition" (SDTV) to accommodate the wide variety of training environments in which this DVD is viewed. Standard Definition displays the image in fixed pixels (720 x 480) that represent a 4:3 aspect ratio on the screen. If you view this DVD in Enhanced (EDTV) or High Definition (HDTV), you may experience some distortion and pixilation of its contents.

Q: Who should I contact if I have problems with BLS for Healthcare Providers Course materials?

A: For problems with these materials, customers should contact the AHA ECC Distributor from whom they purchased materials.