

2011 Heartsaver® Classroom Courses & Materials Frequently Asked Questions (FAQs)

Information on Courses:

Q: What are the Heartsaver classroom courses?

A: The American Heart Association's core Heartsaver classroom courses, for those with little or no medical training, include Heartsaver First Aid, Heartsaver CPR AED and Heartsaver First Aid CPR AED. These video-based, Instructor-led courses teach participants critical skills needed to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) takes over. Depending on the course, participants learn how to recognize, respond to and treat a variety of first aid emergencies, and perform CPR and use an AED in the event of a sudden cardiac arrest.

Q: What is different about the 2011 Heartsaver classroom courses versus the 2006 classroom courses?

A: The 2011 Heartsaver classroom courses reflect the *2010 AHA Guidelines for CPR & ECC*, published in October 2010. Other updates to the courses include:

- Heartsaver CPR is no longer a stand-alone course; Heartsaver CPR AED replaces the 2006 versions of both Heartsaver CPR and Heartsaver AED
- Heartsaver First Aid skills are now tested
- Optional written test offered for those students whose employers require completion of a written test
- All child and infant skills are included in optional modules

Q: Why is Heartsaver CPR no longer offered as a stand-alone course (without AED instruction)?

A: The decision to eliminate the stand-alone Heartsaver CPR Course was based on science in the *2010 AHA Guidelines for CPR & ECC*, which indicates that the chance of survival from sudden cardiac arrest is greater when high-quality CPR includes use of an AED. Science also shows that, with AEDs becoming more and more widely available in public and workplace settings, there is an increased need to educate all students on how to use an AED. Based on the science, all AHA adult and child CPR courses now will include AED instruction.

For detailed information on this science-based recommendation, please refer to *Part 16: Education, Implementation and Teams* of the *2010 AHA Guidelines for CPR & ECC* (page S922).

Q: Are the additional Heartsaver courses, Heartsaver Pediatric First Aid, Heartsaver Bloodborne Pathogens and Heartsaver CPR in Schools also being updated?

A: Yes, plans for updating these courses to reflect 2010 AHA Guidelines science are in development. Once a timeline for updates to these courses and materials is determined, AHA will communicate timing to customers.

Q: Specifically, what content is taught in the Heartsaver classroom courses?

A: All courses include key changes reflecting science from the *2010 AHA Guidelines for CPR & ECC*. Each course also offers an optional written test for students whose employers require completion of a test. Specific content covered in each course is listed below:

Heartsaver CPR AED

- Adult CPR AED (with a mask)
- Adult choking
- Optional modules include child CPR AED, and infant CPR, including child and infant choking

Heartsaver First Aid

- First aid basics (including scene safety, finding the problem, calling for help and more)
- Medical emergencies (including actions for choking, breathing problems, shock and more)
- Injury emergencies (including actions for bleeding, broken bones, burns and more)
- Environmental emergencies (including actions for bites and stings, and temperature-related and poison emergencies)

Heartsaver First Aid CPR AED

- First aid basics (including scene safety, finding the problem, calling for help and more)
- Medical emergencies (including actions for choking, breathing problems, shock and more)
- Injury emergencies (including actions for bleeding, broken bones, burns and more)
- Environmental emergencies (including actions for bites and stings, and temperature-related and poison emergencies)
- Adult CPR AED (with a mask)
- Optional modules include child CPR AED, and infant CPR, including child and infant choking

Q: Who is the target audience for the Heartsaver classroom products and courses?

A: These courses are for anyone with limited or no medical training who needs a course completion card in first aid and/or CPR AED to meet job, regulatory or other requirements.

Q: What is the format for the Heartsaver classroom courses?

A: Heartsaver courses teach skills using the AHA's research-proven Practice-While-Watching technique, which allows Instructors to observe students, provide feedback and guide students' acquisition of skills.

These courses include skills practice and testing to ensure students demonstrate competency performing skills and have mastered knowledge of cognitive information.

Q: Which skills are students tested on the Heartsaver classroom courses?

A: Skills tested for each course are listed below:

Heartsaver First Aid CPR AED

- Taking off gloves
- Finding the problem
- Epinephrine pen use
- Stopping bleeding
- Adult CPR AED
- Child CPR AED (when taught)
- Infant CPR (when taught)

Heartsaver CPR AED

- Adult CPR AED
- Child CPR AED (when taught)
- Infant CPR (when taught)

Heartsaver First Aid

- Taking off gloves
- Finding the problem
- Epinephrine pen use
- Stopping bleeding

Q: Is there a written test that must be completed for Heartsaver courses?

A: While the AHA does not mandate completion of a written test for Heartsaver courses, an optional written test is available for Instructors to administer to students whose employers require completion of a written test.

Q: Approximately how long do the Heartsaver classroom courses take to complete?

A: The following are the approximate completion times for each course. Times are based on a recommended ratio of 6 students to 2 manikins to 1 Instructor. Using a different ratio of students to manikins to Instructors will result in increased course completion times.

- Heartsaver First Aid: approximately 2 – 3 hours
- Heartsaver CPR AED: approximately 3 – 4 hours
- Heartsaver First Aid CPR AED: approximately 5 – 7 hours

Q: Does successful completion of the Heartsaver classroom courses result in receipt of an AHA course completion card? If so, what card?

A: Yes, students who successfully complete the requirements of these courses will receive an AHA course completion card, valid two years. The table below indicates the card received for each course:

Course	Card Received
Heartsaver First Aid	Heartsaver First Aid Course Completion Card
Heartsaver CPR AED	Heartsaver CPR AED Course Completion Card
Heartsaver First Aid CPR AED	Heartsaver First Aid CPR AED Course Completion Card

Q: Are continuing education (CE/CME) credits offered for the Heartsaver classroom-based courses?

A: No, CE/CME credits are not offered for these classroom courses.

Course Materials

Q: What new course materials are available for the Heartsaver classroom courses?

A: Materials for the classroom courses, updated to reflect the *2010 AHA Guidelines for CPR & ECC* include:

Student Materials:

- Heartsaver First Aid Student Workbook with Heartsaver First Aid Quick Reference Guide (Product #90-1027)
- Heartsaver CPR AED Student Workbook with Adult CPR AED Reminder Card and Child & Infant CPR AED Reminder Card (Product #90-1044)
- Heartsaver First Aid CPR AED Student Workbook with Heartsaver First Aid Quick Reference Guide, Adult CPR AED Reminder Card and Child & Infant CPR AED Reminder Card (Product #90-1026)
- Heartsaver First Aid Quick Reference Guide (Product #90-1025)

Instructor Materials:

- Heartsaver First Aid CPR AED Instructor Manual with Lesson Maps, divider tabs and Heartsaver Instructor CD (Product #90-1029)
- Heartsaver First Aid CPR AED DVD Set (Product #90-1028)

Cards:

- Heartsaver CPR AED Course Completion Card (3-card sheet) (Product #90-1813)
- Heartsaver CPR AED Course Completion Card (2-card mailer) (Product #90-1810)
- Heartsaver First Aid Course Completion Card (3-card sheet) (Product #90-1814)
- Heartsaver First Aid Course Completion Card (2-card mailer) (Product #90-1809)
- Heartsaver First Aid CPR AED Course Completion Card (3-card sheet) (Product #90-1815)
- Heartsaver First Aid CPR AED Course Completion Card (2-card mailer) (Product #90-1820)
- Heartsaver Instructor Card (3-card sheet) (Product #90-1816)

AHA has also created supplementary Heartsaver materials to be used in workplaces or as promotional materials to support first aid, CPR and AED training. These materials include:

Supplementary Materials:

- Heartsaver Adult Choking Poster (Product #90-1045)
- Heartsaver Adult CPR AED Poster (Product #90-1047)
- Heartsaver Child & Infant Poster Pack (Product #90-1046)
- Heartsaver Adult Poster Pack (Product #90-1048)
- Heartsaver Poster Pack (Product #90-1049)
- Heartsaver Child & Infant CPR AED Wallet Card (Product #90-1050)
- Heartsaver Adult CPR AED Wallet Card (Product #90-1051)

Q: Overall, what are the key differences between the 2011 Heartsaver classroom materials and the 2006 Heartsaver classroom materials?

A: Some key changes to the materials for the Heartsaver classroom materials include:

- All course materials feature an updated, professional design
- Student workbooks include two additional pages about Heartsaver classroom and eLearning courses and other AHA programs
- Student CD has been removed and all relevant information from the CD is now included in the student workbooks
- Course video includes section on key changes in BLS science
- Instructor manual includes divider tabs

Q: Are the DVDs included in the DVD set sold separately?

A: No, the Heartsaver DVDs are sold only as a set. The decision to package the DVDs as a set was due to overwhelming customer feedback that Instructors prefer a set rather than three, individual DVDs. AHA anticipated that this packaging may affect some instructors who currently do not teach first aid and CPR AED. However, the DVD set allows for the full course to be taught should these Instructors wish to expand training to meet the needs of customers who request full training.

Q: What materials must a student have to take a Heartsaver classroom course?

A: Depending on the course, each student must have his/her own Heartsaver First Aid, Heartsaver CPR AED or Heartsaver First Aid CPR AED Student Workbook.

Q: What is included on the Instructor CD that comes with the Heartsaver First Aid CPR AED Instructor Manual?

A: The CD includes the following:

- First Aid skills testing sheet
- CPR AED skills testing sheet
- Heartsaver First Aid CPR AED Lesson Maps
- Course evaluations
- Reference websites for AHA ECC Instructors
- Instructor candidate application
- Equipment list
- Sample pre-course letter

Q: Will the contents of the Instructor CD also be posted to the AHA Instructor Network?

A: Yes, the materials on the CD will be posted to the AHA Instructor Network, with the exception of the Lesson Maps. These materials, including skills testing sheets and other forms, are accessible to registered and confirmed members. They can be located in the Courses section, under Heartsaver.

Q: Is there a student CD in the Heartsaver student workbooks?

A: No, the 2011 student workbooks do not include a student CD. All information for students is included in the Heartsaver student workbooks.

Q: Is there a student website for this course?

A: No. All information for students is included in the Heartsaver student workbooks.

Purchasing Materials/Finding Classes:

Q: Where/how can I purchase Heartsaver classroom course materials?

A: Classroom course materials and cards can be purchased from any of ECC's three product [Distributors](#) (Channing Bete, Laerdal and WorldPoint).

Q: How do I find a Heartsaver class near me?

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

Technical Issues

Q: Why do my Heartsaver DVDs look distorted and pixilated in some parts?

A: AHA has chosen to distribute DVDs in "Standard Definition" (SDTV) to accommodate the wide variety of training environments in which our DVDs are 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 the DVDs in Enhanced (EDTV) or High Definition (HDTV), you may experience some distortion and pixilation of their contents.

Q: Who should I contact if I have problems with the Heartsaver classroom course materials?

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

Translations

Q: Will Heartsaver course materials be translated? Into what languages will it be translated? When will translated editions be available?

A: The Heartsaver First Aid CPR AED Student Workbook, Heartsaver First Aid CPR AED Instructor Manual and the Heartsaver First Aid CPR AED DVD Set will be translated into Arabic, German, Japanese, Polish, Portuguese and Spanish. For some languages, the Heartsaver First Aid Quick Reference Guide and adult and child/infant reminder cards also will be translated.

It is estimated that these translations will begin to be released within approximately eight weeks of the launch of the U.S. materials. For information on international distribution please visit the AHA ECC international web page at:

<http://www.heart.org/eccinternational>.