

ITLS North Carolina POLICY AND PROCEDURE MANUAL

www.NCITLS.org

Table of Contents

A. INTRODUCTION

- Statement of Philosophy**
- Chapter Organizational Structure**
- Chapter & Training Centre Responsibilities**
- ITLS Responsibilities Relating to the Chapters & Training Centers**

B. GENERAL POLICIES AND PROCEDURES

- Section 100 – Course Requirements**
- Section 200 – Course Fees**
- Section 300 – ITLS North Carolina Chapter Board of Directors**
- Section 400 – Chapter and Course Faculty and Administration**
- Section 500 – Requirements for ITLS Certification**
- Section 600 – Non-Discrimination and Harassment**
- Section 700 – Dispute Resolution**
- Section 800 – Students with Disabilities**

C. FORMS

- Post-Course Checklist**
- Affiliate Faculty Course Evaluation**
- Instructor Monitor Form**
- Student Evaluation for Provider Course**

Note: All sample course agendas, evaluations, equipment lists, and other worksheets/planning documents can be found in the 8th Edition ITLS Coordinator & Instructor Guide. Please refer to this document for these reference materials.

ITLS North Carolina

POLICY AND PROCEDURE MANUAL

Rev. Jan 1, 2020

A. INTRODUCTION

North Carolina International Trauma Life Support began training EMS personnel in the principles of ITLS in 1984. International Trauma Life Support granted the Charter for the North Carolina Chapter to the North Carolina College of Emergency Physicians, who has actively supported ITLS in North Carolina, since the inception of the program.

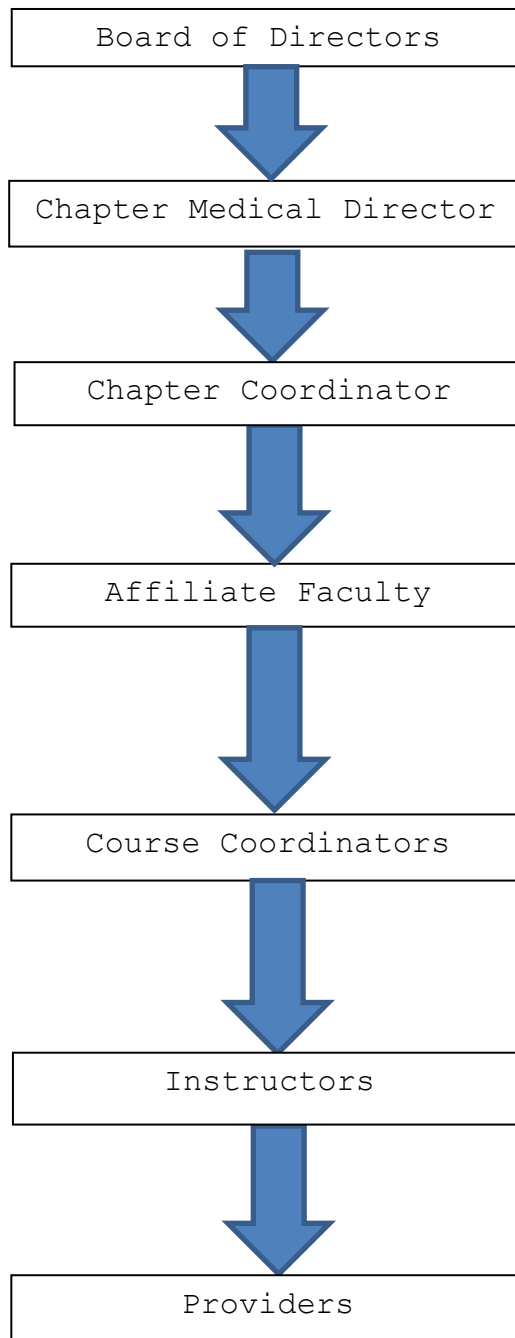
In 2011, the Chapter incorporated as a separate entity and the Charter was moved to North Carolina International Trauma Life Support, Inc. (NCITLS, Inc.)

The Policy and Procedure Manual of ITLS North Carolina will be evaluated yearly and modifications made and approved by the ITLS North Carolina Board of Directors during the annual meeting held at the North Carolina State EMS Conference. All Instructors, Coordinators, Affiliate Faculty, State Coordinator, Medical Director and Board Members are invited and encouraged to attend this meeting. An updated copy of the Policy and Procedure manual will be posted on NCITLS.org website at all times for anyone to reference.

Statement of Philosophy

The goals of International Trauma Life Support (ITLS) and NC ITLS are to educate Pre-hospital and hospital-based personnel, of all levels, throughout North Carolina, an orderly and systematic approach to the initial evaluation and treatment of the traumatized patient. ITLS will accomplish this by development and maintenance of a concise, practical course for emergency response personnel, along with the appropriate educational materials. Most of the skills taught in this course are part of state and national prehospital training programs. ITLS certification does not imply that an individual is physically or legally capable of performing procedures or skills that he/she is otherwise not approved to use by the North Carolina Office of EMS, local EMS system or Medical Director.

Chapter Organizational Structure
ITLS North Carolina is organized as follows:



Chapter & Training Center Responsibilities

The following is a list of the ongoing responsibilities of designated ITLS chapters and training centers. This list is not all inclusive and may include other chapter-specific responsibilities.

- Collect data, including the number of providers and various faculty members
- Collect fees due to ITLS
- Effectively use the ITLS electronic Course Management System (CMS) except when specifically exempted by the International office
- Disseminate information from the ITLS International office to the constituents
- Provide information to the ITLS office on ITLS activities and new concepts developed within the chapter or training center
- Provide quality management for ITLS courses that are conducted
- Establish course sites and designate course coordinators within the chapter or training center
- Establish a plan for coordination of activities and programs
- Provide local financial management for ITLS programs
- Provide positive public relations for ITLS activities conducted
- Select delegates to represent the chapter at the ITLS International Congress

ITLS Responsibilities Relating to the Chapters & Training Centers

The following is a list of ongoing activities and services that ITLS International provides its chapters and training centers. This list is not intended to be all-inclusive.

- Disseminating current information regarding changes in protocols, changes in ITLS teaching materials, and updates in revision to ITLS policies and procedures
- Providing resources to new chapters and training centers in both manpower and/or organizational materials to assist them in developing ITLS programs
- Providing a clearinghouse for ITLS committee recommendations
- Providing quality management at an international level by enforcing the guidelines and standards recommended by the ITLS International Board and Committees
- Planning the annual International conference and business meeting for constituents to be represented
- Preparing financial reports
- Publishing an ITLS newsletter and maintaining a web site designed to disseminate information
- Distributing ITLS instructional materials and novelties
- Distributing all ITLS certification cards and certificates, and maintaining course roster information via the Course Management System (CMS)

B. GENERAL POLICIES AND PROCEDURES

Section 100 – Course Requirements

- .01 International Trauma Life Support courses must follow the nationally/internationally accepted guidelines for trauma care as outlined in the following reference materials:

ITLS Provider Manual – 9th edition
ITLS Instructor Guide – 9th edition
Case Based Learning
ITLS Military Provider Manual – 2nd edition
ITLS Military Instructor Guide – 2nd edition
Pediatric Trauma Life Support Provider Manual – 3rd edition
Pediatric Trauma Life Support Instructor Guide – 3rd edition
ITLS Access Provider Manual – 3rd edition
Duty to Respond Field Guide

- .02 Recertification courses may be conducted in conjunction with provider courses or as determined by the Course Coordinator, whereby, minimum requirements established by the ITLS North Carolina Chapter as outlined in this Policy and Procedure Manual must be successfully completed. For complete recertification requirements, please see Section 500 – Requirements for ITLS Certification.

All instructors must be updated to the 9th edition materials through the ITLS Instructor Update Online. Instructors are not eligible to teach Provider courses from the 9th edition book until this program is successfully completed and card issued.

- .03 Courses will be conducted in an organized professional manner that reflects positively on the chapter.
- .04 Confidentiality with respect to student performance shall be maintained at all times.
- .05 Records of student performance shall be maintained by Course Coordinators for a minimum period of 5 years. Either utilizing the Course Management System (CMS) online or maintaining paper copies of post-tests, patient assessment score sheets, and other course documents, or electronic (scanned) documents.

All records stored in the CMS remain in the CMS database permanently; deletions or modifications related to student or instructor certification may be made at the discretion of the Chapter Coordinator.

- .06 All requests for approval of courses shall be submitted via the CMS to the Chapter Coordinator for approval. At the time of approval, course requests must include the course dates, location, course medical director, Course Coordinator, and Affiliate Faculty. If an Affiliate Faculty has not been secured at the time of course request, the Course Coordinator will work with the Chapter Coordinator to secure an Affiliate Faculty, as one Affiliate Faculty is required at all courses. Any changes to the course dates, location, course medical director, Course Coordinator, Affiliate Faculty, or instructors must be updated in CMS. CMS automatically notifies the Chapter Coordinator of these changes.

- .07 Requests for the approval of courses shall be received no later than 30 days prior to the course start date. ITLS North Carolina encourages requests to be submitted 60 to 90 days prior to the course start date to allow adequate time for student registration and preparation for the course.

If, for any reason, the course request is not received within this specified parameter, the Chapter Coordinator will determine course approval or denial.

- .08 The appropriate ITLS course manual must be distributed to students at least 30 days in advance of the course start date.
- .09 To manage the quality control of a course, every course must have a Course Medical Director who is available for consultation by phone, the on-site presence and involvement of the Course Medical Director is strongly encouraged. See the complete ITLS policy on medical direction in the ITLS Coordinator & Instructor Guide.

One Affiliate Faculty member must be on site at the course at all times. When the course medical director is not on-site, the Affiliate Faculty accepts responsibility for overall quality management at the course. The Affiliate Faculty member may concurrently serve as an instructor at the course.

The Course Coordinator must also be on-site at all times during any ITLS course.

- .10 The Chapter Coordinator is to receive a complete copy of all course paperwork from the Course Coordinator within 30 days after the course is completed. The CMS relieves the requirements for hard copy paperwork for a course roster. The use of CMS is mandated for all ITLS North Carolina coordinators.

In addition to submitting the course roster via CMS, the Course Coordinator must also complete and submit to the ITLS North Carolina Chapter Coordinator office:

- Affiliate Faculty Course Evaluation
- Payment of fees for course indicating CMS Course ID number

See Section 200 – Course Fees for additional information about payment of fees and consequences of non-payment.

- .11 **Certification Card Issuance** – Course Coordinators are responsible for the printing and/or issuance of certification cards from all Provider courses, including Pediatric and Access. Printing privileges are granted through the CMS in advance of payment for all Course Coordinators whose accounts are in good standing. Course Coordinators have the option to print cards in advance of the course for distribution to all students who successfully complete the course requirements, or to print/email and distribute the cards after the course is completed.

The Chapter Coordinator issues all initial instructor certification and instructor recertification cards. CMS printing privileges are not extended to Course Coordinators for Instructor courses. After the Instructor Monitoring Form for an instructor candidate is received by the Chapter Coordinator from the Affiliate Faculty, the Chapter Coordinator will issue the Instructor certification card with a letter of welcome.

- .12 The required ratio of instructors to students for all skills stations is 1:6. The number of students permitted to attend a course is limited by the number of faculty available to teach.
- .13 **Pass/Fail and Retesting Criteria** – For specific course pass/fail criteria, please see Section 500 – Requirements for ITLS Certification.

Students who fail the patient assessment test will be retested immediately. Any student who fails the written post-test may retake the test within two weeks. If either the patient assessment or written post-test is failed twice, an ITLS card will not be granted but a certificate of course completion with continuing education credit will be issued. To earn ITLS certification, a student would need to repeat the full provider course and reattempt the patient assessment and written post-test at the time of the second course.

- .14 **Patient Assessment Testing Criteria** – All students are graded on patient assessment according to the following criteria as outlined in the Coordinator & Instructor Guide:

Inadequate Rating

1. Disorganized assessment exams
2. Prolonged on-scene times in the setting of load-and-go situations
3. Critical actions missed (such as not stabilizing the neck)
4. Fatal errors made (such as poor cervical-spine management)
5. Causes death of the patient

Adequate Rating

1. Reasonable organization of assessment exams
2. Accurate identification of load-and-go situations
3. Abbreviated on-scene times for load-and-go situations
4. Performs all critical actions
5. No fatal errors made

Good Rating

1. Organized exams and solid overall performance
2. Interacts well with patient and team members
3. Performs all critical actions
4. Abbreviated on-scene times for load-and-go situations
5. Correctly performs or oversees performance of all critical interventions

Excellent Rating

1. Excellent organization of assessment exams
2. Excellent patient care
3. Interacts well with patient and team members
4. Directs the team well; displays leadership
5. Performs all critical actions
6. Abbreviated on-scene times for load-and-go situations
7. Demonstrates clear understanding of prehospital trauma assessment and management
8. Cooperative and supportive in the learning environment
9. Conveys attitude and desire to help teach trauma assessment and management

- .15 **Reciprocity** – Provider and Instructor certifications will be accepted from other Chapters and Training Centers.

Provider Reciprocity

ITLS Provider certification issued from another Chapter or Training Centers will be accepted in North Carolina to the date of expiration. When certification expires, the candidate must fulfill Provider Recertification requirements in North Carolina for recertification.

Instructor Reciprocity

Instructor certification will be accepted from other ITLS Chapters or Training Centers. An instructor coming into ITLS North Carolina must apply to the Chapter Coordinator for reciprocity. This application will include the candidate's past ITLS instruction history and a letter confirming good standing from the candidate's former ITLS Chapter or Training Center.

Once approved by the Chapter Coordinator, the instructor candidate must be monitored while teaching at a Provider course by an ITLS North Carolina Affiliate Faculty. Upon completion of monitoring, the Affiliate Faculty will send a recommendation to the Chapter Coordinator. The Chapter Coordinator may issue an Instructor certification card or discuss the results with the Medical Director.

An Instructor Bridge course is available for current PHTLS, ATLS, TNS, or TNCC Instructors. Please see Section 500 – Requirements for ITLS Certification for more information.

- .16 ITLS may be utilized as part of a paramedic or EMT training program. The training program must adhere to all ITLS North Carolina guidelines contained in this Policy and Procedure Manual when conducting ITLS training as part of a training program. ITLS certification cards will be issued at the completion of the training program when the student has successfully completed all training. For example, students cannot receive an ITLS Advanced Provider card until they have successfully completed the full paramedic program.

Section 200 – Course Fees

- .01 Course Coordinators may charge a reasonable fee to students as necessary to cover costs of conducting the course, instructor honorariums, meals, course materials and chapter and international student certification fees.
- .02 The following fee schedule shall apply for Chapter and International student certification fees:

Chapter: \$10.00 per Advanced/Basic Provider student (certification or recertification)
\$10.00 per Pediatric or Access student (certification or recertification)
\$ 0.00 per Instructor student (Advanced or Basic certification or recertification)

International: \$17.00 per student for all certifications or recertifications. There is no charge for instructor certifications.

Fees are paid for all students in attendance at a course, pass or fail.

- .03 Chapter fees for students are established by the ITLS North Carolina Board of Directors.
- .04 International fees for students are established by the International ITLS Board of Directors.
- .05 International and Chapter fees for students attending or enrolled are to be paid when completed course rosters and post-course paperwork are submitted to the Chapter Office. The payment of International fees will be handled by the Chapter Coordinator and are included in the course fees.

Payment should be sent by the Course Coordinator to the Chapter Coordinator within 30 days of the course completion date. Fees may be paid PayPal or by check made payable to the North Carolina ITLS.

- .06 The CMS will not be accessible for Course Coordinators to access and print their own cards unless fees are paid or the Course Coordinator's organization/agency has a payment history qualifying that debt will be paid.
- .07 The Chapter Coordinator reserves the right to deny card printing privileges or course approval based on outstanding or bad debts incurred by a particular agency or individual that pertains to ITLS North Carolina.
- .08 Service fees or administrative costs may be charged for checks returned due to insufficient funds.
- .09 Administrative cost for canceled registration at a course may be recovered by the organizing agency.

Section 300 – ITLS North Carolina Chapter Board of Directors

- .01 **Overview of Operations** – The ITLS North Carolina Board of Directors shall operate in accordance with the ITLS North Carolina Policy and Procedures Manual. The Chapter Medical Director is the chairperson of the ITLS North Carolina Board of Directors and conducts all committee meetings.

Board of Directors members are appointed for a split term of three members for a period of two years and three members for a period of three years. The performance of the members will be subject to review annually in order to determine the advisability of continued appointment during their term. There shall be a total of six Board of Director members plus the Chapter Medical Director.

Application for the Board of Director members must include curriculum vitae (resume), recommendations by two current Affiliate Faculty members, and a letter stating intent. These application materials should be sent to the Chapter Coordinator in advance of the Chapter annual meeting.

The Chapter Medical Director in conjunction with the Chapter Coordinator will review applications and make recommendations for appointments to the Board of Directors and voted for approval by the members present at the annual meeting.

A broad base of providers representing all geographical areas as well as basic and advanced EMS providers and other allied health professionals will be recommended for the Board of Directors.

.02 Duties and Responsibilities – Includes:

- Advise the Chapter Medical Director and Chapter Coordinator on matters concerning the ITLS North Carolina program on issues such as:
 - Development of chapter policy and procedures
 - Promulgation of ITLS throughout the chapter area
 - Development long range and strategic plans
 - Dissemination of information at the local level
 - Disciplinary issues
- Provide support for new training sites and assist with new program development in the chapter
- Provide input into the process of maintaining the chapter
- Provide mechanism through which personnel throughout the area have a voice in ITLS-related matters
- In conjunction with the Chapter Medical Director and Chapter Coordinator, appoint Affiliate Faculty
- Oversee the due process of revocation for ITLS instructors, Affiliate Faculty, Course Coordinators, and course medical directors
- Perform other duties as assigned

.03 Removal Procedures – If written allegations are made regarding inappropriate conduct by or an inadequate knowledge base of a Board Member the Chapter Medical Director may initiate an investigation. The Board of Director designation may also be suspended pending the outcome of the investigation. The Chapter Medical Director shall appoint a three-member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the Board Member will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of the Board Member designation for a specified period of time
- Permanent suspension of the Board Member designation
- Remedial training
- Supervision by the Chapter Medical Director and/or Chapter Coordinator

- .04 **Selection of Delegates at International Trauma Conference Business Session –** Each year, individuals are selected to represent the chapter at the annual ITLS International Trauma Conference business sessions. Delegates represent the chapter at the business meetings, including the elections for Board of Directors members, elections for Speaker and Vice Speaker, and voting on any organization bylaws changes or other business.

The number of delegates representing the chapter for the annual business session is determined by the number of ITLS students trained, fees paid, and rosters submitted during the past two calendar years. In order for these certifications to be included in a chapter's count of delegates, payment must be received by the International office prior to March 31 of the next year.

Delegates are appointed by the Chapter Medical Director and Chapter Coordinator based on past involvement and availability of funds. Delegates are appointed for the duration of the annual International Trauma Conference.

Selection criteria for International Trauma Conference Delegates is made by the Medical Director and Chapter Coordinator and is made based on level of involvement over the past year, including but not limited to number of courses taught and students trained.

Delegates' responsibilities include the following:

- Represent the NCITLS chapter and attend all business sessions as an International meeting delegate
- Communicate the perspective of the chapter with regard to major issues
- Disseminate information to instructors as required
- Participate in the assessment of the ITLS program
- Participate in the formative process of continuing course revision
- Participate in the development of ITLS International

Reimbursement for International Trauma Conference Delegates is based on the available money of the Chapter. To be eligible for reimbursement, the delegate must register for the International Trauma Conference and attend all sessions as directed by the chapter.

Section 400 – Chapter and Course Faculty and Administration

- .01 **Chapter Medical Director** – Position appointed by the NCITLS Board of Directors. The performance of the Medical Director should be reviewed by the NCITLS Board of Directors on an annual basis to determine the advocacy of reappointment.

Eligibility:

- Must be a physician licensed to practice medicine within North Carolina
- Must be a physician involved in emergency medicine with a background of involvement in pre-hospital care
- Must be a current ITLS instructor
- Must have extensive experience in managing continuing education courses and demonstrate an in-depth knowledge of ITLS

Duties and Responsibilities:

- Ultimately responsible for the management of the ITLS program within the chapter, in both educational and business-related matters
- Provide consistent leadership for the program
- Stimulates the evolution and consistency of ITLS programs throughout North Carolina
- Ensures the availability of training and the quality of the programs offered
- Ensures the medical appropriateness of the course content
- Ensures that the program is taught in a manner consistent with International Trauma Life Support
- Ensure the medical quality of ITLS courses throughout North Carolina
- Advises on the appointments of Affiliate Faculty
- Represents ITLS North Carolina as an International Meeting Delegate, if possible
- Regularly reviews the courses held under the auspices of the appointed Course Directors within the chapter
- Relieves a Course Director or Course Coordinator of their title if he/she fails to present courses that are consistent with ITLS standards, or where management of the course impedes student education or the reputation of the ITLS North Carolina program
- In association with the Chapter Coordinator, facilitates the daily operation of the ITLS North Carolina program
- Oversees the appeal of due process activities
- Leads, supervises, and oversees the operation of the Board of Directors
- Appoints ad hoc subcommittees as needed to address specific ITLS issues
- Provides leadership for strategic and long range planning
- Appoints a special committee to execute due process in the event of possible revocation
- Performs other duties as necessary

.02 **Chapter Coordinator** – Position appointed by the Medical Director and Board of Directors The performance of the coordinator should be reviewed on an annual basis to determine the advocacy of reappointment. Should the coordinator not demonstrate satisfactory performance or not wish to continue, the Medical Director and Board of Directors shall initiate a search for a qualified candidate.

Eligibility:

- Must be the administrative designate of the ITLS chapter or possess and maintain Affiliate Faculty status
- Should be an individual who has experience in managing continuing education courses and has demonstrated an in-depth knowledge of pre-hospital trauma care

Duties and Responsibilities:

- In association with Chapter Medical Director, facilitate the daily operation of the ITLS North Carolina program
- Provides consistent leadership for the program
- Stimulate the evolution and consistency of ITLS programs throughout the

chapter area

- Ensures the availability of training and the quality of the programs offered
- Provides financial management and oversight of the ITLS chapter including organization of chapter finances
- Ensures the quality and consistency of ITLS focusing primarily on the administrative aspects
- Advises the Chapter Medical Director and Board of Directors regarding the appointment of Affiliate Faculty
- Organizes chapter records
- Provides administrative support for the ITLS chapter
- Executes the plans and enforces the policies of the ITLS Policy and Procedure Manual
- Coordinates due process activities of the Board of Directors
- Performs other duties as necessary

Removal:

If written allegations are made regarding inappropriate conduct by or an inadequate knowledge base of Chapter Coordinator, the Medical Director may initiate an investigation. The Chapter Coordinator may also be suspended pending the outcome of the investigation. The Medical Director shall appoint a three member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, Chapter Coordinator will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of the Chapter Coordinator designation for a specified period of time
- Permanent suspension of Chapter Coordinator designation
- Remedial training
- Supervision by the Chapter Medical Director

.03 **Affiliate Faculty** – Appointed by the Chapter Medical Director and Chapter Coordinator.

Eligibility:

- Must be a certified ITLS instructor for at least one year
- Must have participated in at least three courses since becoming an ITLS instructor, one of which must be outside his/her own EMS system
- Must have served as Course Director or Coordinator for at least two courses
- Must be an Advanced-level provider (physician, registered nurse, EMT-P)
- Must possess considerable knowledge with respect to the ITLS chapter structure and operations
- Must be willing to maintain active involvement with the development of ITLS educational material
- Must possess a willingness to actively promote the growth and development of the ITLS program

Application Requirements:

- A current curriculum vitae (resume)
- Two letters of recommendation from current Affiliate Faculty members
 - One letter must come from an Affiliate Faculty member outside the applicant's EMS system
 - Letters must attest to the candidate's qualifications, knowledge, and abilities as an ITLS Instructor
- Letter stating intent to fulfill the stated responsibilities of Affiliate Faculty for ITLS North Carolina.

Status Maintenance Requirements:

Maintenance of Affiliate Faculty status is not considered an automatic right or due. It is determined by Affiliate Faculty's yearly activities, which should include:

- Must keep ITLS instructor certification current
- Must attend the North Carolina ITLS annual meeting once every two years
- Participation in at least four courses in two years
 - Strongly suggested that one course be outside his/her EMS system
- Serve as Affiliate Faculty in at least one course in two years
- An Affiliate Faculty may request a one-year sabbatical from ITLS duties with prior, written approval of the ITLS North Carolina Board of Directors.

Duties and Responsibilities:

- Monitors the quality of ITLS courses in the chapter
- Serves as a resource person for Course Medical Directors and Course Coordinators
- Monitors new ITLS instructors, course directors, and coordinators
- Participates as faculty for instructor courses and updates
- Participates as faculty for provider courses
- Serves as the primary liaison between ITLS instructors and the ITLS Chapter Coordinator
- Disseminates information to providers and instructors
- Promotes ITLS
- Provides valuable input affecting decisions made at the chapter level
- Performs other duties as necessary

Removal:

If written allegations are made regarding inappropriate conduct by or an inadequate knowledge base of the Affiliate Faculty member, the Chapter Medical Director may initiate an investigation. The Affiliate Faculty member's designation may also be suspended pending the outcome of the investigation. The Chapter Medical Director shall appoint a three member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the Affiliate Faculty member will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of the Affiliate Faculty designation for a specified period of time
- Permanent suspension of Affiliate Faculty designation
- Remedial training
- Supervision by the Chapter Medical Director and/or Chapter Coordinator

.04 **Course Medical Director** – Approved by the Chapter Medical Director.

Eligibility:

- Must be a licensed Advanced Practice Provider within North Carolina
- Should be familiar with EMS systems and pre-hospital care and have experience and training related to trauma patients
- Should be an ITLS instructor and have taught at least one ITLS course following certification as an instructor or served as co-director with another ITLS certified Advanced Practice Provider
- Must be satisfactorily monitored and mentored by an Affiliate Faculty at a two-day provider course

Duties and Responsibilities:

- Ensures that the program is consistent with ITLS standards
- Responsible for every aspect of the ITLS course
- Ensures adequate time for lectures and skills stations
- In the absence of an instructor, is prepared to present information
- It is strongly advised that the Course Director consult with the ITLS Affiliate Faculty during the planning stages of the course

Removal:

If written allegations are made regarding inappropriate conduct by or an inadequate knowledge base of the Course Medical Director, the Chapter Medical Director may initiate an investigation. The Course Medical Director's designation may also be suspended pending the outcome of the investigation. The Chapter Medical Director shall appoint a three member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the Course Medical Director will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of the Course Medical Director designation for a specified period of time
- Permanent suspension of Course Medical Director designation
- Remedial training
- Supervision by the Chapter Medical Director and/or Chapter Coordinator

.05 Course Coordinator – Approved by the Chapter Medical Director.

Eligibility:

- Must be an experienced EMS educator and program organizer with a thorough knowledge of the ITLS program
- Must provide a current resume to the chapter coordinator when requesting course coordinator status
- Must have a demonstrated history of coordinating and conducting multiple session programs
- Must be an ITLS instructor
- Must be able to coordinate all requirements pre-course, during the course and post course follow-up
- Must be mentored by and co-coordinate two courses with an experienced course coordinator or ITLS affiliate faculty member

Duties and Responsibilities:

- Must be on-site throughout the course and will serve as the primary resource for information and questions of an administrative nature
- Serves as a liaison between providers and the Course Medical Director, Affiliate Faculty, and Chapter office
- Coordinates all aspects of the ITLS course:
- Submits any pre-course paperwork to Chapter Coordinator
- Completes pre-course preparation
- Orders textbooks
- Distributes textbooks at least thirty days before the course
- Verifies that each registrant meets pre-course criteria
- Selects and recruit's faculty and Affiliate Faculty
- Prepares student and faculty course packets
- Arranges for equipment
- Provides on-site coordination
- Registers students
- Makes arrangements for faculty
- Ensures appropriate equipment placement
- Ensures flow of skills stations
- Arranges patient assessment practice and testing stations
- Arranges for grading of written exams
- Completes the appropriate paperwork and submission of fees to the Chapter Coordinator within 30 days after the course
- The Course Coordinator must work closely with the Course Medical Director, Affiliate Faculty, and Chapter Coordinator
- Performs other duties as necessary

Removal:

If written allegations are made regarding inappropriate conduct by or an inadequate knowledge base of the Course Coordinator, the Chapter Medical Director may initiate an investigation. The Course Coordinator's designation may also be

suspended pending the outcome of the investigation. The Chapter Medical Director shall appoint a three member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the Course Coordinator will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of the Course Coordinator designation for a specified period of time
- Permanent suspension of Course Coordinator designation
- Remedial training
- Supervision by the Chapter Medical Director and/or Chapter Coordinator

- .06 **Instructor** – Responsible for teaching lecture, skills station, and/or patient assessment at courses as directed by Course Coordinator. See Section 500 – Requirements for ITLS Certification for instructor requirements.

Removal

If written allegations are made regarding inappropriate conduct by or an Inadequate knowledge base of an instructor, the Chapter Medical Director may initiate an investigation. The instructor's certification status may also be suspended pending the outcome of the investigation.

The Medical Director shall appoint a three-member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the instructor will be informed, in writing, of the basis of the allegations and given an opportunity to refute the allegations, in writing, within thirty (30) days.

The special committee will then make recommendation for action including, but not limited to one or more of the following:

- Temporary suspension of instructor certification for a specified period of time
- Permanent suspension of instructor certification
- Remedial training
- Supervision by an Affiliate Faculty for a specified period of time

- .07 **Course Assistant** – Responsible for assisting at a course as directed by the Course Coordinator.

Eligibility

- Should be an individual with a background in health care
- Cannot be a lead instructor in testing procedures

Section 500 – Requirements for ITLS Certification

ITLS has adopted an Open Resource Policy for Written Exam testing, mandatory for all chapters as of January 1, 2019. Students are permitted to use the textbook or personal (written) notes while taking the ITLS Written Exam. No electronic devices will be permitted during testing. Students are allowed a maximum of 1 hour to complete the Written Exam.

- .01 **Provider (Basic)** – Must be an entry-level EMS provider with suitable qualifications who functions within their scope of practice. Upon completion of the Basic Provider course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified for a period of 4 years.
- .02 **Provider (Advanced)** – Must be an advanced-level provider who is certified or licensed to perform advanced procedures and who functions within their scope of practice. Upon completion of the Advanced Provider course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified for a period of 4 years.

Both Basic and Advanced Provider certification may also be completed by completing the ITLS e-Trauma online course in conjunction with an 8-hour Completer Course. See below for requirements for ITLS e-Trauma and Completer Courses.

- .03 **Provider (Pediatric)** Must be an entry-level EMS provider qualified to take an ITLS Basic course. ITLS strongly recommends that the candidate be a certified ITLS Basic or Advanced or PHTLS Provider. Upon completion of the Pediatric Provider course with a written test score of at least 76 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified for a period of 4 years.
- .04 **Provider (Access)** Must have a first responder role in EMS setting. Upon successfully completing an Access course by attending all lectures and skill stations, will be certified for a period of 4 years.
- .05 **Provider (Military)** Must be an Advanced level EMS provider or a Basic level provider qualified to perform advanced skills in the military setting. Upon completion of the Military Provider course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified for a period of 4 years.
- .06 **Provider Re-Cert-** All current Advanced and Basic providers must attend a one-day ITLS recertification course or complete a two-day ITLS Advanced or Basic Provider course prior to the expiration date on their card. Upon completion of the course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be recertified for a period of 4 years. A grace period of sixty (60) days from the card expiration date will be permitted. Any requests for special circumstances regarding the expiration date of a Provider certification in excess of sixty (60) days must be addressed to the Chapter Coordinator in writing with final approval from the State Medical Director.

- .07 **Instructor Candidate** – Must be a student who has successfully passed an ITLS Basic, Advanced, or Pediatric provider course with a written score of 86 percent or better; a rating of “Excellent” on the patient assessment skills test; and an "Instructor Potential" recommendation by an Affiliate Faculty member, Course Coordinator or Course Medical Director during the ITLS provider course.
- .08 **Instructor** – After meeting all Instructor Candidate requirements, a student who has successfully completed the online Instructor course, classroom component instructor course and has been monitored (in lecture, skills station, and patient assessment at a provider course) by an Affiliate Faculty member, with-in one year of receiving IP status, will be certified for a period of 4 years. Basic Providers may instruct only Basic-level courses.
- Current ITLS instructors who pass the Pediatric ITLS provider course and earn the Instructor Potential designation are eligible to instruct Pediatric ITLS courses but must be monitored in teaching with-in one year prior to receiving Instructor Status.
- .09 **Instructor Re-Cert** – All current instructors must complete the ITLS online Instructor Update. In addition, instructors must fulfill the ITLS North Carolina teaching requirement of four courses within the four-year certification period. Additional instructor updates may be required as deemed necessary by the Chapter Board of Directors or ITLS International.
- .10 **Instructor Bridge** – A PHTLS or ATLS instructor may become an ITLS instructor following successful completion of an Instructor Bridge Course that emphasizes ITLS patient assessment, administrative structure, and philosophy. Upon completion of the Instructor Bridge course, ITLS North Carolina policies outlined above for provisional instructors will apply and must include monitoring.
- .11 **Provider Bridge** – A current PHTLS provider may become an ITLS Basic or Advanced provider following successful completion of a 1-day Provider Bridge Course. Upon completion of the Provider Bridge course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified for a period of 4 years.
- .12 **ITLS e-Trauma** – Online program available at Basic or Advanced level. Program replaces the didactic (lecture) portion of the Provider course. Online course is structured into 13 lessons with 13 lesson quizzes to pass. Upon completion of all 13 lesson quizzes with a minimum score of 70% on each quiz, the student will successfully complete ITLS e-Trauma and be eligible to attend a Completer Course. Completion of ITLS e-Trauma does not provide Basic or Advanced Provider certification. A Completer Course is required for Provider certification.
- .13 **Completer Course** – Must have completed ITLS e-Trauma online course and provide Course Completion Certificate as proof of program completion for entry into the Completer Course. The ITLS e-Trauma online course and the Completer Course must be completed within a 1-year time period. Upon completion of the Completer Course with a written test score of at least 74 percent and at least an “adequate” rating on the patient assessment skills test, the student will be certified as a Basic or Advanced Provider for a period of 4 years.

Completer Courses may be held as part of a 2-day Provider course or Provider Recertification course.

Section 600 – Non-Discrimination and Harassment

01. It is the policy of NCITLS that all our participants should be able to enjoy an educational environment free from all forms of discrimination, including sexual harassment.

No person shall, on the basis of race, color, religion, sex, national origin, handicap, age or marital status be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any ITLS North Carolina approved education program.

Such conduct, whether committed by instructors, affiliate, or participants, is specifically prohibited. This includes offensive sexual flirtations, advances or propositions; continued or repeated verbal abuse of a sexual nature; graphic or degrading verbal comments about an individual on his or her appearance; the display of sexually suggestive objects or pictures; or any offensive or abusive physical contact.

In addition no one should imply or threaten that a participant's "cooperation" of a sexual nature (or refusal thereof) will have any effect on the individual's successful completion of the program, future instructional assignments or status as an Affiliate Faculty.

- .02 NCITLS will not tolerate any instances of Human Rights violations. Any agency, organization, or group that conducts or sponsors and educational course approved by NCITLS is responsible for providing the above stated discrimination-free education environment, and should have available and on file a copy of this Policy.
- .03 Any NCITLS approved educational program that does not comply with this policy shall be subject to sanctions, up to and including course decertification by NCITLS. Any participants of NCITLS approved educational program that does not comply with this policy shall be subject to sanctions up to and including decertification of Affiliate, Instructor and Provider certifications.
- .04 Neither NCITLS nor ITLS International are liable for any actions arising from any EMS Agency, Training Center or other entity as a result of their hosting and/or conducting an NCITLS approved course.
- .05 NCITLS shall comply with all of the appropriate rules and regulations current in the jurisdiction, territory, state, city, prefecture, parish or any other jurisdiction in which they will operate.

Section 700 – Dispute Resolution

- .01 It is the policy of NCITLS that the following standard procedure should be followed to resolve any conflict that may arise between a student and an instructor regarding materials taught in a course; between a student and an instructor unrelated to material taught; and/or between two instructors.
- .02 The student and instructor will first attempt to resolve the dispute by researching information in either the student textbook or the NCITLS Policy and Procedure Manual.
- .03 If the dispute is not satisfactorily resolved with research as stated above, the student (and Instructor if needed) will go to either the lead instructor of the course or the Affiliate Faculty member if the individual is on-site.
- .04 If the course's lead instructor or Affiliate Faculty member cannot satisfactorily resolve the dispute, the student (and instructor if needed) will consult the Chapter Coordinator.
- .05 The Chapter Coordinator will work in conjunction with the Chapter Medical Director to satisfactorily resolve the dispute.
- .06 The Chapter Coordinator and Chapter Medical Director will contact staff at the ITLS International office as needed for additional assistance.
- .07 NCITLS reserves the right to investigate all complaints brought to its attention and to proceed with disciplinary measures as deemed appropriate at the sole discretion of the Chapter Medical Director (or at the discretion of the executive director of ITLS International).

Section 800 – Students with Disabilities

- .01 It is the policy of NCITLS that if a student cannot complete the patient assessment portion of the ITLS course due to physical disability, he or she should receive a certificate of completion or audit, but should not receive a course certification card. Completion of a course does not signify field competency.

C. FORMS

Forms for use within NCITLS, (Tally sheet, Instructor Reporting form) are located on the website, www.ncitls.org. Affiliate Faculty Course Evaluation, Instructor Monitoring Form and Student Evaluation are found in the Instructor/Coordinator Guide