

HeartCode ACLS Frequently Asked Questions

ACLS

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HeartCode™ ACLS

TECHNICAL

1. Why is the software delivered on a CD or network installation? Can the software be delivered over the Internet?

There are 4 main reasons as to why Laerdal has chosen this delivery method:

1. *Educational concerns*

In an internet delivery, you would have to make more sacrifices to meet the bandwidth requirements, and the limitations of an internet execution platform. You might have to leave out some features, reduce the quality of the sound and pictures, and adapt to the limits of the internet platform technology. This would negatively impact the learning value.

2. *Security concerns*

- A "thick client" (software not delivered over the Internet) can operate without network access at all, since it is self-contained.

- An internet delivery is vulnerable to security flaws in the network communication.

3. *Performance concerns*

A thick client is much faster, since the media files are available on the harddisk. HeartCode has a footprint in excess of 30 MB. This footprint will increase substantially as we add more pictures, video and sound for future versions. An internet client would be much slower, at least initially, because of the size of the download.

4. *Platform requirements*

For an internet delivery system, we would have to define a higher set of minimum requirements for clients. The thick client works on 98, win2k, win XP, win 2003. Also, the CPU and RAM requirements are more than doubled for an internet delivery system, because we have to use more resource demanding compression techniques for the movies, sounds and picture files.

2. What are the requirements for HeartCode ACLS?

See manuals.

3. How do I install the HeartCode System version at the office?

Details on how to install the system are available in the product box.

4. How will my program be updated when it is upgraded?

*Your IT administrator will access the Laerdal support site where he or she can download patches. Once they are downloaded, your IT administrator will update the system.
<http://laerdal-sophus.dk>*

5. What help do I need for installation on a network?

The product box provides documentation for how to do the network installation.

6. Do you have information I can give my network administrator?

The information for your network administrator is included in the product box.

7. What if the network administrator does not want to install the program on the network - what are my options?

HeartCode will run without network installation. There can be various reasons for not installing HeartCode ACLS on a Network. For instance, your existing network hardware might not be sufficient. Other reasons can be security, or your IT department's lack of resources. Each issue can be addressed - security can be tested and validated, staff can be trained or hired, etc. The solution is to estimate what costs are involved with a hardware upgrade, security testing, staff training, etc.

MEDICAL

1. Where is the airway CO2 color change detector?

HeartCode provides capnometer, EDD and auscultation which should be sufficient to detect correct or incorrect tube placement. HeartCode does not have a CO2 color change detector - likewise, there are other devices which could be used, but the available features meets the learning objectives of correct tube placement.

2. How do I choose ventilation with or without oxygen?

To ventilate without oxygen, set the oxygen rate to 0.

3. There is no 100% oxygen system. What do I do?

Use the "Oxygen mask with reservoir". This is a 100% oxygen system.

4. Why is the unit in ventilation settings in liters? I need ml/kg.

We have chosen to use liters, since this is the unit mentioned in the guidelines.

5. What if I think that a medical aspect of the program is incorrect?

Ensure that you have chosen the correct user profile. Debriefings will be based on the level of provider selected as your profile. The science used is based on the guidelines set forth by the American Heart Association. Make sure you have referenced the most current guidelines. If you still believe you have found an error in the program click the "Complain" link on the bottom of the debriefing screen. Sending your feedback in this manner will include all relevant information from the case to help investigate your claim.

6. We use IM as the administration route for Midazolam. Where do I find it in the HeartCode configuration?

You can administrate Midazolam IV in HeartCode. Not all intravenously drugs are available in all administration forms within HeartCode. The inclusion of features such as IM are continually kept under review in Laerdal's continuing development of the medical models in HeartCode.

7. Why isn't CPAP/BIPAP an option in the "Breathing" menu, especially for Asthma patients?

CPAP/BiPAP is not yet featured in HeartCode. It is not yet implemented because not all departments can do CPAP/BiPAP. Until this is implemented in the software, you can use "intubate" or transfer to next echelon of care, where CPAP/BiPAP is available.

EDUCATIONAL

1. Where do I find the printed material that illustrates what the correct response of the user should be?

There is no printed material listing correct responses to simulation events. These cannot be precisely defined since the simulator is based on biological variance. As with real patients you know approximately in what direction a situation will develop, but you can not state exactly what will happen next. This is the basis on which all our patients are modeled, so it is not possible to provide this information. This is a good example of the unique technology behind HeartCode - HeartCode comes with realistic “virtual” patients and not just simple algorithms to follow.

2. Will HeartCode ACLS interface with the Laerdal Competence Management System?

No. HeartCode interfaces with the license server and all progress is recorded there.

3. What is the accreditation of the debriefing system based on? What kind of guidelines are followed in the debriefing section?

The debriefings in HeartCode are based on the American Heart Association guidelines.

4. Can the educator or administrator monitor whether learners are using help files?

No. HeartCode does not record the user accessing help files.

5. If I want to gain a detailed understanding of specific medical knowledge, how can I refer to reference guidelines or textbooks from HeartCode?

There are two ways to access the American Heart Association reference material included in HeartCode. From the home page, you can access electronic copies of the material by following the “AHA Material” link in the blue bar at the top of the screen. Links to specific topics in the reference material are found within the debriefings.

HeartCode™ ACLS

BUSINESS MODEL

1. Does this take the place of a traditional ACLS Course?

HeartCode ACLS is the official American Heart Association self-directed learning program. The HeartCode ACLS program consists of two parts: the first part is the CD based cognitive component that allows users to work through the ACLS training curriculum at their own pace. This part also includes the microsimulation / scenario based testing. The second part is a skills verification process, which can be completed by an AHA ACLS –certified instructor through an AHA ACLS Training Center or on a HeartCode ACLS System Manikin.

2. What is HeartCode ACLS Anywhere?

HeartCode ACLS Anywhere is the cognitive portion of the HeartCode ACLS program. The Anywhere version is on a single CD that an individual user can take home to use on their own computer. Upon completion they can claim their continuing education credits as well as the ACLS Module Certificate. This certificate is then presented at an AHA ACLS Training Center where the individual completes the skill check and receives an ACLS provider certification card. The Training Center may charge a fee for this service.

3. What is the process for taking ACLS Anywhere?

- *Obtain the AHA HeartCode ACLS Anywhere software*
- *Register the product online or via phone*
- *Complete the courseware: review and testing*
- *Confirm completion online or via phone and print completion certificates*
- *Present completion certificate to your AHA ACLS Training Center*
- *Complete Skills Check (fee may apply)*
- *Receive an AHA ACLS Provider Card from your Training Center*

4. What do I get when I buy a System version?

You get:

- *a product box with the software and details about the learning objectives of the patients you purchased as well as details on how to install and maintain the system on a network*
- *a network license for as many users as you have ordered*

5. What do I get when I buy a license to activate a HeartCode ACLS Anywhere CD?

You already have the free CD, so you get a license that unlocks your CD, enabling you to use the course you have purchased.

6. What do I get when I buy a HeartCode Anywhere prepaid?

You get a box with a CD, license, and Self-directed Learning Guide.

7. What if the guidelines change in 2006?

When guidelines change, Laerdal provides patches that can be downloaded from the support site by your IT administrator. Your IT administrator will update the system and with the next synchronization your users will get upgraded to match the new guidelines.

8. How long does the program take to complete?

The amount of time it will take to complete the entire program will vary with each person, depending on individual experience and preparation. The CD allows 32 hours to complete the entire ACLS program.

9. How much time is available to complete the program?

Users have 32 hours to complete the ACLS Module. The purchase of an additional license is required if the 32 hours are used before completing the program.

10. What actions are counted in the time allowed for the program?

The areas that actually run time off the clock are:

Patient cases (including debriefing)

Written exam

NOTE: ACLS Text Material and Lessons do not count against the 32 hours allowed.

In the 2 free hours access to the intro-patient and one real case scenario are available during the 2 hour demo period.

During the 32 hour license period all areas of the CD will continue to be available.

After the 32 hours have expired, there are no areas available on the CD. However the CD can be activated again by purchasing additional licenses.

11. Can the course only be used for renewals?

No. The course is approved for both renewal and initial ACLS Courses. While the program was developed with the experienced provider in mind, individuals can decide the learning methods that are best for them. The AHA recognizes the value of new or inexperienced ACLS provider participation in a traditional classroom based course, which provides instructor feedback and group interaction.

12. Is there a demo or a tutorial?

Yes. A “demo” CD is available that allows for 2 hours of “free time” accessing parts of the ACLS program. This is available before payment and activation of a software license is required. In addition, the program has an Introduction section for the student to review. This “demo” CD contains the full program, and if you choose to purchase it, the program only requires an on-line (or by telephone) activation process.

13. Who do I contact/Where do I go for the Skills test?

To locate a local Training Center call 888-CPR-LINE or visit www.americanheart.org/cpr

14. What do I need to do for the Skills test?

Visit www.americanheart.org/cpr for up-to-date skills testing information.

15. How long after completion of the computer portion do I have in which to complete my Skills test?

120 days/4 months after program completion.

16. Do I have to purchase a manikin with the HeartCode ACLS System?

It depends...

If you want to have users complete the entire program without instructor intervention then you must purchase a HeartCode Airway Manikin as part of the system.

If you plan to have ACLS Instructors perform the manual skills test then you do not need to purchase a manikin.

17. What languages are available?

English.

18. What if our instructors see this as a threat to their jobs.

HeartCode ACLS is designed to make your instructors more efficient at their job, not to make them redundant. HeartCode ACLS gives you another mechanism to help deliver the required ACLS training to your staff or students.

19. What do I do if we don't have a network at our workplace.

You can run HeartCode on a network or on a single computer.

20. Does the software come with continuing education credits?

Continuing Medical Education

The American Heart Association is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The American Heart Association designates this educational activity for a maximum of 12.00 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

All faculty participating in CME/CE activities sponsored by The American Heart Association will disclose (1) significant financial relationships with the manufacturer(s) of products from the commercial supporter(s) and /or the manufacturer(s) of products or devices discussed in their presentation, and (2) unlabeled/unapproved uses of drugs or devices discussed in their presentation. Such disclosures will be made in writing in course presentation materials and/or online prior to viewing the course.

Continuing Education Accreditation - Nurses

This program (06-NC-992) has been approved by an AACN-approved provider (13531) under established AACN guidelines for 14.00 contact hours, CERP Category A.

Continuing Education Accreditation – Pharmacists



The American Heart Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. ACPE Credit: 12.00 Contact Hours or 1.200 CEUs. Universal Program Number: 256-000-06-434-H01.

Continuing Education Accreditation – Emergency Medical Services

This continuing education activity is approved by the American Heart Association, an organization accredited by the Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS), for 12.00 Advanced CEHs, activity number 06-AMHA-F3-0025.

21. I want to install the HeartCode System. Do I need to load the license server?

Yes.

SUPPORT

1. When I buy the program, what help do I get to make sure it works?

Laerdal provides two types of support. For technical support on how to set up the HeartCode software on your PCs as well as the license server and CMS servers on your network, your IT administrators can access a dedicated technical support line. For educational and functionality support, you can always contact your medical educational consultant who can assist you in integrating HeartCode into your curriculum.

2. If I can't get the program to work on a weekend, who do I call?

Your IT support infrastructure should be able to solve most issues for your users. Laerdal does not provide support during weekend hours, but emails are replied to within 1 business day. Problem resolution time depends on the complexity of the issue.

3. Is there an 800 number I can call for HELP?

Yes.
For sales information call 888-LMC-4AHA.

For HeartCode technical support call 800-594-9259

RELIABILITY

1. How realistic are the patient scenarios?

The medical modeling behind HeartCode takes into account a range of parameters in order to let the patients respond as they would in real-life. Treatment will have the same effect as in real-life, which means you can actually do all the 'wrong' things first and later try to correct for them. Hundreds of medical and educational experts have tested the models and contributed to the ongoing development of the technology.

2. How many professional experts contributed to build this learning system?

Hundreds of medical and education professionals contributed with their expert knowledge to ensure the learning system meets professional standards.

PRICING

1. How can I prove cost efficiency?

Compare the costs of HeartCode ACLS to the total costs involved in your current set-up, or of expanding your capacity using traditional ACLS training programs. Include all direct costs – classroom space, educator, wages, transportation and educational materials etc.

2. How much does HeartCode cost?

HeartCode ACLS is purchased on a fee per use model. Individual “keys” are purchased based on the number of users required to take ACLS. One key gives one user up to 32 hours to complete the program. This time is counted while logged into the program. If a HeartCode Airway manikin is attached to the system, this key includes the skills check. If you are using instructors to perform the skills check there may be additional fees payable to them.

The list price is \$120 per HeartCode System Key or per HeartCode ACLS Anywhere Pre-paid version. Contact your Laerdal representative for quantity discounts.