



International Trauma Life Support

CHAPTER POLICY AND PROCEDURE MANUAL

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PREFACE

Introduction

The ITLS Chapter “outsphera for life” (hereinafter referred to as “The Chapter”) is recognized as a Chapter of International Trauma Life Support (ITLS).

This dedicated group of emergency physicians, nurses, and rescuers recognized the influence ITLS training had made in improving the care of the severely injured trauma patient and aspired to spread this knowledge through the world.

The Policy and Procedure Manual of The Chapter will be evaluated on annual basis. The Chapter Advisory Committee must approve any modifications. Each person involved in The Chapter's activities, will receive a copy of the Policy and Procedure Manual annually or when modifications are made to the document.

Goals & Objectives

The mission of The Chapter is to maintain an educational program that ensures provision of a current, effective, and systematic approach to assessment and management of the trauma patient.

This will be realized by educating all levels of healthcare providers and rescuers, within the Emergency Medical Services System.

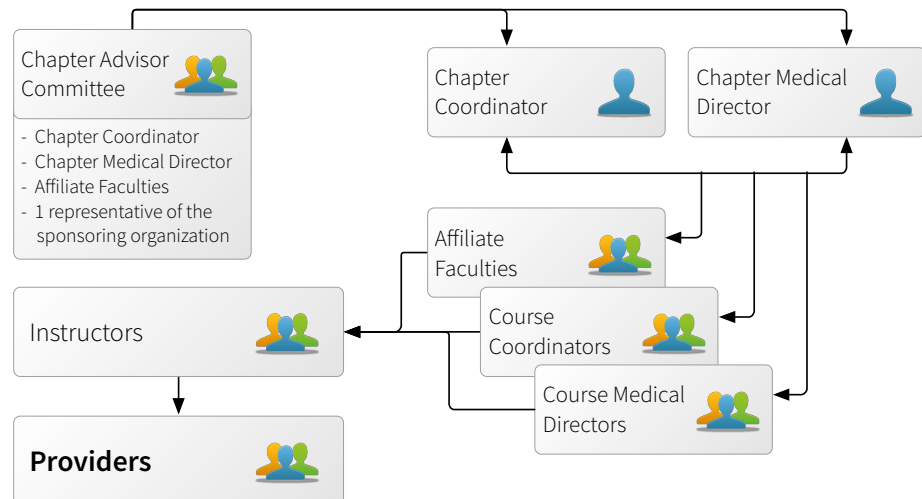
Specific goals of The Chapter are to:

- ▶ facilitate coordination, scheduling, approval, and certification of ITLS courses throughout all Italian Regions;
- ▶ develop and maintain a network of high quality ITLS Instructors and Affiliate Faculty Members to ensure that the quality of ITLS courses will not be compromised;
- ▶ develop, coordinate, and promote ITLS Instructor courses to ensure that individuals teaching ITLS courses have a sound background in the principles of adult education, as well as proper care and management of the trauma patient.
- ▶ promote The Chapter Program by providing public relations support (to the extent feasible) to individuals or institutions coordinating ITLS courses and by participating as an exhibitor or providing speakers for conferences and seminars, related to EMS education or trauma care.

- ▶ develop national guidelines to carry out ITLS courses in Italy (small and specific adaptations of the ITLS guidelines, in order to comply with Italian laws and regulations).

Organization

To achieve the abovementioned Goals & Objectives, The Chapter adopted the following organizational structure:



All roles included in the organizational chart are described later in this manual.

Outsphaera for Life is a not-for-profit association that provides training programs through its 38 Training Site and more than 250 instructors:

- ▶ American Heart Association training programs:
 - ▶ 284 BLS HCP / Heartsaver Instructors;
 - ▶ 21 ACLS Instructors;
 - ▶ 4 ECG & Pharmacology Facilitators;
 - ▶ 21 Airway Management Facilitators;
- ▶ Own training programs:
 - ▶ 63 Pediatric First Aid Instructors;
 - ▶ 13 Pre Hospital Trauma Team Instructors;
 - ▶ 6 Pre Hospital Disaster Response Instructors.

The Association operates to:

- ▶ disseminate knowledge of all practices to save human lives, in various conditions and environments, also addressed to people with no or limited medical knowledge;

-
- ▶ promote the scientific updating of health professionals, including the ones within the National Continuing Education Program.

Every year Outsphera For Life teach more than 3.500 students.

All the organizational, commercial and financial activities are managed by the sponsoring company outsphera srl, who takes part in the board of directors of The Chapter, with advisory functions.

Italian EMS System

Emergency Medical Services in Italy currently consist primarily of a combination of Government and volunteer organizations providing ambulance service, managed by physicians, nurses and rescuers, who perform all basic and advanced life support procedures.

The emergency telephone number for emergency medical service in Italy is 118, but in 2017 the number will be replaced by the European emergency number 112 (for all services, including ambulance, police and firefighters).

Emergency medical services are under Public Health Authorities control in each Italian Region; the ambulance subsystem is provided by a variety of different sources (public and private).

The entire system is coordinated and regulated by the SUEM 118 operations and dispatch rooms within an Integrated Public Health System organization and a Physician Regulated emergency call center. It operates in each of Italy's Province and provides centralized regulation/dispatch, standards and guidelines for operation.

Dispatchers answer to emergency calls and choose the nearest and best-indicated emergency care mobile resource.

There is a great deal of variation in the training of EMS personnel in Italy. Usually EMTs (professional or volunteer rescuers) must have from 100 to 200 hours of training that include EMS organization elements, basic life support, basic trauma life support, automated external defibrillation and safe driving.

Physicians and nurses must have specific training that include advanced life support and advanced trauma life support.

PART I - ROLE OF THE CHAPTER MEDICAL DIRECTOR & CHAPTER COORDINATOR

Chapter Medical Director	<p>The Chapter Medical Director is responsible for the management of the ITLS program, in educational matters.</p> <p>He/she must ensure that:</p> <ul style="list-style-type: none"> ▶ ITLS policy is communicated; ▶ quality ITLS courses are taught and administered; ▶ the program is taught consistent with the Italian EMS laws. <p>In the fulfillment of his/her duties, the Chapter Medical Director works closely with the Chapter Coordinator.</p> <p>Further details are available in section "PART VII - APPOINTMENT CRITERIA".</p>
Chapter Coordinator	<p>The Chapter Coordinator is responsible for the management of the ITLS program, in business-related matters.</p> <p>The Coordinator must be willing to play a dynamic role within the ITLS program. Duties of this position include the proliferation of the ITLS program, organization of finances and records, and other duties that may be assigned.</p> <p>The Chapter Coordinator is the primary contact point with the ITLS International office.</p> <p>In the fulfillment of his/her duties, the Chapter Coordinator works closely with the Chapter Medical Director.</p> <p>Further details are available in section "PART VII - APPOINTMENT CRITERIA".</p>
Plan for continuity of operations	<p>In the case of the departure of the Chapter Coordinator, Chapter Medical director, or other significant change in the organization, The Chapter Advisory Committee meets urgently to appoint a temporary substitute.</p>
Immediate notification	<p>The Chapter is committed to promptly notify to ITLS International any change concerning The Chapter's organizational structure.</p>

PART II - TRAINING & CERTIFICATION LEVELS

ITLS Basic

Basic ITLS give basic EMS personnel complete training in the skills they need for rapid assessment, resuscitation, stabilization and transportation of trauma patients.

The 16-hour course is designed for providers who are first to evaluate and stabilize the trauma patient.

Hands-on stations include:

- ▶ basic airway;
- ▶ spinal motion restriction - extrication procedures;
- ▶ helmet management;
- ▶ log roll and long back board;
- ▶ traction splints;
- ▶ patient assessment and management.

ITLS Advanced

Advanced ITLS is a comprehensive course for advanced rescuers, nurses, physicians and other advanced EMS personnel.

ITLS Advanced covers the skills necessary for rapid assessment, resuscitation, stabilization and transportation of trauma patients.

The 16-hour course emphasizes evaluation steps and sequencing and techniques for resuscitation and packaging a patient.

Hands-on stations include:

- ▶ basic and advanced airway management;
- ▶ chest decompression and fluid resuscitation;
- ▶ spinal motion restriction - extrication procedures;
- ▶ helmet management;
- ▶ log roll and long back board;
- ▶ traction splints;
- ▶ patient assessment and management.

ITLS Combined	<p>In the same course it is possible to train both Advanced and Basic level providers.</p> <p>ITLS Combined is an ITLS Advanced Course, where the Basic level providers attend all lectures and only observe the advanced skill stations.</p> <p>Exams and certifications will be adjusted to the level of the students (Basic or Advanced).</p>
ITLS Access	<p>ITLS Access give EMS crews and first responders the training they need to reach, stabilize and extricate trapped patients.</p> <p>The 8-hour course focuses on using hand tools commonly carried on an ambulance or first responder unit.</p>
ITLS Pediatric	<p>ITLS Pediatric continues the learning of the Basic and Advanced courses - with an emphasis on understanding and responding to trauma in children.</p> <p>The 8-hour course teaches the proper assessment, stabilization and packaging of pediatric trauma patients.</p> <p>It also highlights techniques for communicating with young patients and their parents.</p> <p>Hands-on stations include:</p> <ul style="list-style-type: none">▶ airway management and chest decompression,▶ fluid resuscitation,▶ spinal motion restriction,▶ patient assessment and management.
ITLS Instructor Courses	<p>ITLS Instructor training is a hybrid program of an online component, classroom component and monitoring.</p>

PART III - STUDENT CLASSIFICATION & COURSE COMPLETION

ITLS Provider courses - Basic

Minimum course entry requirements

Student has to be a professional or voluntary rescuer in the pre-hospital environment (or higher qualification).

Written test passing score

Successful completion of the course requires a score of 74% or higher on the written examination.

Minimum score on patient assessment skills testing

Successful completion of the course requires a score of “Adequate”, “good”, or “excellent” on the patient assessment practical exam.

Minimum criteria to achieve Instructor Potential status

- ▶ Completion of the provider course with the following rating:
 - ▶ 86% or greater on the written exam;
 - ▶ “excellent” score on the patient assessment testing station.
- ▶ Long-time experience in Emergency Response Services is recommended.

Course certification period

Issued certification is valid for (3) three years.

Course recertification requirements

To recertify, a candidate must successfully complete:

- ▶ a Provider Course or
- ▶ a Completer Course (1-day course) in addition to ITLS eTrauma online course.

ITLS Provider courses - Advanced

Minimum course entry requirements

Student has to be a health professional, medical/nurse student, or first responders with advanced skills.

Written test passing score

Successful completion of the course requires a score of 74% or higher on the written examination.

Minimum score on patient assessment skills testing

Successful completion of the course requires a score of “Adequate”, “good”, or “excellent” on the patient assessment practical exam.

Minimum criteria to achieve Instructor Potential status

- ▶ Completion of the provider course with the following rating:
 - ▶ 86% or greater on the written exam;
 - ▶ “excellent” score on the patient assessment testing station.
- ▶ Long-time experience in Emergency Response Services is recommended.

Course certification period

Issued certification is valid for (3) three years.

Course recertification requirements

To recertify, a candidate must successfully complete:

- ▶ a Provider Course or
- ▶ a Completer Course (1-day course) in addition to ITLS eTrauma online course.

ITLS Pediatric courses

Minimum course entry requirements

Student has to be a health professional or medical/nurse student.

It is highly recommended that the candidate attends an ITLS provider course prior to attending an ITLS Pediatric provider course.

Written test passing score

Successful completion of the course requires a score of 74% or higher on the written examination.

Minimum score on patient assessment skills testing

Successful completion of the course requires a score of “Adequate”, “good”, or “excellent” on the patient assessment practical exam.

Minimum criteria to achieve Instructor Potential status

- ▶ Completion of the provider course with the following rating:
 - ▶ 86% or greater on the written exam;
 - ▶ “excellent” score on the patient assessment testing station.
- ▶ Long-time experience in Emergency Response Services is recommended.

Course certification period

Issued certification is valid for (3) three years.

Course recertification requirements

To recertify, a candidate must successfully complete:

- ▶ a Provider Course or
- ▶ a Completer Course (1-day course) in addition to ITLS eTrauma online course.

ITLS Access courses

Minimum course entry requirements

None.

Written test passing score

Not applicable.

Minimum score on patient assessment skills testing

Not applicable.

Minimum criteria to achieve Potential Instructor status

Long-time experience in Emergency Response Services is recommended.

Course certification period

Issued certification is valid for (3) three years.

Course recertification requirements

To recertify, a candidate must successfully complete a Provider Course or a Refresher Course.

ITLS Provider Recertification

Minimum course entry requirements

Candidates must possess a current ITLS provider card.

Written test passing score

Same of initial course.

Minimum score on patient assessment skills testing

Same of initial course.

Minimum criteria to achieve Instructor Potential status

Same of initial course.

Course certification period

Same of initial course.

Course recertification requirements

Same of initial course.

ITLS Instructor courses

Minimum course entry requirements

Candidate has to:

- ▶ hold a current ITLS provider card;
- ▶ obtain the Potential Instructor Status (see above mentioned specific criteria for each discipline);
- ▶ complete the ITLS On-Line instructor methodology course.

Time period for Instructor course eligibility

Candidate can access to instructor course immediately after obtaining the Instructor Potential Status and within (12) twelve months of receiving it.

Instructor course

Candidate has to pass the specific instructor course.

The Chapter Medical Director or an ITLS Affiliate Faculty member designated by the Chapter Medical Director must conduct the instructor course.

Higher level instructor certification allows to teach in lower level course.

Monitoring

After completion of instructor course, the candidate must successfully complete at least one monitoring course (he has to lead the course under the supervision of an Affiliate Faculty).

One monitoring session is usually adequate to allow an experienced healthcare provider to get the active instructor status.

Affiliate Faculty has the ability to require more than one monitoring courses, according to the instructor's skills.

Course certification period

Issued certification is valid for (3) three years.

ITLS Instructor Bridge Course

Minimum course entry requirements

An Advanced Trauma Life Support (ATLS) instructor, a Prehospital Trauma Life Support (PHTLS) instructor or a similar trauma training program instructor may become an ITLS instructor following successful completion of an ITLS-approved bridge course, which emphasizes ITLS patient assessment, administrative structure, and philosophy of ITLS.

Candidate has to complete the ITLS On-Line instructor methodology course

Instructor bridge course

Candidate has to pass the specific instructor course.

The Chapter Medical Director or an ITLS Affiliate Faculty member designated by the Chapter Medical Director must conduct the instructor course.

This course has been developed to facilitate the process by which certified trauma instructors may become certified as ITLS instructors.

The course assumes that the candidate is familiar with basic instructional methodology and the skills of ITLS.

Monitoring

After completion of instructor bridge course, the candidate must successfully complete at least one monitoring course (he has to lead the course under the supervision of an Affiliate Faculty).

One monitoring session is usually adequate to allow an experienced healthcare provider to get the active instructor status.

Affiliate Faculty has the ability to require more than one monitoring courses, according to the instructor's skills.

Course certification period

Issued certification is valid for (3) two years.

ITLS Instructor Recertification

Teaching requirements

The requirements for instructor re-certification are:

- ▶ teach at least in three (3) ITLS provider courses during the certification period;
- ▶ complete all ITLS International required instructor updates;
- ▶ complete a provider skill test with “excellent” score.

Course certification period

Same of initial course.

Retest Guidelines

Students who do not meet the criteria for successful completion of the ITLS course (any) will receive an incomplete or fail result.

Students who fail only the patient assessment skills test:

- ▶ will usually be retested on the same day (time permitting) or given the opportunity to retest within 6 weeks. If possible, the evaluator who initially rated the student as “inadequate”, should not conduct the retest.
- ▶ students may not retest in order to raise a passing grade.

Students who fail only the written test:

- ▶ may not retake it immediately, but will be given an opportunity to retest after having had time to review the material and study identified areas of weakness;
- ▶ the retest will usually be scheduled within 6 weeks;
- ▶ students who pass the retest will pass the course;
- ▶ students who fail the retest may be provided an opportunity to retake the course at no charge or for a reduced charge;
- ▶ students may not retest in order to raise a passing grade;
- ▶ the written exam may not be modified in any way. Students should answer the exam questions to meet the ITLS curriculum.

Students who fail both the written and the patient assessment test, will be asked to repeat the course.

ITLS Instructor Reciprocity

ITLS instructor certification will be accepted from any other ITLS Chapter, Training Center or Course Center.

An instructor coming into a different ITLS Chapter, Training Center or Course Center must apply to the local ITLS coordinator for reciprocity.

This application will include the instructor's past activities regarding ITLS teaching and a letter confirming good standing from his/her former ITLS Chapter, Training Center or Course Center Coordinator or Medical Director.

Once approved by the ITLS Coordinator, an Affiliate Faculty member may monitor the instructor while teaching.

On completion of monitoring, the Affiliate Faculty member will send his/her recommendation to the ITLS Coordinator.

It is also required a meeting with the Chapter Medical Director / Chapter Coordinator to ensure understanding of local policy and procedures.

ITLS providers from other ITLS Chapters, Training Centers or Course Centers will be accepted until the date of expiration of their certification card.

PART IV - ORGANIZATIONAL REQUIREMENTS

ITLS manuals	<p>ITLS courses must use the following course materials:</p> <ul style="list-style-type: none"> ▶ ITLS Provider Manual - 8th edition (Italian translation); ▶ ITLS Instructor Guide - 8th edition; ▶ ITLS Military Provider Manual - 2nd edition; ▶ ITLS Military Instructor Guide - 2nd edition; ▶ Pediatric Trauma Life Support Provider Manual - 3rd edition with 2017 Update; ▶ Pediatric Trauma Life Support Instructor Guide - 3rd edition; ▶ ITLS Access Provider Manual - 3rd edition.
Courses conduct requirements	<p>Courses will be conducted in an organized and professional manner to positively reflect ITLS image and name. They also must be consistent with adult educational guidelines and respect all ITLS International issues.</p>
Student confidentiality requirements	<p>Confidentiality with respect to students and their performance will be maintained at all times.</p>
Student records retention policy	<p>The Chapter keeps course paperwork in its archives for at least 5 years.</p> <p>It may delegate this function to its Course Centers, in relation to the courses they provide.</p> <p>All students, when they register for classes, give to The Chapter the explicit permission to process their personal data, according with Italian laws and regulations, for all purposes related to the course.</p>
Notice requirements for course requests	<p>Course Coordinator must request a new course activation at least (45) forty-five days in advance, including the following required information:</p> <ul style="list-style-type: none"> ▶ applicant's email address; ▶ required course; ▶ course dates; ▶ location (including full address); ▶ Course Medical Director name;

	<ul style="list-style-type: none"> ▶ Course Coordinator name; ▶ list of Instructors; ▶ list of Affiliate Faculty; ▶ course schedule; ▶ projected number of students; ▶ student participation fee.
Designation of course approval authority	All scheduling courses must be approved by Chapter Coordinator and/or Chapter Medical Director.
Course application submission procedure	<p>Course coordinator must fill in an online form to request a new course activation.</p> <p>He/her need to complete all required information about the course, otherwise the form cannot be sent.</p> <p>The Chapter has to receive the request at least (45) forty-five days in advance of the course start date.</p> <p>Upon receipt of notification, The Chapter will approve or deny the course within (5) five working days.</p>
Requirements for Course Coordinator, Course Medical Director, Affiliate Faculty and Instructor	<p>The Course Coordinator must be on site for all course length.</p> <p>At least one of the Course Medical Director and Affiliate Faculty, must be on site for all course length.</p> <p>If one of the Course Medical Director and Affiliate Faculty are not on-site, they must be immediately available by phone.</p> <p>Course Coordinator, Course Medical Director and Affiliate Faculty may concurrently serve as an instructor at the course.</p> <p>All other instructors must be on site for all course length.</p> <p>Course coordinator has the responsibility to organize skill stations (included teaching materials), student rotation, course schedule and to inform students to wear comfortable clothing.</p>
Requirements for course paperwork	Course Coordinator must complete and upload all course information into the ITLS course management system (CMS) within (10) ten days.

He/her must:

- ▶ ship to the Chapter all course paperwork within (30) thirty days;
- ▶ remit student fees to the Chapter Coordinator within (10) ten days.

All the testing materials is strictly reserved: no copy or scan can be allowed any time.

PART V - PROTOCOL FOR CONDUCTING AN ITLS COURSE

Pre-Course

Course Coordinator has to request a new course fully respecting the rules outlined in the section “PART IV - ORGANIZATIONAL REQUIREMENTS”.

The course will be published on the Chapter’s website and students will be able to enroll using the online form (Course coordinator will automatically receive all student data by the enrollment system).

It is required to provide for “open registration” of students for a majority of courses, restricted access courses are allowed.

As soon as possible (at least 3 weeks before the course date is recommended) Course Coordinator must send the course manual and the course agenda to the students.

Few days before the start date, he/her must send a notice to the students:

- ▶ requiring the confirmation of participation and the proof of payment of the enrollment fee;
- ▶ reminding class timetable;
- ▶ recommending wearing comfortable clothing (for practical sessions).

Course Coordinator must make sure that both location and materials are available and in good condition.

Course Day

Course Coordinator and instructors has to be on-site at least 30-minute prior the beginning of the course.

Course Medical Director and Affiliate Faculty Members has to be on-site, if required.

They lead the course according to the Instructor Manual, the Policy and Procedure Manual and the ITLS recommendations.

Instructors must comply with the planned timetable.

Post-Course	Course Coordinator completes and submits course report and paperwork, fully respecting the rules outlined in the sections “PART IV - ORGANIZATIONAL REQUIREMENTS” and “PART VIII - COURSE FEES AND ROSTERS”.
Common behavioral rules	<p>Courses will be conducted in an organized, professional manner that reflects positively on ITLS and conforms to reasonable accepted practices of adult educational guidelines.</p> <p>Especially, but not limited to, Course Coordinator, Course Medical Director, Affiliate Faculty Members and Instructors are required to comply with the rules relating to “Non-Discrimination and Harassment” (detailed in section “PART X - LEGAL ASPECTS”).</p> <p>The use of Alcoholic Beverages, or the advertisement in any form of alcoholic beverages is prohibited in ITLS courses.</p> <p>The use of Tobacco or Tobacco Products, or the advertisement in any form of tobacco or tobacco products, including but not limited to electronic cigarettes, are prohibited in ITLS courses.</p>

PART VI - TEACHING ELIGIBILITY

Prior teaching experience	<p>An Instructor candidate has to demonstrate</p> <ul style="list-style-type: none"> ▶ a long-time experience in Emergency Response Services; ▶ a long-time experience in teaching (e.g. as instructor in other disciplines). <p>Candidate must be:</p> <ul style="list-style-type: none"> ▶ a health professional or a an highly experienced rescuer to attend advanced level instructor courses; ▶ an experienced rescuer to addend basic level instructor courses. <p>Chapter Coordinator and Chapter Medical Director evaluate in advance the candidate's CV to confirm his/her admission to the instructor course.</p>
Course completion	<p>Candidate with a current ITLS provider certification and the Instructor Potential Status must attend and successfully complete:</p> <ul style="list-style-type: none"> ▶ the ITLS On-Line instructor methodology course; ▶ the ITLS faculty-led instructor course.
Monitoring	<p>After completion of instructor course, the candidate must successfully complete at least one monitoring course (he has to lead the course under the supervision of an Affiliate Faculty).</p> <p>One monitoring session is usually adequate to allow an experienced healthcare provider to get the active instructor status.</p> <p>Affiliate Faculty has the ability to require more than one monitoring courses, according to the instructor's skills.</p>

PART VII - APPOINTMENT CRITERIA

Chapter Coordinator

Qualifications

The Chapter Coordinator must:

- ▶ be a currently certified ITLS Advanced Instructor*;
- ▶ possess and maintain Affiliate Faculty status*;
- ▶ have an extensive experience in managing continuing education courses, and who has in-depth knowledge of pre-hospital and emergency department trauma care;

* transitional provision: for a period of (6) six month from the Chapter establishment, the Chapter Coordinator may not be an ITLS Advanced Instructor and Affiliate Faculty.

The Chapter Coordinator must have a smooth working relationship and open communication with the Chapter Medical Director.

Selection and removal process

Chapter Coordinator is appointed by Chapter Board of Directors and/or by Chapter Advisory Committee.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Board of Directors and/or the Chapter Advisory Committee may initiate an investigation. The Chapter Coordinator may also be suspended pending the outcome of the investigation.

The investigation shall be completed within sixty (60) days. Upon completion, the 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 Chapter Board of Directors and/or the Chapter Advisory Committee will then make an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;
- ▶ temporary suspension of the Chapter Coordinator for a specific period of time;
- ▶ permanent suspension of the Chapter Coordinator.

Responsibilities

- ▶ Provide administrative management.
- ▶ Approve all ITLS Chapter activities.
- ▶ Maintain all ITLS program files and records, to include a calendar of scheduled courses, course files, and minutes of Affiliate Faculty meetings, individual instructor and Affiliate Faculty Member files, and financial records, program reports, and official correspondence files.
- ▶ Issue cards/certificates to students who meet the criteria for certification as ITLS providers or instructors.
- ▶ Oversee the distribution and inventory maintenance of course materials.
- ▶ Serve as the official representative of the ITLS Chapter, and function as a liaison to other organizations and entities with an interest in pre-hospital trauma care education.
- ▶ Serve as a voting delegate at the ITLS Congress.
- ▶ Nominate individuals, according with Chapter Medical Director, to serve as:
 - ▶ Chapter Affiliate Faculty Members;
 - ▶ Course Coordinators;
 - ▶ Course Medical Directors.
- ▶ Other duties deemed necessary to further ITLS Chapter goals.

Several of these responsibilities are shared with Chapter Medical Director.

Chapter Medical Director

Qualifications

Chapter Medical Director must be:

- ▶ a physician licensed to practice medicine in Italy;
- ▶ a currently certified ITLS Advanced Instructor*;
- ▶ possess and maintain Affiliate Faculty status*;

* transitional provision: for a period of (6) six month from the Chapter establishment, the Chapter Medical Director may not be an ITLS Advanced Instructor and Affiliate Faculty.

The Chapter Medical Director must have a smooth working relationship and open communication with the Chapter Coordinator.

Selection and removal process

Chapter Medical Director is appointed by Chapter Board of Directors and/or by Chapter Advisory Committee.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Board of Directors and/or the Chapter Advisory Committee may initiate an investigation. The Chapter Medical Director may also be suspended pending the outcome of the investigation.

The investigation shall be completed within sixty (60) days. Upon completion, the Chapter 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 Chapter Board of Directors and/or the Chapter Advisory Committee will then make an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;
- ▶ temporary suspension of the Chapter Medical Director for a specific period of time;
- ▶ permanent suspension of the Chapter Medical Director.

Responsibilities

- ▶ Provide overall medical direction to the ITLS Chapter Program.
- ▶ Approve all ITLS activities.
- ▶ Appoint individuals, according with Chapter Coordinator, to serve as:
 - ▶ Chapter Affiliate Faculty Members;
 - ▶ Course Coordinators;
 - ▶ Course Medical Directors.
- ▶ Serve as a voting delegate at the ITLS Congress.

- ▶ Retain the authority to suspend the certification of any ITLS Chapter provider, instructor, or Affiliate Faculty Member. In such event, the decision of the ITLS Chapter Medical Director shall be final.
- ▶ Other duties as assigned by the Chapter.

Some of these responsibilities are shared with Chapter Coordinator.

Course Coordinator

Qualifications

Course coordinator must be:

- ▶ a currently certified ITLS instructor for the level of course to be conducted;
- ▶ experienced in conducting EMS educational programs.

The Course Coordinator must have a smooth working relationship and open communication with the Course Medical Director.

Selection and removal process

Course Coordinator is appointed by Chapter Coordinator with recommendation by the Chapter Medical Director.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Coordinator may initiate an investigation. The Course Coordinator may also be suspended pending the outcome of the investigation.

The Chapter Coordinator 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 an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;
- ▶ temporary suspension of the Course Coordinator for a specific period of time;

-
- ▶ permanent suspension of the Course Coordinator;
 - ▶ remedial training.

Course responsibilities

Course coordinator must be present throughout the course and serve as the primary resource for information and questions.

He/her coordinates all aspects of the ITLS course:

- ▶ proper pre-course preparation;
- ▶ ordering of textbooks;
- ▶ preparation of student and faculty course packets;
- ▶ arranging for equipment;
- ▶ on-site coordination;
- ▶ registration of students;
- ▶ appropriate equipment placement;
- ▶ flow of skill stations;
- ▶ patient assessment practice and testing stations;
- ▶ grading of written exams;
- ▶ other duties as assigned by The Chapter, if required in specific circumstances.

Post course responsibilities

Course coordinator must complete the appropriate paperwork and submit it to The Chapter office within the required time frame.

Affiliate Faculty

Qualifications

Affiliate Faculty must be:

- ▶ a currently certified ITLS instructor for the level of course to be conducted;
- ▶ experienced in conducting EMS educational programs.

Affiliate Faculty training program

Instructors who are chosen to be Affiliate Faculty members should have a brief training session to prepare them for this role. The

course can be held by Chapter Medical Director or Chapter Coordinator.

Sample Agenda - Affiliate Faculty Training Program:

- ▶ welcome and course overview (5 min.);
- ▶ ITLS: A global perspective (15 min.);
- ▶ ITLS: A local perspective (15 min.);
- ▶ overview of Chapter policies and procedures (1 hour);
- ▶ roles and responsibilities of Affiliate Faculty (30 min.);
- ▶ common perils and pitfalls encountered in a “typical” ITLS class (30 min.);
- ▶ review of the ITLS grading system (15 min.);
- ▶ questions and answers (10 min.).

Selection and removal process

Affiliate Faculty is appointed by Chapter Coordinator according with the Chapter Medical Director.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Coordinator may initiate an investigation. The Affiliate Faculty may also be suspended pending the outcome of the investigation.

The Chapter Coordinator 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 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 an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;
- ▶ temporary suspension of the Affiliate Faculty for a specific period of time;
- ▶ permanent suspension of the Affiliate Faculty;
- ▶ remedial training.

Course responsibilities

Affiliate Faculty duties are to monitor the quality of ITLS courses within The Chapter, monitor new instructors, teach instructor and provider courses.

Course Medical Director

Qualifications

Course Medical Director must be:

- ▶ a physician licensed to practice medicine in Italy;
- ▶ a currently certified ITLS instructor for the level of course to be conducted;
- ▶ experienced in conducting EMS educational programs;
- ▶ familiar with EMS systems and pre-hospital care, and have experience and training related to trauma patients.

The Course Medical Director must have a smooth working relationship and open communication with the Course Coordinator.

Selection and removal process

Course Medical Director is appointed by Chapter Coordinator according with the Chapter Medical Director.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Coordinator may initiate an investigation. The Affiliate Faculty may also be suspended pending the outcome of the investigation.

The Chapter Coordinator 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 an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;

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- ▶ temporary suspension of the Course Medical Director for a specific period of time;
 - ▶ permanent suspension of the Course Medical Director;
 - ▶ remedial training.

Course responsibilities

The Course Medical Director provides clinical oversight during the course and must be on-call and available by phone throughout the course if not physically present.

The Course Medical Director must ensure that the course is consistent with ITLS standards.

The Course Medical Director appropriately integrate the material contained in the ITLS course into the local pre-hospital and emergency department systems.

The Course Medical Director must see that the schedule allows adequate time for lectures and skill stations, including ensuring that lecturers stay within the given time frame.

If the Course Medical Director is not on-site, the course must have a designated Affiliate Faculty member who is on-site and accepts responsibility for overall quality assurance.

Instructor

Qualifications

He/her must be a currently certified ITLS instructor for the level of course to be conducted.

Selection and removal process

To achieve instructor status is required to:

- ▶ successfully complete the instructor course (online and faculty-led portions);
- ▶ successfully complete one or more monitoring courses (Affiliate Faculty has the ability to set the number of monitoring courses, according to the instructor's skills);
- ▶ meet all requirement to maintain the instructor certification.

In case of inappropriate conduct or an inadequate knowledge base, the Chapter Coordinator may initiate an investigation. The Instructor may also be suspended pending the outcome of the investigation.

The Chapter Coordinator 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 an action including, but not limited to, one or more of the following:

- ▶ verbal or written remarks;
- ▶ temporary suspension of the Instructor for a specific period of time;
- ▶ permanent suspension of the Instructor;
- ▶ remedial training.

Responsibilities

Instructor has to execute assigned lecture and/or skills stations according to ITLS guidelines.

PART VIII - COURSE FEES AND ROSTERS

Course fees

Course coordinators set a reasonable fee to students as necessary to cover costs associated with conducting the course including, but not limited to:

- ▶ his/her his remuneration;
- ▶ instructor honorariums,
- ▶ course materials,
- ▶ facility costs,
- ▶ Chapter and student certification fees (as described below).

Chapter and student certification fees

Student certification fees will be assessed for each participant whose names are submitted (pass or fail) to the Chapter (that include Chapter fees and ITLS student certification fees).

These fees will be determined by the Chapter within specific agreements between the Chapter, the Course Centers and the Course Coordinators.

These fees will be paid when completed course rosters and post-course paperwork are uploaded into ITLS CMS and submitted to the Chapter, within (10) ten days of course completion.

Chapter Coordinator will pay the student fee per student to ITLS International no less frequently than quarterly.

Rosters and paperwork

Course roster and all required documents listed below, has to be submitted to the Chapter within (10) ten days of course completion:

- ▶ course roster;
- ▶ final course agenda with instructor assignments listed;
- ▶ original, completed pre-test answer sheet for each participant;
- ▶ original, completed post-test (written) answer sheet for each participant;
- ▶ original, completed patient assessment score sheet for each participant;
- ▶ summary of the post-course participant evaluation;
- ▶ original post course participant evaluation;

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- ▶ original letters of complaint or notations;
 - ▶ other documentation the Course Coordinator or Course Medical Director deems appropriate.

Course roster must include the following information:

- ▶ dates and times of the course;
- ▶ course location;
- ▶ comprehensive information of all students:
 - ▶ first name and family name;
 - ▶ address;
 - ▶ e-mail;
 - ▶ phone number;
 - ▶ fiscal code;
 - ▶ student signature;
- ▶ Course Coordinator and lead instructor designated;
- ▶ list of instructors.

Course roster has to be signed at least by the Course Coordinator.

Completion cards / certifications

Only the Chapter Coordinator can print and deliver course completion cards/certificates.

Printing and delivering of provider course completion cards/certificates by Course Coordinators through the ITLS CMS may be approved by Chapter Coordinator on an individual basis and may be revoked at any time.

PART IX - CHAPTER ADVISORY COMMITTEE

Membership

Chapter Advisory Committee Members

Chapter Advisory Committee Members must be currently licensed or certified as an Emergency Department or Pre-Hospital Healthcare Provider.

Chapter Advisory Committee Members are appointed by Chapter Coordinator with recommendation by the Chapter Medical Director.

Chapter Advisory Committee Chairperson

Chapter Advisory Committee Chairperson must be a member of the Chapter Advisory Committee, must have extensive experience in managing continuing education courses and has to demonstrate an in-depth knowledge of ITLS.

Members reappointment and removal

The performance of the Chapter Advisory Committee members and of the Chapter Advisory Committee Chairperson will be subject to review to determine the advisability of reappointment. The review will be completed by Chapter Coordinator with recommendation by the Chapter Medical Director. The review will be held on a schedule consistent with the length of term of the committee. It is suggested that one-third of the members will be annually reviewed.

In case of inappropriate conduct or an inadequate knowledge base of the Chapter Advisory Committee Member/Chairperson, the Chapter Coordinator may initiate an investigation. The Chapter Advisory Committee Member/Chairperson designation may also be suspended pending the outcome of the investigation.

The Chapter Coordinator shall appoint a three-member special committee to conduct the investigation. The investigation shall be completed within sixty (60) days. Upon completion, the Chapter Advisory Committee Member/Chairperson 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 recommendations for action including, but not limited to, one or more of the following:

- ▶ temporary suspension of the Chapter Advisory Committee Member/Chairperson designee for a specific period of time;
- ▶ permanent suspension of the Chapter Advisory Committee Member/Chairperson designee;
- ▶ remedial training;
- ▶ supervision by the Chapter Advisory Committee and/or Chapter Coordinator.

Responsibilities, oversight of courses and activities

The Chapter Advisory Committee advise the Chapter Medical Director and Chapter Coordinator on matters concerning the Chapter ITLS Program on issues such as:

- ▶ development of Chapter policies and procedures;
- ▶ promulgation of ITLS throughout The Chapter area;
- ▶ development of long range and strategic plans;
- ▶ dissemination of information at the local level;
- ▶ disciplinary issues;

The Chapter Advisory Committee provides mechanism through which personnel throughout the area have a voice in ITLS related matters;

The Chapter Advisory Committee appoints Chapter Medical Director and Chapter Coordinator.

The Chapter Advisory Committee, in conjunction with the Chapter Medical Director and Chapter Coordinator, appoints Affiliate Faculty Members.

The Chapter Advisory Committee oversee the due process of revocation for ITLS Instructors, Affiliate Faculty Members, Course Coordinators, and Course Medical Director.

Other duties could be assigned by the Chapter Coordinator if required in specific circumstances.

International delegates

It is the prerogative of the ITLS Chapter Advisory Committee to appoint delegates to accurately represent the interests of the Chapter.

Appointee should:

- ▶ be a current Affiliate Faculty Member;
- ▶ have a strong working knowledge of ITLS and related issues;
- ▶ attend orientation by the Chapter Medical Director and/or the Advisory Committee to the position.

PART X - LEGAL ASPECTS

Non-Discrimination and Harassment

All our participants should be able to enjoy an educational environment free from all forms of discrimination.

No person, on the basis of race, color, religion, sex, national origin, handicap, age or marital status shall be excluded from participation in any ITLS education program.

Such conduct, whether committed by Instructors, Affiliate Faculty, or participants, is 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 based on his or her appearance;
- ▶ the display of sexually suggestive objects or pictures;
- ▶ 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.

The Chapter does not tolerate violations of Human Rights. Any agency, organization, or group that conducts or sponsors and educational course approved by ITLS Chapter is responsible for providing the above stated discrimination-free education environment, and should have available and on file a copy of this Policy (this document is available within the Online Organization Repository. All instructors have access to it).

Any approved educational program that does not comply with this policy shall be subject to sanctions, up to and including course decertification by ITLS Chapter.

Any participants of ITLS educational program that does not comply with this policy shall be subject to sanctions up to and including decertification of Affiliate, Instructor and/or Provider certification(s).

Neither ITLS Chapter nor ITLS International are not liable for any actions arising from any EMS Agency, Training Center or other entity as a result of their hosting and/or conducting an ITLS approved course.

ITLS Chapter comply with all of the appropriate rules and regulations current in Italy.

Dispute Resolution

This standard procedure should be followed to resolve any conflict that may arise between a student and an Instructor and/or between two Instructors.

The Student and the Instructor first attempt to resolve the dispute by researching information in either the student textbook or this Policy and Procedure Manual.

If the dispute is not satisfactorily resolved as stated above, the Student and the Instructor go to the Lead Instructor of the course or the Affiliate Faculty member.

If the course's Lead Instructor or Affiliate Faculty member cannot satisfactorily resolve the dispute, the student and the instructor will consult the Chapter Coordinator.

The Chapter Coordinator could contact staff at the ITLS International office, if required.

The Chapter 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 Coordinator and the Chapter Medical Director (or at the discretion of the Executive Director of ITLS International).

Students with Disabilities

The Course Coordinator and the host organization are collectively responsible that the facility complies with all applicable laws, rules, and regulations regarding disabilities.

The Course Coordinator may choose to make special accommodations to assist students with disabilities to complete one or more portions of the course, as long as, the special accommodations will not negate the ability of ITLS to issue a course completion certificate.

Trademarks

The ITLS name and logo are trademarks of the ITLS International.

The trademarks symbolize the identity of the ITLS and when placed on publications, materials, and other items, serve to distinctly identify the materials as having originated from the ITLS.

The ITLS stylized name and logo must always appear in combination with The Chapter stylized name and logo.

ITLS and Chapter stylized names and logos can appear only on advertising or announcements for ITLS courses and program.

Advertising and announcements may not suggest or imply that the ITLS International sponsors, owns, or manages The Chapter.