

The Canadian Triage and Acuity Scale (CTAS) Education Program

ADMINISTRATION MANUAL FOR CTAS INSTRUCTORS

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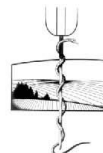


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INTRODUCTION AND WELCOME

This administration manual has been developed to assist Instructors to organize and manage a course. It includes how to properly complete the appropriate paperwork, payment of fees etc. Each instructor should download the manual for reference.

For further information about CTAS administrative procedures please contact: ctas@caep.ca. For information about course content please contact: ctas@nena.ca.

CTAS COURSE ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES

CTAS National Working Group (NWG) Responsibilities

- Develop and review the Terms of Reference of NENA Representatives to the CTAS NWG.
- Serve as a resource to NENA, CTAS instructors and Emergency Nurses across Canada with regards to CTAS.
- Assist in developing or enhancing quality improvement mechanisms as they pertain to CTAS.
- Review/recommend/write course content on a periodic basis.
- Facilitate changes to the Administrative Manual for Instructors as approved by the CTAS NWG and NENA.
- Approve all CTAS courses.
- Maintain a database of Instructors.
- Monitor course quality in collaboration with NENA, by reviewing and approving Course Instructors and Course Instructor Trainers CTAS NWG reserves the right to monitor courses on an ad-hoc basis.
- Serve as a resource and assist in resolving issues regarding course administration, instructor, or instructor candidate performance, and re-verification issues.

Individuals who have concerns regarding CTAS courses and/or procedures are encouraged to contact the CTAS NWG ctas@nena.ca.

CTAS Provider Course Instructor Responsibilities

- Deliver the CTAS provider program as outlined by CTAS NWG.
- Present lectures according to the current edition of the CTAS Course and in accordance with the administrative procedures.
- Maintain a professional and supportive learning environment. Notify CTAS NWG and NENA representatives (ctas@nena.ca) of course or instructor concerns.
- Provide CTAS courses only within their province and only to healthcare providers employed in Canada. Any exception to this must be approved in writing prior to the course by contacting the CTAS NWG at ctas@nena.ca
- Ensure the maximum instructor to student ratio of 1:30 is not exceeded; however, the lead instructor should consider the comfort level of instructors with large classes, and familiarity and comfort with the course material. The course has been designed to be more interactive among and between course participants.

In addition to the above, the Lead Instructor ensures the following:

Pre-Course

- At least four weeks prior to the planned course date the CTAS Course Request Form is submitted to the CAEP Head Office by email: ctas@caep.ca or fax: 613-523-0190
- A course authorization email should be received from the CAEP Head Office prior to proceeding with the course.
- All instructors have current CTAS Instructor status and are current NENA members.
- Any course cancellations, date changes, or lead instructor changes are to be reported to the CAEP Head Office (ctas@caep.ca) immediately.

During Course

- CTAS courses are conducted in accordance with all administrative procedures of the CTAS NWG listed in the CTAS Administration Manual for Instructors.
- The lead instructor is available during the entire course to ensure that all instructors are prepared, utilize current materials, maintain time schedules, and to assist with problem-solving issues during the course.

Post-Course

- Course evaluations are reviewed for consideration in planning future courses. Any comments with regards to the course content are to be submitted to the CTAS NWG for consideration during future course revisions (ctas@nena.ca). Any comments with regards to the instructors are to be reviewed with the instructor. Any areas of concern are to be submitted to the CTAS NWG ctas@nena.ca. **Do not submit the course evaluations to the CAEP Head Office.**

- A copy of all course paperwork (including evaluations) is kept for a minimum of 2 years. The CTAS Course Funds Report and the Participant Course Log Sheet are submitted to the CAEP Head Office (ctas@caep.ca or fax: 613-523-0190) within 1 week of course completion. Once received by the CAEP Head Office, the Course Funds report will be processed and an invoice will be sent to the instructor for submission to the paying authority.

NOTE: CTAS is an education program and not a certification program. CTAS re-education is recommended every two years and when the guidelines change.

CTAS Instructor Trainer Responsibilities

- Direct all Instructor Course Applications/requests to CTAS NWG.
- Submit the **Instructor** Course Request Form (for Instructor Trainers **ONLY**) a minimum of four weeks prior to course and receive approval prior to proceeding with the course.
- Do not proceed with an Instructor Course until you have received emailed confirmation that the CTAS NWG has received and approved all instructor candidates' applications.
- Ensure all Instructor candidates are NENA members prior to taking the instructor course.
- Ensure that discussion and understanding of the Instructor role & CTAS administrative processes is presented at each Instructor Course (see Instructor Development Checklist/Feedback Form and Instructor Course Agenda).
- Forward the names, addresses, and email of the course participants to CTAS NWG (CTAS Instructor Course Log Sheet) upon completion of the instructor course and ensure each successful candidate submits their one-time \$90.00 Instructor registration fee.
- Ensure the completed CTAS Instructor Development Checklist/Feedback Form is forwarded to CAEP at the completion of the co-teach.

FINANCIAL ELEMENTS

Course Fees

- When organizing a course, the fee structure for CTAS courses should include the cost of the participant manual, fees to the CTAS NWG, as well as other costs associated with organizing a course.
- \$20.00/participant administrative fee is to be paid to CTAS NWG upon completion of the CTAS Provider course. Fees must be paid for non-RN participants, as well as for RN participants. Fees must be paid for anyone who attends the course, even if they do not attend the entire course.

Fees must be paid to the CTAS NWG **within 30 days** of the course ending. Lead Instructors with delinquent accounts are subject to suspension of their Instructor status

NOTE: All expenses incurred in holding a CTAS course are the direct responsibility of the Lead Instructor and/or requesting organization.

Payment Information

- Please **do not** submit course payments to the CAEP Head Office prior to receiving the invoice.
- If you have requested the invoice be submitted directly to the Health Authority, you must ensure that the name, phone number, and email address of a contact person, as well as the complete mailing address of the Health Authority, are included with your request. If no direction is given, or if Health Authority information is missing, the CAEP Head Office will assume the invoice is to be issued directly to the Instructor. Invoices will not be cancelled or re-created due to omissions.
- When submitting payment to the CAEP Head Office, ensure that the paying authority either records the invoice number on the cheque or includes a copy of the invoice with payment.

PARTICIPANT MANUALS

Participant Manuals are only to be given to course participants. **All participants must have their own manual (current edition) to use during the course.** No sharing of manuals permitted during the course. The manual must be kept by the participant to use as a reference after the course (i.e. **NO librarying allowed**). The dissemination of manuals is the responsibility of the Lead Instructor.

MATERIALS ON THE WEBSITE

CTAS Materials Available to Instructors Only

Once instructors have met all prerequisites outlined within this manual, they are issued a password that allows them access to download CTAS educational materials at www.caep.ca. To ensure ongoing access to all educational materials it is the responsibility of the instructor to maintain current NENA membership, to ensure all fees and course paperwork are received by CAEP within the stipulated timelines and to ensure they have taught the required number of courses per year. Failure to maintain any of the above requirements will result in the instructor's online access to the most current materials being disabled.

Administration Manual: The administration manual contains information required for organizing CTAS provider and instructor courses. It is available to all instructors as part of the instructor activation fee.

CTAS Forms: The current version of required forms can be found on the Instructor website. Please ensure you are always using the most current version of required forms.

CTAS Course Forms:

- ✓ CTAS Course Request
- ✓ CTAS Course Log Sheet
- ✓ CTAS Course Funds Report

NOTE: Please destroy any copies of old forms that you may have.

Educational Materials: Includes course slides, instructor notes, handouts and participant manual. Permission is granted to current CTAS Instructors to create enough copies of the participant manual to meet the needs of the registered students for each course.

CTAS Materials Available to All

Found at the following link (no password required): <http://caep.ca/resources/ctas>

CTAS Reference Articles: Latest guideline revisions for both Adult and Paediatric CTAS in English & French.

CTAS Decision Support References: Complaint Oriented Triage (COT), an electronic support tool that allows users to select CEDIS complaints from a standardized list and have quick access to the relevant modifiers applicable to that complaint (**RECOMMENDED that Instructors incorporate COT into their CTAS course teaching**).

CTAS Posters and Supporting Material: CTAS posters & supporting materials available for purchase using the order form located at: <http://caep.ca/Materials>

MARKETING

It is important to market CTAS courses well in advance in order to ensure timely identification of course participants. Any marketing materials should clearly identify required course registration dates and deadlines. A clearly identified cancellation policy is also required.

The CTAS NWG is the sole and exclusive owner of all rights, titles, interests, and all ancillary rights to any and all materials and information pertaining to CTAS including translations (including without limitation, copyrights, trademark rights, patent rights, and trade secret rights).

NOTE: The following message is found throughout this document as well as on all of the educational materials:

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National Working Group (NWG). No portion of the CTAS materials may be reproduced or transmitted in any form by any means, electronic or mechanical or used to instruct educational courses without express written permission by CAEP and the CTAS NWG.

HOW TO BECOME A CTAS INSTRUCTOR

CTAS Instructor Eligibility Criteria

- Must be a current NENA member.
- Must have attended the current combined CTAS course within the past 12 months.
- Minimum of two (2) years of recent emergency triage experience using CTAS.
- Current and/or previous teaching experience such as TNCC, ENPC, PALS, ACLS or other emergency programming preferred.

CTAS Instructor Candidate Application Process

1. Submit to ctas@nena.ca the following:
 - A current Curriculum Vitae (CV).
 - Proof of current NENA membership.
 - Proof of attendance at the current combined CTAS course within the past 12 months.
 - A letter of recommendation from your manager which references your triage experience and teaching ability.

Once all of the above documents have been received, your application will be forwarded to NENA for consideration. Please allow at least 3 weeks for your application to be processed. **Do not** attend an Instructor Course prior to receiving an email approval of your application from the CTAS NWG.

2. Attend a one day CTAS Instructor Course taught by a CTAS National Working Group (NWG) approved Instructor Trainer. For assistance locating a CTAS NWG approved Instructor Trainer please contact ctas@nena.ca.
3. Upon completion of Instructor Course, submit Instructor Renewal Application along with one-time \$90.00 Instructor Activation fee to the CAEP head office ctas@caep.ca.
4. Once Instructor Course and initiation fee have been received by the CAEP head office, a password to the CTAS NWG Instructor site will be issued, giving access to the most current instructor materials. This must be received PRIOR to the co-teach with the Instructor Trainer. Exceptions may be requested in writing to the CTAS NWG (ctas@nena.ca) for courses occurring in remote locations.

5. Co-teach with a CTAS NWG Instructor Trainer at your first provider course, regardless of previous teaching experience, before organizing and providing independent CTAS courses. You must submit your completed Instructor Development Checklist prior to offering your first independent course.

NOTE: All appropriate paperwork and fees MUST be received and processed by the CTAS NWG before the Instructor status is confirmed and a protected password is provided to allow the new Instructor access to the CTAS Instructor website. The new instructor will be notified of their Instructor status or any issues with their application via email.

Maintenance of CTAS Instructor Status

1. Maintain current NENA Membership. Instructors with expired NENA membership are subject to suspension of their instructor status.
2. Teach at least one CTAS course every year (year = July 1 to June 30).
3. Submit CTAS Instructor Renewal form along with the annual Instructor renewal fee of \$20.00, by no later than July 1st of each year. Instructors who have not paid their renewal fee by July 1 are subject to suspension of their instructor status.
4. Ensure all course paperwork is completed and course fees are paid according to the timelines established in this manual. Instructors with overdue accounts or incomplete paperwork are subject to suspension of their instructor status.
5. Maintain acceptable evaluation reports from courses instructed.
6. Continue to work in an Emergency Nursing related work environment.

NOTE: If an Instructor has not taught a course in the past 12 months and/or renewed their yearly fee and/or have not renewed their NENA membership, they will have to re-do the entire Instructor Candidate process outlined above. All appropriate paperwork and fees MUST be received and processed by the CTAS NWG in order for courses to count as “taught” on the Instructor’s file.

Exceptions, such as Maternity leave or Military leave, can be requested to the CTAS NWG (ctas@nena.ca) on an individual basis.

HOW TO BECOME A CTAS INSTRUCTOR TRAINER

CTAS Instructor Trainer Eligibility Criteria

1. Must be a current NENA member.
2. Must be a CTAS instructor in good standing with CTAS NWG.
3. Must have taught a minimum of FOUR provider courses in the past TWO years.
4. Must have acted as Lead instructor for at least one provider course in the past year.

CTAS Instructor Trainer Candidate Application Process

Submit to CTAS NWG NENA representative (ctas@nena.ca) the following:

- A current Curriculum Vitae (CV).
- A letter of reference detailing your knowledge of, and ability to teach CTAS.
- A listing (dates/location) of the CTAS courses you have taught in the last two years.

Once approved, you will receive email confirmation of your application's acceptance.

Maintenance of CTAS Instructor Trainer Status

1. Maintain yearly NENA Membership. Instructors with expired NENA membership are subject to suspension of their instructor status.
2. Maintain Instructor standing by teaching at least two CTAS Provider courses every 12 months.
3. Submit CTAS Instructor Renewal, along with the annual Instructor renewal fee of \$20.00, by July 1st of each year. Instructors who have not paid their renewal fee by July 1 are subject to suspension of their instructor status.
4. Ensure all course paperwork is completed and course fees are paid according to the timelines established in this manual. Instructors with overdue accounts or incomplete paperwork are subject to suspension of their instructor status.
5. Maintain acceptable evaluation reports from courses instructed.
6. Continue to work in an Emergency Nursing related work environment.

NOTE: If an Instructor Trainer has not taught two courses in the past 12 months, their Instructor Trainer status will be revoked. If they have not taught one course in the past 12 months and/or renewed their yearly fee and/or have not renewed their NENA membership, they will have to redo the entire Instructor Candidate process outlined above. All appropriate paperwork and fees MUST be received and processed by the CTAS NWG in order for courses to count as "taught" on the Instructor Trainer's file.

CTAS INSTRUCTOR COURSE AGENDA

0800 - 0805	Introductions
0805 - 0830	CTAS and the CAEP Website <ul style="list-style-type: none">• Instructor expectations/monitoring
0830 - 1500	Review of Modules <ul style="list-style-type: none">• Tips and Tricks• Incorporating Complaint Orientated Triage
1500 - 1515	CTAS Administration Manual for Instructors
1515 - 1545	Planning CTAS courses <ul style="list-style-type: none">• Agenda• Special Considerations• Review of Paperwork/fees etc.
1545 - 1600	Wrap up

COURSE ORGANIZATION CHECKLIST

Suggested timeline:

1-2 MONTHS PRIOR TO COURSE

- Select and book course date and site
- Marketing – Prepare and mail brochures/posters and registration forms
- Select and book qualified instructors
- Make hotel and travel arrangements as necessary

1 MONTH PRIOR TO COURSE

- Submit CTAS Provider Course Request to CAEP head office: ctas@caep.ca or fax (613) 523-0190

1 MONTH PRIOR TO COURSE – UPON RECEIPT OF COURSE APPROVAL FROM CAEP

- Book A-V equipment (PowerPoint, laptop, LCD projector, flip chart/white board etc.)
- Print Participant Manuals for every participant
- Book catering, if needed
- Prepare and print course outline for distribution to instructors and participants
- Assign lectures to instructors

2 WEEKS PRIOR TO COURSE

- Course registration completed
- Receipts completed
- Course Log Sheet completed
- Distribution to course participants: manuals, course letter
- Receipt of payment (may be sent out at this time or the day of the course)

1-2 DAYS PRIOR TO COURSE

- Set up course
- Location
- Post Course Signs
- Prepare name tags

DAY OF COURSE

- Examine facilities and meet with instructors to ensure course readiness
- Check lecture classroom to ensure correct set-up and availability of equipment
- Verify availability of refreshments, as needed
- Ensure adherence to time schedule
- Instruct participants to complete Course Evaluations
- Distribution of Honorariums / Fees where applicable to:
 - Instructors
 - Equipment rental
 - Facility rental
- Ensure all CTAS NWG course forms are completed appropriately
- Complete and distribute Certificates of Attendance

POST-COURSE

- Send Course Log and Course Funds report to CAEP head office (ctas@caep.ca) within 7 days of course completion. Pay course fees promptly upon receipt of invoice.

The Lead Instructor is responsible for keeping a copy of paperwork for a period of 2 years, and submitting comments/suggestions re: course content to CTAS NWG.

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