

# Developing a Culture of Resuscitation Excellence &

# Confidence

Kristin Vinson, MSN, RN, CSRN  
DIRECTOR OF EDUCATION & FLOAT POOL NURSING  
CLARK REGIONAL MEDICAL CENTER

# Disclosure

Neither Clark Regional Medical Center nor myself have been paid by AHA, RQI or Laerdal for this presentation.

# Objectives

- Following this presentation, the learner will be able to:
  - Summarize ways to enhance your hospital's response to emergencies through the adoption of an initiative to increase the CPR expertise of their staff.
  - Identify the RQI system and implementation at an acute care facility.
  - The ability to verbalize certifications that are available through the RQI system.

# Introduction

- Centers for Disease Control (CDC) reports more than 200,000 in-hospital cardiac arrests occur annually in the United States. Survival rates from adult in-hospital cardiac arrest at less than 26%. Patients who suffer a cardiac arrest must receive the highest quality cardiopulmonary resuscitation (CPR) possible, which is known to be the cornerstone for survival.
- Clark Regional Medical Center recognizes the importance of high-quality CPR competence, performance and delivery in saving more lives. That's why the HeartCode Complete<sup>®</sup> program, co-developed by the American Heart Association<sup>®</sup> (AHA) and Laerdal<sup>®</sup> Medical, was being implemented to help Clark Regional Medical Center achieve sustained mastery of high-quality CPR skills and verified performance, resulting in improved patient outcomes. The hospital is the first in Central Kentucky to implement the Resuscitation Quality Improvement<sup>®</sup> (RQI) system and have a simulation station placed at the point-of-care.

# Methodology

- HeartCode Complete uses True Adaptive™ learning to deliver BLS, ACLS and PALS course instruction to healthcare providers that is tailored and personalized to meet an individual's specific knowledge level and unique needs, adapting in real time to a learner's performance. This approach gives everyone – learners and administrators – more control of their time, schedules, and resources.
- Thirty-one “Super-Users” were chosen from all departments and varying shifts to provide assistance to users as needed. The “Super-Users” were required to attend an online training and hands-on session with On-site Administrator between December 2020 and January 2021 prior to Go-Live.
- A lunch and learn, as well as, a dinner and learn was provided for staff to come by and see the newly implemented RQI system set for Go-Live on January 18, 2021.
- All 391 providers required to certify in Basic Life Support (BLS) were assigned a RQI BLS Provider Prep Course in HealthStream Learning System by January 18, 2021.

# RQI Cart

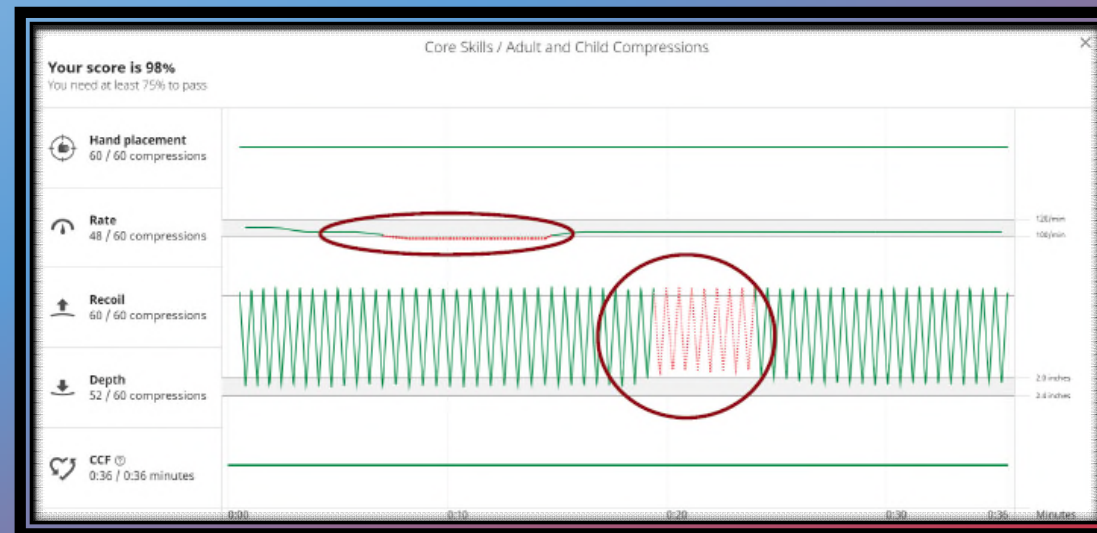
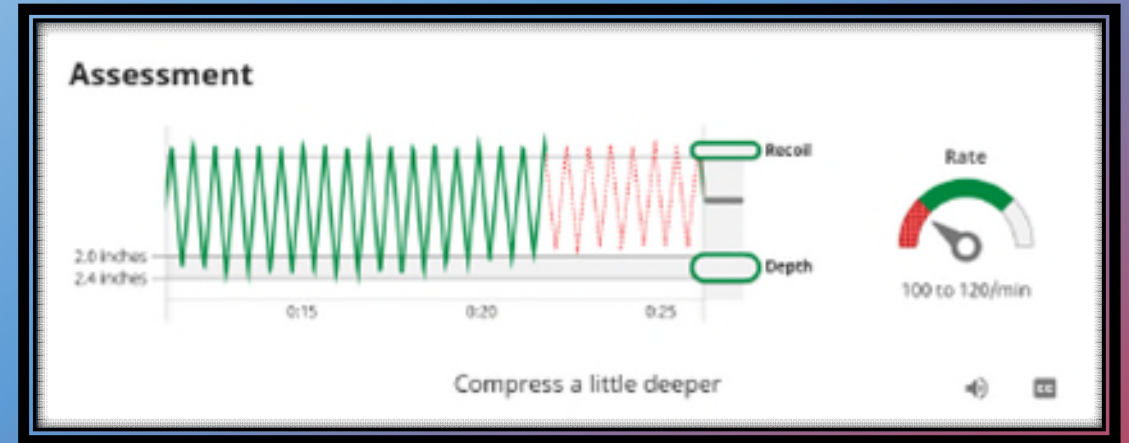
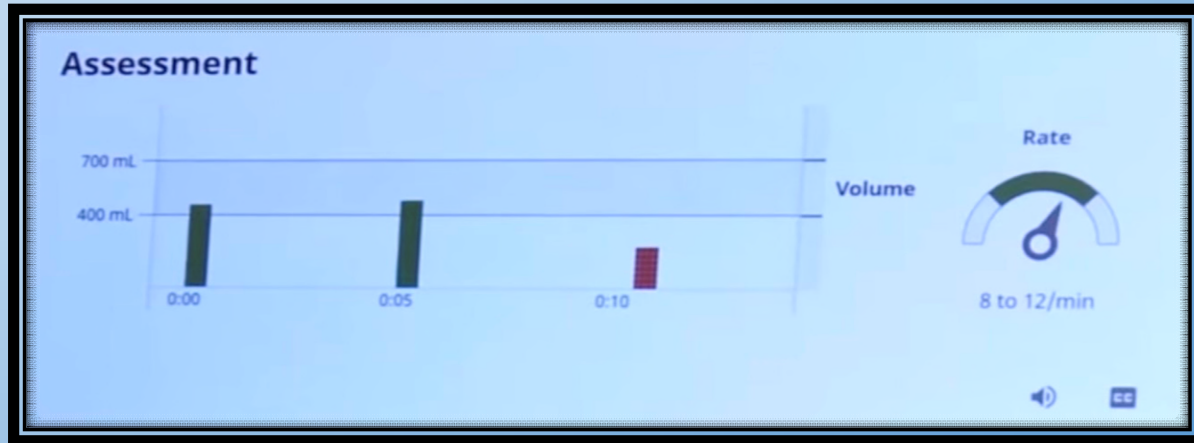




# Process Measures & Outcome Data

- The focus of our improvement project is to educate, develop, and enhance staff CPR skills as evidenced by:
  - Educating staff utilizing the online True Adaptive™ learning provided by HeartCode Complete.
  - Ensuring that staff chest compressions and bag-mask valve skills are >75% compliant.
  - Developing muscle memory for skills sets by requiring quarterly check offs at the RQI cart manikins.
  - Enrich provider confidence providing CPR skills with frequent skills check offs every quarter.
  - Reports readily accessible for completions of online courses, manikin check offs, and learner failure.
  - Real-time audio and visual feedback & post activity debrief provided at the RQI cart during performance for providers to review.

# Real-time Audio & Visual Feedback





# Discussion & Reliability

- All learners complete with a demonstration of competency.
- Learner experience tailored to discrete knowledge vs high-level themes.
- Novice learners will have faster knowledge acquisition.
- Mastery learners will only receive content they need.
- All learners will receive rapid-iterations of recall to promote retention.
- Low dose / High frequency program: allows quarterly cognitive learning in lower doses than traditional classroom settings that allows learners to retain information. High frequency skills assessments quarterly allows learners to enhance CPR skills.
- Providers must pass the hands on skills assessment with >75% to successfully complete.

# Results After 1 Month of Implementation

- As of February 17, 2021, a total of 111 providers out of 391 assignments made have successfully completed the RQI BLS Provider Prep Course and cart check off obtaining their Quarter 1 credentialing.
- 84 of the 111 completions (76%) passed skills check off in <3 attempts.
- Learner Failure Activity are those learners that required more than 3 attempts to pass the skills station check off. There were 27 of the 111 (24%) that required >3 attempts.
- Of the 111 completions, core skills assessment scores range from 81-100% with an organizational average of 85%.

# Sustainability & Next Steps After Implementation

- Providers ability to access their resuscitation credentials through HealthStream that are auto populated and updated each quarter.
- Management availability to access their department resuscitation credentials via HealthStream.
- Purchased 10 courses of ACLS and PALS to trial for future implementation. 5/10 ACLS have been assigned with 3 completions. 8/10 PALS have been assigned with 4 completions.
- Positive staff feedback on ACLS and PALS completions thus far.
- Monitoring quarterly averages for performance improvement. Organizational goal by Quarter 4 2021 is >95% in core skills assessment.

# Compliant vs. Current



## The RQI eCredential

This unique design represents the gold standard of quality for healthcare providers who have verified their competence through active and ongoing participation in RQI 2020. The individual providing this eCredential has exceeded any prior requirements for healthcare training provided from the AHA or other providers.



The image shows an RQI eCredential for Kristin Vinson. It features the American Heart Association logo and the RQI Verified seal. The text reads: "eCredential RQI Healthcare Provider", "This is to verify that", "BLS Kristin Vinson", "has demonstrated competence in High-Quality CPR skills. Competence has been verified by Resuscitation Quality Improvement, an American Heart Association Program.", "eCredential valid until: 03/31/2023", "Date of last activity: 01/03/2023", "eCredential number: qnc5zqj22cixsigtbfmc", and "Verify authenticity: https://certificates.nq1stcp.com/certificates/us/verify\_certificate".

**Free - Traditional Course Completion Wallet Card - for those with a valid RQI 2020 eCredential**  
Provided for individuals who may still be required to provide a traditional 2-year eCard. The RQI 2020 eCredential provided above represents the gold standard of quality.

BASIC LIFE SUPPORT		BASIC LIFE SUPPORT	
<b>BLS Provider</b>	 <b>Kristin Vinson</b>	<b>RQI Site Location</b>	Health@wam
The above individual has successfully completed the cognitive and skills evaluations in accordance with the curriculum of the American Heart Association Basic Life Support (CPR and AED) Resuscitation Quality Improvement Program (RQI).		<b>The RQI Program is provided by:</b>	American Heart Association 7272 Greenville Ave Dallas, TX 75231 RQIQuestions@heart.org
<b>Last Updated</b> 01/03/2023	<b>Recommended Renewal Date</b> 01/31/2026	<b>eCard Code</b>	qnc5zqj22cixsigtbfmc
		To view or verify authenticity, students and employers should scan this QR code with their mobile device or go to: <a href="https://certificates.nq1stcp.com/certificates/us/verify_certificate">https://certificates.nq1stcp.com/certificates/us/verify_certificate</a>	
© 2020 American Heart Association 10030			

# Current Data

- Increased provider confidence.
  - Traditional 2 yr. certification vs. quarterly skills
- Goal >95% core skills assessment met after Quarter 3 during first year of implementation and sustained.
- In 2021 our ROSC > 20 minutes = 30.8%
- In 2022 our ROSC > 20 minutes = 41.6%
- CPR coach implemented with the new guidelines.
- 461 BLS providers with a 97.72% compliance rate.
- 107 ACLS providers with a 98% compliance rate.
- 81 PALS providers with a 97.5% compliance rate.
- RQI 8<sup>th</sup> edition NRP implemented in January 2022 – 41 NRP providers through RQI with an instructor skills check off.

# References

1. American Heart Association. (2021). Retrieved from <http://www.cpr.heart.org/en/cpr-courses-and-kits/rqi>
2. Centers for Disease Control and Prevention. (n.d.). Retrieved from <https://www.cdc.gov/dhdsr/docs/cardiac-arrest-infographic.pdf>
3. HealthStream Reports at local level
4. RQI 1Stop. (2021). Retrieved from <https://conemaugh.rqi1stop.com/admin>



# Questions