

University of Rochester Medical Center CASE STUDY



The **University of Rochester Medical Center (URMC)** recently experienced dramatic growth, which stretched the center's CPR training classes to their capacity. As one of the nation's premier academic medical institutions, URMC's commitment to patient safety and quality is paramount. Accordingly, the organization's growth necessitated a reevaluation of its education delivery methods and staff competence assessment. In response, URMC turned to the **Resuscitation Quality Improvement[®] (RQI[®]) Program**, which aided in administering CPR training for staff members and keeping the team's skills sharp.

Challenge

As **URMC** grew, employee demand for CPR training skyrocketed — so much so that trainers had difficulty keeping up. Administrators and others worked together to explore options to meet the center's efficiency and cost-savings needs. While some training courses fulfilled those needs, many fell short of providing a high level of student engagement and satisfaction.

“ We have an ongoing commitment to patient quality and safety — and that means continuing to evaluate how we provide education and assess staff competency, ” explained Stephanie VonBacho, senior director for learning and development within the clinical enterprise at URMC.

The RQI Program, which is endorsed by the American Heart Association[®], caught the attention of VonBacho and her team

due to its potential to maintain competency levels through a distributed education model. She noted that getting key stakeholders on board was critical, as was helping everyone understand the need for ongoing CPR training to combat skills degradation.

Solution

Lifesaving skills have been found to deteriorate within three to six months after a traditional CPR training course. RQI's innovative approach to CPR education through its **low-dose, high-frequency model** keeps skills sharp through quarterly practice sessions. RQI also offers the ability to more efficiently and cost-effectively train employees on high-quality CPR while simultaneously maintaining a high level of care.

The RQI Program allowed **URMC** nurses to train with colleagues while providing patient care, integrating education into their daily routines. Trainees using the RQI model could complete CPR training in the unit in about 30 minutes, using infant or adult practice manikins to **simulate emergency**

scenarios. Each trainee received real-time feedback during sessions to help improve skills and deliver higher-quality CPR.

After implementation, administrators found that the program provided URMIC staff more time at patients' bedsides and helped improve outcomes in lifesaving scenarios.

Tara Serwetnyk, senior nurse educator and training center coordinator for the Center for Nursing Professional Development at URMIC/Strong Memorial Hospital, noted that CPR educators can tell a difference in their students.

"One of our ACLS faculty nurses who is also an educator said she can visibly see the difference in how people are performing compressions and how quality has improved over time," she said.

Results

Although **URMIC** is only halfway through a two-year RQI study in its critical care service line, other service lines have already expressed interest in adopting the low-dose, high-frequency training model. URMIC staff called out the RQI manikin's direct, objective feedback as one of the program's strongest components. In addition, they reported enjoying increased accessibility and practice opportunities, increased confidence in their skills and heightened scheduling convenience.

Thanks to RQI, URMIC staff can now complete their training and keep their certifications up to date without disrupting their schedules or affecting patient care. In addition, administrators are now equipped with the tools needed to measure CPR skills quality over time, allowing them to evaluate the program's impact on patient outcomes.

"RQI is clearly a better way to maintain ACLS skills and has become integral to our organization's commitment to quality, safety, and education," explained Chief Medical Officer Michael Apostolakos.



More Confidence, Better Results

URMIC's last annual instructor update paved the way for program expansion throughout the organization. VonBacho noted that when an individual is more confident in their skills, they're more apt to act rather than stand in the background. This is an important lesson for all.

“ As an academic medical center, we're focused on research, education and the delivery of safe, quality care,” VonBacho explained. “So RQI, for us, was a natural progression as the next step in resuscitation education. ”