

CalvertHealth CASE STUDY



CalvertHealth, a small, 130-bed facility, has served the greater Washington D.C. metropolitan area for over 100 years. Today, it has a significant impact on the community, employing more than 1,200 people. As the hospital grew, staff members recognized the need for more efficient, comprehensive CPR training. Outdated technology and training methods had the potential to threaten CalvertHealth's reputation as one of the top hospitals for patient safety. That's when the organization turned to the Resuscitation Quality Improvement® (RQI®) Program.

Challenge

Providing employees with high-quality CPR training without compromising patient care. Due to staffing needs, it wasn't easy for **Wendy Cox, CalvertHealth's CPR coordinator** to schedule a marathon-style CPR training session that entire departments could attend at once.

“ Because we are a small hospital, we don't have an unlimited supply of people,” Cox notes. “If you pull three nurses out of a department to come to a class where they're going to be for a couple of hours, that's a lot of cost. Because you got to have somebody that replaces them. We don't have an unlimited pool of employees to pull from all the time. ”

On top of that challenge, CalvertHealth was also constrained by space. The small facility didn't have a sufficient area to host a large training.

So, Cox needed to both coordinate effective CPR training for the hospital's workforce and find an appropriate venue.

She had to find a solution as soon as possible to prevent employees' skills from further degrading. Fortunately, RQI Partners was able to assist with both fronts and help **CalvertHealth** rethink the way it approached CPR education.

Solution

When Cox learned about RQI's CPR training offerings, she knew the benefits were worth exploring at **CalvertHealth**. RQI's high-frequency, low-dose CPR training model provides comprehensive skills education for basic life support (BLS), advanced life support (ALS) and pediatric advanced life support (PALS), covering the complete range of knowledge and skills providers need to provide the best patient care possible.

Ultimately, CalvertHealth adopted the RQI Program after learning about a space-saving solution to their training needs. After speaking with her RQI Partners Impact Manager, Cox learned about the RQI-P GO Simulation Station. This modular option, about the size of a piece of luggage, offers the same high-quality training as bigger RQI Simulation Stations. Because it's easily transportable, the **RQI-P GO Simulation Station** doesn't require a dedicated space and can be used anywhere within the facility.

Cox knew this training approach would have a significant impact on clinicians and community members. **"Our mission is to improve the health and well-being of our community," says Cox. "And improving resuscitation outcomes is a critical part of that."**

Results

Cox believes the RQI-P GO Simulation Station and training model will benefit employees and patients. **"I think that low-dose, high-frequency is so the way to go in improving outcomes because we get better response, better reaction time," she notes. "Instead of having to wait, and think about it, and respond, people can jump in and go on autopilot if they have those skills fresh in their mind all the time."**



Although the program has only been used for a month, employees have fully embraced it, largely thanks to the smooth rollout. Cox explains that in that short time, she's heard countless positive comments from staff about how much they appreciate the RQI Program. They report that it's efficient and saves time.

In time, RQI's focused trainings will become standard practice throughout the **CalvertHealth** community, Cox says.

Improving Outcomes at CalvertHealth

Looking back on the situation, Cox notes the RQI Program was the obvious solution.

"It just makes so much sense in regard to improving resuscitation outcomes," she concludes. "It's a game-changer, and it's taking us one step closer to a healthier, safer community."

Moving forward, members of the CalvertHealth community are looking to save additional lives from sudden cardiac arrest thanks to the RQI Program. With the help and support of RQI's training modules and technology, patient outcomes can continue to improve.