

OhioHealth CASE STUDY



Large health organizations are always on the lookout for innovative skills-based training solutions. When it comes to refreshing providers on both basic life support (BLS) and advanced cardiovascular life support (ACLS), **OhioHealth** turns to the American Heart Association® (AHA®). Following a recent influx in demand, **OhioHealth** tapped the AHA HeartCode® program for help overcoming CPR training challenges. The training proved to be just what **OhioHealth's** 15,000 employees needed, as the blend of hands-on and online learning provided versatility and convenience.

“HeartCode has been a lifesaver for us,” said **Deb Torman, MBA, MEd, AT, ATC, EMT-P, a system clinical educator for OhioHealth.** “It allows us to meet both our managers' and associates' schedules while providing quality educational training.”

Challenge

OhioHealth first began offering the AHA's instructor-led BLS course in 2007 and added the ACLS program in 2008. Over the years, the organization grew steadily — both in size and number of employees — gradually increasing demand for skills training courses and eventually creating CPR training challenges. At the same time, accommodating employees with in-person training became logistically difficult.

“You can't pull everyone from one unit, so we needed multiple classes all the time,” Torman noted. “It wasn't beneficial financially and from a staffing perspective, and we simply couldn't meet the demand of the entire organization going forward if we stayed exclusively with live classes.”

OhioHealth needed another solution that provided the flexibility managers and associates needed to maintain unit staffing. Enter HeartCode.

Solution

In early 2009, in response to the growing demand for training, **OhioHealth** implemented the AHA's HeartCode training program. Using an innovative e-learning platform, users could access online courses to refresh their skills and improve their knowledge base. After finishing the self-directed online courses, each user completed hands-on simulations using proprietary eSimulation technology. They could repeat each simulation as many times as needed to ensure competence before applying those skills in real-world settings.

The virtual courses continue to be available to users anytime, anywhere, allowing **OhioHealth** professionals to advance at their own pace. This has helped providers in a variety of medical fields develop their skills with confidence.

“A huge benefit of HeartCode ACLS that many of our associates appreciate is its multidisciplinary approach. They learn things that aren't necessarily within their scope of practice,” Torman explained. “They learn the process as a whole — more than we're able to cover in the live class.”

Results

Thanks to the initial training program's success, OhioHealth began offering the BLS and ACLS programs to help employees renew their certifications. Today, thousands have participated.

"We encourage managers to send associates who have never had ACLS through the live class the first time, and then through HeartCode renewal after that, but it's up to the nurse managers and departments to select the best option for their staff," said Torman. "Certain demographics, like pharmacy and our nurse practitioners, actually like HeartCode better, even for their first time."



HeartCode was developed based on evidence-based research, and OhioHealth still uses it to deliver consistent CPR training for employees across campuses. Currently, the healthcare system offers 13 voice-assisted manikins to aid employees in skills development. RQI Partners solves CPR training challenges by providing course materials through its RQI 1Stop platform. In addition to training, the platform allows managers and administrators to track course completion and pending certification expirations.

HeartCode Adoption

Torman reported that the training program made it easier to track staff completion cards and identify when cards are about to expire, helping everyone stay on top of compliance. Managers can print any desired reports to quickly see their employees' CPR course completion status.

The HeartCode program has been successful at OhioHealth, despite some early reservations among skeptics, leading other providers to consider the benefits of a blended learning format.

“ It was merely a matter of changing that mindset,” Torman concluded. “Now that people can complete BLS through HeartCode in half the time it takes to do a live class – they love it! ”