Harrison Medical Center
CASE STUDY

Among healthcare professionals, it's no secret that codes can be overwhelmingly chaotic. But effective CPR training helps doctors, nurses and other providers maintain calm and provide the highest-quality CPR possible during emergencies. In turn, this can help improve the likelihood of positive outcomes. At **Harrison Medical Center**, a dedicated team of healthcare team members is raising the bar for CPR skills. Tapping into the American Heart Association® (AHA), **Resuscitation Quality Improvement ®(RQI®) Program** has given them the competence and confidence to deliver lifesaving CPR.

Challenge

Harrison Medical Center recognized the need for a more effective CPR training program. CPR isn't something most healthcare providers frequently perform, and studies suggest that CPR skills can deteriorate in three to six months without practice.

Although the hospital had always sponsored basic life support (BLS) and advanced cardiovascular life support (ACLS) classes, a quality improvement study revealed room for improvement. Clinicians' CPR skills lacked consistency, prompting the hospital to seek a better training model.

> "Codes are so chaotic and stressful, but knowing that you're giving good compressions and ventilations really helps with that stress level," noted Heidi Dixon, a charge nurse in the Post-Anesthesia Care Unit at Harrison Medical Center."

The 260-bed facility had been recognized in previous years for its comprehensive care. Accordingly, administrators wanted to maintain and further strengthen that high level of quality.

Solution

For **Harrison Medical Center**, the RQI Program offered the ideal solution. The program addresses two common challenges in conventional CPR training: the infrequency of hands-on practice and the lack of instant feedback on CPR quality.

The RQI training program utilizes **simulation stations** with infant and adult manikins that can be placed in any unit in the healthcare facility. Skills sessions take only five to 10 minutes per quarter, with cognitive learning activities lasting up to 35 minutes. The program's convenient simulation stations are accessible 24/7 for flexible training, and it complies with competency-based requirements for accreditation by The Joint Commission.

During a standard training session, the manikins provide direct feedback and encourage regular practice to enhance and maintain high-quality CPR skills. This allows healthcare providers to evaluate their skills and make instant improvements to better benefit patients.

Implementing RQI at **Harrison Medical Center** was seamless, effectively eliminating the need for extensive classroom training and associated costs. Since its introduction, the low-dose, high-frequency training — required of every employee once every three months — has proven to be effective.

"Once everyone saw how quickly they could learn [compression and ventilation skills with] RQI, it really helped with resistance [to this new training model]," Dixon explained.

Results

Yelena Watson, clinical education coordinator, earned the support of the hospital's leadership by proving the cost-effectiveness of RQI. **"We no longer pay employees to sit through four hours of BLS or two days of ACLS classes, pay instructors to teach the classes or pay the administrative fees that support these instructor-led classes,"** she said.

Harrison Medical Center's RQI Program, with carts stationed throughout the facility, has already made a significant impact. The immediate feedback RQI manikins provide has helped healthcare professionals improve their CPR skills. Additionally, the newfound confidence in their skills has translated into successful patient outcomes.

Dixon shared a personal success story — she saved a patient's life who experienced sudden cardiac arrest. Her confidence in the quality of her compressions and ability to make immediate adjustments, as guided by RQI feedback, contributed to a positive outcome. This is proof RQI is making a real difference in saving lives.

New Horizons in CPR Training

With RQI, healthcare professionals are retrained on CPR using a low-dose, high-frequency training model, ensuring they perform it at the right rate and depth. Dixon noted that this has made the program a home run at **Harrison Medical Center.**

> "It's like a whole new ball game," Dixon said."