



The Ohio State University Wexner Medical Center, Columbus, Ohio includes six hospitals and more than 1,300 licensed beds. The Wexner Medical Center received the 2016 Distinguished Hospital Award for Clinical Excellence from Healthgrades. It is also among the top five percent of hospitals in the nation that deliver high-quality care across at least 21 of 32 common inpatient conditions and procedures, as evaluated by Healthgrades.

PROVIDER STORY

The Ohio State University Wexner Medical Center is proving that the American Heart Association's new training approach improves CPR quality, enhances employee workflow and has employees excited about high-quality CPR.

“Providing high-quality patient care isn't just about keeping your card current—it's about making sure you can do the best quality CPR, and RQI really lends itself to that improvement.”

— *Greg Norton*
RQI program coordinator,
The Ohio State University Wexner Medical Center



CHALLENGE

The **Ohio State University Wexner Medical Center** had been combining traditional, instructor-led CPR classes in a variety of formats to maintain course certification cards prior to 2014. That worked fairly well in keeping everyone up to date, according to Greg Norton, MHA, EMT-P, RQI program coordinator.

But after seeing what the American Heart Association's (AHA) Resuscitation Quality Improvement™ (RQI) program has to offer, Norton wondered, “**why settle for good when great is within reach?**”



SOLUTION

The **Resuscitation Quality Improvement** program addresses a long-standing issue — that CPR is not a part of many health care providers' regular practices. In fact, some rarely perform CPR other than during their bi-annual training. With a lack of use and practice, CPR compression and ventilation skills degrade and overall CPR effectiveness is reduced. This can have a negative effect on patient outcomes.

RQI's groundbreaking premise says that brief and regular practice — “**low-dose/high-frequency**” training — leads to higher-quality CPR skills.

For Wexner Medical Center, the RQI program presented an opportunity to improve its training quality. “RQI is a way to maintain competency, not just course completion cards,” said Norton, a 20-year certified paramedic. “I thought the first time I put my hands on that manikin that it would be easy because I know how to do CPR. But it was real eye-opener. I knew that if I could find room for improvement, others could as well.



RQI Cart

AHA's subscription-based RQI program:

- Is a cloud-based turnkey resuscitation quality improvement service from the AHA, with learning technology from Laerdal Medical Corporation.
- Delivers on-going resuscitation education and skills improvement, online and via simulation stations at the point-of-care.
- Includes an adult and infant manikin and a laptop at each station, providing real-time, high-fidelity audio and visual feedback on skills performance.
- Delivers cognitive learning modules which include educational videos, eSimulation patient cases and exam questions. As cognitive modules are successfully completed over the course of a two year period, students participate in self-directed, quarterly skills practice averaging 10 minutes each to sustain skills competency.
- Renews AHA course completion cards, allowing staff to obtain a perpetual card and continuously meet their credentialing requirements.
- Analytics for RQI track and measure CPR performance.

SOLUTION (continued)

“Providing high-quality patient care isn’t just about keeping your card current — it’s about making sure you can do the best quality CPR, and RQI really lends itself to that improvement,” Norton continued. “Our employees know how to do CPR — but RQI is a way to do it better.”



IMPLEMENTATION

Wexner Medical Center implemented RQI in phases, with 430 staff members actively using the RQI carts within 14 months. By the end of its 2-year rollout, more than 800 staff members will be actively using the RQI carts. Norton approached the introduction of the new learning format slowly, highlighting it as a positive culture change for the organization.

“My goal was to change the way people think about education and get them to buy into the program and the benefits that exist for them and our patients,” said Norton. **“They needed to understand why we were doing this, and we took our time walking them through the initial activities so that they felt supported. It’s worked great — and our numbers really support that.”**



RESULTS

At the start, program compliance rates were 97.1 percent and 97.2 percent in back-to-back quarters. Lack of compliance was due primarily to medical leave exemptions. The hospital has continued to maintain similarly high compliance rates since that time.

RQI also addresses staffing/administrative challenges that previously resulted when staff members’ course completion cards lapsed. Staff members with lapsed cards were placed on administrative leave — creating logistics and cost issues to quickly fill unexpected absences with overtime coverage. With RQI, employees can stay on their work unit and complete their activities during work hours.

The organization is currently establishing more specific measurements of success for RQI, but results are promising. “I can’t tell you the number of times I’ve had staff members stop me in the hall and say, **‘We were working on a patient who coded, and I heard that manikin’s voice in my head telling me to push deeper, push faster, push slower,’**” said Norton. “Employees feel like they’re doing a better job with actual patients because what they’re learning on the manikin is becoming muscle memory and habit for them.”

Employees appreciate RQI’s convenience and the program is creating a buzz systemwide. “With each additional unit, employees are aware of RQI, and folks from management are constantly asking, ‘when are we getting that?’” said Norton. “People are eager and excited and taking to RQI very quickly. It’s a program that will continue to grow and be appreciated here at Ohio State.”