



Salem Health, located in Salem, Oregon is the premier health care provider for Oregon's Willamette Valley. It includes the main campus in Salem, Salem Health West Valley and other clinics and services. Salem Health's Salem Hospital achieved Magnet® redesignation in 2015 from the American Nurses Credentialing Center (ANCC) for quality patient care, clinical excellence and innovations in professional nursing practice.

PROVIDER STORY

This emergency department technician had completed her quarterly American Heart Association RQI® skills training just days before facing the ultimate test.

"I'm incredibly thankful for being able to train on this type of equipment because it made all the difference."

*— Christiana Adams, Emergency Department Technician,
Emergency Department, Salem Health*



SITUATION

When Christiana Adams, an emergency department technician at **Salem Health**, went for a run on Lacamas Heritage Trail in Camas, Wash., in June 2016, she expected an ordinary day. But that changed the moment she came upon two lifelong friends in a dire situation.

One of the friends, a lifeguard instructor with 25 years of CPR experience, was speaking with 911 while concurrently performing CPR on his best friend, an asthmatic who went into cardiac arrest when he stopped to use his inhaler nearly a mile down the trail.

Christiana's recent CPR training through the American Heart Association's innovative Resuscitation Quality Improvement® (RQI) program gave her the confidence to jump in and assist — ultimately helping to save a life.



RESPONSE

Christiana had just completed her RQI training at Salem Health only nine days before. The **RQI** program takes CPR training a step farther than traditional training programs — keeping CPR skills fresh through quarterly skills practice.

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. As a result, CPR compression and ventilation skills degrade and overall CPR effectiveness is reduced — potentially affecting patient outcomes.

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



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.

RESPONSE (continued)

“The RQI manikin gives you interactive feedback to ensure your hand placement, compression rate and compression depth are correct – for example, ‘place your hands closer to the sternum’,” said Christiana. “When I stepped in to help with compressions, the victim’s friend moved to breaths and we operated as a team. It was like working on the RQI manikin.”

Did she ever question her readiness to intervene? “I couldn’t believe it was really happening, and I *did* wonder for a second if I was ready,” said Christiana. “But I knew I was. I needed to help if this man was going to survive – and that’s what I did.”

For 28 minutes, Christiana and the victim’s friend alternated performing compressions and ventilations until help arrived. After three shocks with an automated external defibrillator (AED), the victim was actually speaking as he was being loaded into the ambulance. He received a pacemaker the next day.



OUTCOME

The patient, who is back on the running trail less than a year after his cardiac arrest, expressed gratitude for this lifesaving effort. He is especially thankful to have been introduced to Christiana so he could thank her personally. Calling Christiana’s CPR efforts “textbook-perfect,” her fellow rescuer also appreciates the teamwork that saved his best friend’s life.

Christiana attributes her knowledge to RQI and Salem Health’s continual training efforts for employees. RQI is “absolutely amazing,” she said. “I watched a nurse practicing on our infant manikin recently in the nursery. I haven’t reached that point yet, but it’s so exciting to have everyone stay refreshed on something so important.”

She also attributes much of the credit to her employer. “I’m incredibly thankful for being able to train on this type of equipment because it made all the difference,” Christiana said. “Hats off to Salem Health for having me train because I was able to save someone’s life. It was an awesome thing to be a part of.”