



**Seton Healthcare Family** is part of Ascension, the nation's largest non-profit health care system and the world's largest Catholic health system. In Texas, Ascension operates Providence Healthcare Network and Seton Healthcare Family, which includes Dell Children's Medical Center of Central Texas, the region's only comprehensive children's hospital and pediatric Level I trauma center and Dell Seton Medical Center at the University of Texas, the region's only Level I trauma center for adults. Seton is affiliated with Dell Medical School at The University of Texas at Austin, and shares a common vision of transforming healthcare through a focus on quality and value. Serving Texas for 115 years, Ascension is a faith-based health care organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable.

## PROVIDER STORY

Seton Healthcare Family embraces RQI as an innovative way to maintain staff competence in delivering high-quality CPR.

*"With repeated skills practice, our associates are more confident and able to deliver high quality resuscitation skills."*

*— LynAnne Walden, MA, BSRC, RRT-NPS  
Director of Education and AHA Training Center Coordinator  
The Seton Healthcare Family*



### CHALLENGE

**Seton** has 8,000 staff members that require annual resuscitation training. For Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) training, the organization was using a hybrid method known as HeartCode®, comprising online instruction, manikins and onsite instructor lectures.

Staff were required to maintain their CPR and ACLS course completion cards by attending intensive training every two years. However, schedule conflicts occurred when staff requested time off the schedule or out of the unit to attend class. Staff members also faced suspension if their cards expired. In addition, training quality varied and some staff members lacked confidence in skills performance during codes.



### SOLUTION

**Seton** learned about Resuscitation Quality Improvement (RQI) at a convention in 2014. An associate saw the product and came back "on fire," according to LynAnne Walden, MA, BSRC, RRT-NPS, Director of Clinical Education and AHA Training Center Coordinator. She stated, "We HAVE to have this program. This is amazing." RQI addressed many of Seton's key concerns. **"We have to bring RQI to Seton," says Walden. "It improves quality, convenience and saves money."**

To fully determine if RQI was the right fit for Seton, the training team took a business approach and conducted a needs assessment, cost analysis and support system analysis. The team then developed a business plan to convince key stakeholders of the value of RQI.

Seton's leadership quickly saw the value and it was a done deal. "Everything aligned beautifully," said Walden. "Leadership understood the benefits of RQI and told me to go forth and make it happen."



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.

For more information, contact us at [RQIquestions@heart.org](mailto:RQIquestions@heart.org)



## IMPLEMENTATION

An implementation plan was put in place that identified locations for the RQI Simulation Stations, set site go-live schedules and sequencing, and identified experts. In addition, integration with AHA alliance, HealthStream®, and Seton's learning management system (LMS) was completed. Ascension's information technology and human resources teams were engaged to identify needs and support, draft policy use for the product and identify learner assignments.

To communicate the benefits of RQI and generate buzz for the roll-out, Marketing developed stories for Seton's intranet and presentations were hosted at each hospital site. Competitions were held to see who could get the best score.

The key theme throughout implementation was managing change. "RQI is definitely a culture change. At Seton we are called to a mission of improving healthcare in the lives of our community members," said Walden. "This mission often necessitates different approaches to our work. While this change requires work to be done, moving towards our goals and achieving improved outcomes make it worthwhile."



## RESULTS

Walden reports that different staff members left the initial RQI training saying, "Wow! I can do this every three months." "This is going to help. I can practice anytime I want." "I am more confident when I hear a Code Blue called."

"With repeated skills practice, associates are more confident and are able to deliver high quality resuscitation skills," says Walden. "They are more willing to quickly help. They love the convenience of not having to sit in a class every two years. RQI has helped staff make better use of their time in resuscitation training, and managers are excited to have a program that drives staff accountability."

### For Seton, the benefits of RQI include:

- Improved Code Blue performance
- Increased staff confidence
- Convenience and standardization of training
- Better tracking
- Automated uploading of course cards to internal systems
- Cost savings

Seton implemented system-wide adoption of RQI at all eleven hospitals within six weeks. Compliance with RQI is now greater than 95% six months into the implementation. Walden says Seton plans to continue expanding resuscitation quality improvement, instilling it as part of its organizational structure and culture. "We are excited Ascension is supporting RQI for our ministry and our patients," says Walden. "We are driving change in healthcare."