



One of the nation's top academic medical centers, the **University of Rochester Medical Center** (URMC) forms the centerpiece of the University's health research, teaching, patient care and community outreach missions. The university's health care delivery network, UR Medicine, is anchored by Strong Memorial Hospital, an 800-bed, university-owned teaching hospital with specialty programs that consistently rank among the best in the nation, according to *U.S. News & World Report*. URMC participates in the American Heart Association's Get With The Guidelines program and has received gold status – indicating excellence in resuscitation outcomes – in 2014, 2015 and 2016.

## PROVIDER STORY

Initially, RQI® helped this health system address fast growth and employee requests for online learning. Now it's given employees the confidence to step forward and save lives.

*"When you're more confident in your skills, you're more apt to act rather than stand in the background."*

*— Stephanie VonBacho, MS, RN, NEA-BC  
Senior Director for Learning and Development, Clinical Enterprise  
University of Rochester Medical Center*



### CHALLENGE

As the University of Rochester Medical Center (URMC) experienced rapid growth, the demand for CPR training classes began to stretch its capacity. "We have an ongoing commitment to patient quality and safety — and that means continuing to evaluate how we provide education and assess staff competency," said Stephanie VonBacho, MS, RN, NEA-BC, senior director for learning and development, Clinical Enterprise, University of Rochester Medical Center.

"RQI from the American Heart Association appealed to us because we could maintain competency levels through a disseminated education model," said VonBacho. "We needed to provide education in a more efficient and cost-effective manner, with the same level of outcomes for learner engagement, satisfaction and skill set."

The RQI program takes CPR training a step further than traditional training programs — keeping skills fresh through quarterly practice. RQI's groundbreaking premise states that brief and regular skills practice — "low-dose, high-frequency" training — leads to higher-quality CPR skills. "The ongoing training methodology really makes sense, recognizing that skills deteriorate three to six months after a course," said Tara Serwetnyk, MS, RN-BC, senior nurse educator and training center coordinator for the Center for Nursing Professional Development, University of Rochester Medical Center/Strong Memorial Hospital.



### IMPLEMENTATION

"Getting key stakeholders on board was critical, as was helping everyone understand what this could do for us as an organization by giving us time back at the bedside and improving learning outcomes and satisfaction," said VonBacho. RQI allows URMC to measure CPR skills quality over time and examine patient outcomes.

"RQI keeps nurses at the bedside where they can train with their colleagues but also continue to care for patients, and that education is integrated throughout their day," said VonBacho. "They don't have to attend class for four or eight hours."



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.

## IMPLEMENTATION (continued)

“That allows us to transition our instructors, who are staff members as well, from taking time to teach the full courses to instead becoming champions on the units,” added Serwetnyk.

RQI feedback has been positive at multiple levels. “Once people do a skills session, they’re really pleased with it and generally surprised at how easy it is to use,” said Serwetnyk.



## RESULTS

While URMC is only halfway through a two-year RQI study in their critical care service line, other service lines have expressed interest. Study results will assist with the organization’s continuous quality improvement efforts. “One of our ACLS (Advanced Cardiovascular Life Support) faculty nurses who is also an educator said she can visibly see the difference in how people are performing compressions and how quality has improved over time,” said Serwetnyk.

Chief Medical Officer Michael Apostolakos, M.D., is impressed with the program results. **“RQI is clearly a better way to maintain ACLS skills and has become integral to our organization’s commitment to quality, safety and education.”**

URMC administered a one-year, post-implementation RQI user survey and received a 90-percent response rate. Responses highlighted RQI’s most popular aspects, including:

- The manikin’s direct, objective feedback
- Increased accessibility, resulting in more practice opportunities
- Flexibility and scheduling convenience, making it unnecessary to attend class
- Increased confidence in skills and technique

The organization’s recent annual instructor update gave instructors the opportunity to work with RQI in anticipation of expanding the program to other units. That time gave one critical care nurse practitioner the opportunity to express newfound confidence in herself. “She previously never would have volunteered to do compressions during a code,” said Serwetnyk. “But recently she did volunteer — she was comfortable, confident and knew her skills were top of the line because RQI provided her with her scores,” said Serwetnyk.

VonBacho sees the same improvement with employees who have been using RQI. **“We have employees thinking, ‘Okay, I know I do high-quality compressions. I’m going to get in there and help save this patient’s life,’”** she said. “When you’re more confident in your skills, you’re more apt to act rather than stand in the background.”

RQI is undoubtedly helping URMC achieve its goal to be “Ever Better” by embracing change and innovation. “As an academic medical center, we’re focused on research, education, and the delivery of safe, quality care,” said VonBacho. “So RQI, for us, was a natural progression as the next step in resuscitation education.”