

Customer Spotlight: NL Health Services



TRANSFORMING BLS TRAINING WITH THE RQI® PROGRAM

NL Health Services (NL Health), the largest integrated health authority in Newfoundland and Labrador, serves over 545,000 residents with a comprehensive range of health and community services. With approximately 25,000 healthcare professionals committed to high-quality care, NL Health faced significant obstacles in coordinating Basic Life Support (BLS) training. In 2021, they adopted the Resuscitation Quality Improvement® (RQI®) program to overcome these challenges and enhance the quality of care. This spotlight explores how RQI transformed their BLS training, resulting in higher compliance and improved skills among their staff.

CHALLENGE

NL Health struggled with coordinating effective BLS training for a variety of reasons, including staffing shortages, scheduling conflicts, and the time-consuming nature of traditional, in-person training methods. ***“Some significant challenges with our previous learning were getting the people in the classes, staffing shortages, overtime, forgetting their renewal dates, and just not wanting to sit in a class for 3 hours to complete their BLS,”*** said Lesley Lambe, Education Consultant — Learning and Development at NL Health. These obstacles hindered the ability to maintain high compliance and skill levels necessary for optimal patient care.

SOLUTION

NL Health implemented the RQI program in 2021 as their standard for BLS training. RQI offers an innovative, flexible approach that allows staff to complete their BLS training anytime, anywhere. The program includes real-time feedback on BLS skills, providing an effective way to continuously improve training outcomes. This approach not only improved training efficiency but also enhanced the quality of BLS care provided to patients.



“RQI is an innovative, flexible program that give our staff the ability to control when and where they update their BLS - 24/7/365. RQI provides real-time feedback of their own BLS skills and leads to an improvement in the quality of BLS for our patients, saving lives.”

~ Tina Cadigan, (pictured)
Education Consultant, Learning and
Development, NL Health

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RESULT

The implementation of the RQI program at NL Health led to remarkable improvements in training compliance and skills retention. Within one year, compliance rates soared to over 90%, a significant increase from previous levels. The RQI program's design supports mastery through frequent, feedback-driven practice and provides valuable analytic data for continuous quality improvement. With simulation stations available 24/7, the RQI program ensures that healthcare providers can maintain and improve their skills conveniently.

"The one major impact that RQI has had on my facilities is compliance. We had a very low compliance rate and now in just 1 year we are over 90% which has never happened in my 12 years in this position."

~ Lesley Lambe, Education Consultant,
Learning and Development, NL Health

Since their adoption of the RQI program, providers at NL Health have practiced over **7.66M** compressions and **1.64M** breaths at the RQI Simulation Station.

The program's impact on staff skills was evident, with notable gains in CPR performance. Learners enrolled in the RQI program improved their overall High-Quality CPR scores* (without feedback) over a period of three years:

- from **81% to 96%** for adult/child compressions
- from **86% to 94%** for adult/child ventilations
- from **68% to 94%** for infant compressions
- from **56% to 77%** for infant ventilations

The RQI program's design brings frequency and consistency to resuscitation education, which are integral to improving their providers' ability to deliver high-quality CPR when responding to cardiac arrest events.



"Staff members are better prepared for cardiac events because their compressions are better, they are improved in rate and depth, and their overall skills are better," says Lambe.

NEXT

As NL Health Services continues to expand the RQI program, they are confident it will further enhance skills competency across the organization. NL Health's ongoing commitment to the RQI program underscores their dedication to advancing patient care and ensuring that their healthcare professionals are well-prepared to respond effectively to cardiac emergencies.

*This data is a compilation of learner performance for RQI skills at NL Health who have completed at least 13 sessions from October 2021 to March 2025. Learners are evaluated on rate and volume for ventilations and rate, depth, hand placement, recoil and CCF skills for compressions. Attempts ending in timeouts have been excluded. All scores are median values presented in this case study.