

RQI: Frequently Asked Questions

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RQI Program Description

1. What is the Resuscitation Quality Improvement (RQI) Program?

The RQI Program is a new American Heart Association (AHA) solution to address the problem of rapid skills decay after initial training. The goal of the RQI Program is to provide a convenient, flexible way for you to obtain and maintain their required AHA credentials. Participant e-credentials (also known as the e-card) never expire if employees continue to participate in the program every 90 days. Regular skills practice helps keep employees better prepared to administer CPR and contribute to improved patient outcomes.

2. What is included in the RQI program?

RQI includes cognitive components and psychomotor skills assessments that can be performed at mobile simulation stations. The stations are equipped with manikins and a computer that connects employees to the training material. Cognitive components (the online e-simulation modules) can be completed at any computer that can access HealthStream. Due to RQI's reduced training time, there is more time for direct patient care/patient-related duties.

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RQI Program Benefits

3. What is the evidence that CPR skills rapidly decay?

Several studies have demonstrated the rapid decay of CPR skills, with some studies showing deterioration as quickly as six months after training. An annotated bibliography on the RQI website (www.heart.org/rqi) provides references to these articles. Other key articles are referenced in both the 2010 AHA Guidelines for CPR and Emergency Cardiovascular Care (ECC) and the 2013 AHA consensus statement, “Strategies for Improving Survival After In-Hospital Cardiac Arrest in the United States: 2013 Consensus Recommendations” (Morrison et al. *Circulation*. 2013;127:1538-1563).

4. How does the RQI Program address rapid skills decay?

The RQI Program provides cognitive learning modules in the form of educational videos, cognitive assessment activities and adaptive learning. After successful completion of the cognitive modules, employees perform self-directed, quarterly skills drills that take an average of 10 minutes to complete. Simulation Stations are strategically placed in the facility and are easily accessible 24/7. Through this low dose, high frequency learning method skills are assessed and reinforced to help employees achieve and maintain high-quality performance. More frequent skills training keeps employees more prepared for resuscitation events and delivering high-quality CPR.



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[RQI Program Rollout](#)

5. When does the RQI Program start?

CharterCARE, Crozer Health, Eastern Connecticut Health Network, and Waterbury Health will go live with RQI on July 1, 2021.

6. How can I get more information on RQI?

In the coming weeks, an informational computer-based learning course will be assigned in HealthStream to all employees that have the job requirement of BLS, ALS and/or PALS. Watch for more information to be published in our monthly newsletters. As we move closer to our go-live, opportunities for employees to experience the Simulation Station will be planned.

For all other inquiries, please send an email to RQI@pmh.com.

7. I just completed my BLS, ACLS, and/or PALS last month, why do I have a RQI assignment?

All regular staff members who require BLS, ALS, and/or PALS will be automatically enrolled in the program. The goal of the program is to ensure the staff are completing their competency. The go-live is scheduled at the beginning of the calendar quarter to allow you the entire 3-month period to complete the assignment.

8. Do I have to complete all the skills at one time?

No, you can logout and log in to the assignment with the required activities and complete them at your convenience, but each individual activity needs to be completed in one sitting.

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[RQI Entry Assignment](#)

9. When RQI goes live at my location what will my BLS initial entry assignment include?

The BLS Entry Assignment will be an opportunity for employees to demonstrate their resuscitation knowledge and skills. Employees will answer a few demographic questions about their last CPR training and level of confidence in their skills. Then, employees will complete a baseline assessment of the Core Skills without feedback (passing is not required). Lastly, employees will complete the Core Skills with feedback and must pass to complete the assignment and achieve RQI certification.

10. When RQI goes live at my location what will be required for ALS and PALS?

ALS and PALS RQI certification will require that the BLS Entry Assignment is completed. Then employees will need to complete the ALS and/or PALS Entry Assignments. Both ALS and PALS Entry Assignments include assessment questions to test knowledge. The ALS and PALS entry assignments do not require the skills component to be repeated.

11. Do I need to complete the Entry assignment in one sitting?

Yes, the Entry assignment must be completed in one sitting.

12. Can I complete the RQI quarterly activities in advance?

No, new assignments are only made on a quarterly basis and are unavailable until the first day of the quarter.

13. Once I have completed the online and skills activities, can I get back in to review and refresh at any time?

Absolutely, you can return to either the online (cognitive) or the skills modules at any time to retain your knowledge. Learners just need to go back-in to their completed activities section to relaunch a completed module.

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RQI Simulation Stations

14. What does the Simulation Station look like?

There are two different types of Simulation Stations – a stationary version (Image A) and a mobile version (Image B). In the hospital, employees will have access to a stationary version – which is a large cart that includes an adult and baby simulator, mounted computer, step stool and equipment storage compartment. Employees in some of the off-site locations will have a mobile Simulation Station that will come to their location. The mobile cart can be used on the floor or on a table and features the same technology as the stationary version.



A.



B.

15. How does the RQI Simulation Station work?

The RQI Simulation Station will be available to employees at various locations throughout the facility. Once you are at a station, turn on the computer and log into your HealthStream account as you would for any other educational offering. Find the RQI assigned curriculum in your To Do list and select it. That will launch the RQI platform where you will complete your skills assessment. You will be guided all the way through this process.

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16. What kind of skills will be practiced/reviewed at the Simulation Station?

Each quarter you will have the same 4 core skills to complete.

- Adult/Child compressions (to be completed on the adult manikin) – 1 minute
- Adult/Child ventilations (to be completed on the adult manikin) – 1 minute
- Infant compressions – 1 minute
- Infant ventilations – 1 minute

17. Where will the simulation stations be located?

Simulation Stations will be located near your unit, or in some cases a portable station will rotate to your location on a regular basis. You do not need to use the same Simulation Station each time. The Simulation Stations are available 24/7. Information on the exact location of Simulation Stations will be posted on your hospital intranet page and at various locations on your unit.

18. What if I have a problem completing a skill assessment at the Simulation Station?

Feedback from the RQI Program is designed to increase the likelihood that you will be able to successfully complete the assigned skill module. If you feel there is something wrong with any simulation station equipment, RQI Superuser have been trained to help. These RQI Superuser will be available on all shifts. **DO NOT under any circumstance attempt to “fix” a simulation manikin.** While machines do break, 90% of the issues with skills completion are that the skill is not being done adequately. For problems that cannot be resolved contact a Super User for assistance.

19. What if I don't pass the skills assessment when using the Simulation Station?

If at first you don't succeed try, try again! There is no limit to the amount of times you can access the content. However, after three unsuccessful attempts you will be alerted to take a break and try again later (remember you have been doing chest compressions for a good amount of time and you need to rest). At no time will an employee be locked-out and unable to continue to make attempts. After three unsuccessful attempts your Education Department is notified so they can be alerted that you may need assistance.

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20. What if I need help with the simulation station skills?

When at the simulation skills stations, each assignment has helpful videos you can choose to watch. Also, the associated AHA book is available electronically within the RQI program. You will receive audio and visual feedback to help you be successful. You can also ask a SuperUser for assistance.

21. Why do we not have to do a mega code or skills with ALS or PALS?

The program is designed to test you based on the Cognitive assessment activities, rather than a scenario format. The AHA recommends internal team-based simulations to achieve quality resuscitation outcomes.

22. What is the cleaning protocol?

Please use an alcohol-based cleaning wipe (i.e. PDI Sani-Wipes, purple tops) on the manikins. These will be provided at each simulation station. Please do not use bleach based solutions.

For best practice, learners should wipe down the station/mannequins before and after completing skills.

23. Does the station need to be plugged in to emergency power?

No. The station requires only a standard 110 VAC outlet, which powers the laptop, speakers, and mannequins.

24. For best practices, can we use our own BVMs or do we need to use the BVMs provided?

Yes, we encourage you to equip the stations with the type of bags you are utilizing at the facility so that learners could develop the psychomotor skills required at the clinical practice.

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RQI Certification

25. I just took a BLS/ALS/PALS class in the first quarter of 2020, can I wait until my card expires to start the RQI Program?

All will begin participating in the RQI program when it goes live in their location, regardless of the date of their last training class or the date their card expires.

26. Employee Sally took her BLS CPR class in May 2021. RQI is implemented at her facility on July 1, 2021. When is Sally required to participate in the RQI program?

Sally would be required to begin participation in the RQI program during the first quarter it is launched – which in this scenario would be between July 1 thru September 30, 2021. Regardless of when an employee's e-card expires, all will begin participation in the RQI program when it is launched at their facility.

27. Employee John's 2-year BLS CPR expires on July 31, 2020. When does John have to complete all the requirements of the RQI Program?

John is responsible for maintaining current certification. Since his certification expires on July 31, 2021, John would need to complete both the e-simulation and the Simulation station skills demonstration on or before July 31, 2021.

28. I work at another organization that requires BLS/ALS/PALS certification, how do I get my e-card for needs outside of my organization?

Within the RQI program, we have eCredentials (your e-card) you maintain for employment. However, we understand that sometimes you need a traditional 2-year card for other reasons (i.e., other employers, school requirements, etc.). Upon completion of your quarterly activity, you have the option to "View eCard" and it has both your eCredential for RQI and a 2-year traditional e-card you can print. It also has a QR code you can scan and store in your phone for easy access. Remember, once RQI goes live in your location, our expectation is that employees will remain competent and compliant within RQI, regardless of the expiration date on a 2-year traditional e-card.

RQI: Frequently Asked Questions

[Continuing Education Credits](#)

29. How many Continuing Education (CE) credits will be available through the RQI process?

BLS Provider offers 0.75 CME/CE after 4 quarters are successfully completed within the RQI program (not including the Entry quarter).

ALS and PALS offer 1.75 CME/CE after 4 quarters are successfully completed within the RQI program (not including the Entry quarter).

[Getting Help](#)

30. What is an RQI SuperUser?

An RQI SuperUser is an employee that can assist other employees with the RQI Cognitive Component and the Simulation Station. They attend additional training to become familiar with the RQI equipment and processes. They will be determined by department managers. If you are interested in serving as a RQI SuperUser, please send an email to RQI@pmh.com.

[Click here to view a list of super users.](#)