



# Embrace the Change and Learn From It



Tahoe Forest Health System offers 24-hour emergency care, an ambulatory surgery center, intensive care, orthopedics and sports medicine, a medical/surgical unit, women and family center, home health and hospice programs, a health clinic, cancer center, long term care center, children’s center, a health and sports performance center, as well as a variety of community health outreach programs.

Tahoe Forest Hospital is a not-for-profit rural health care facility and designated critical access hospital. It is fully accredited by the Healthcare Accreditation Facilities Program and licensed by the State of California Department of Health Services.

Tahoe Forest Hospital has 25 acute care beds and 36 long-term care beds. Our service area covers six rural counties, two states and approximately 3,500 square miles, reaching the communities of Truckee, North Lake Tahoe, Donner Summit, the Sierra Valley in California, and Incline Village in Nevada.

## PROVIDER STORY

Staff members at **Tahoe Forest Health System** have experienced a significant increase in confidence and competence in their CPR skills thanks to the objective feedback and low-dose, high-frequency approach provided by Resuscitation Quality Improvement® (RQI®).

“Health care is evidence-based, and that’s no exception at Tahoe Forest Health System. Implementing new programs based on evidence-based practice in CPR allows us to be flexible and adjust our programs based on the new research.”

— **Damara Stone, Clinical Education Coordinator**  
**Tahoe Forest Health System**



### CHALLENGE

Critical Access Hospitals (CAH) like **Tahoe Forest Hospital** in Truckee, California deliver and improve access to healthcare in rural communities. “Because we are a small, rural, Critical Access Hospital, we don’t have the same frequency of high-acuity patients that large health care facilities do. Because our code events are less frequent, our staff had fewer opportunities to practice their CPR skills.” said Damara Stone, Clinical Education Coordinator at Tahoe Forest Health System.



### SOLUTION

The Resuscitation Quality Improvement (RQI) Program was designed to address issues regarding staff confidence and competence in their CPR skills. By requiring learners to refresh their CPR skills on a quarterly basis instead of every two years, RQI eliminates skills decay while allowing learners to perform CPR in a controlled environment. This enables learners to become more comfortable and confident in their own abilities. “What I tell them is ‘you’re learning muscle memory by doing this every quarter.’” Stone said, referring to when she coaches her staff on using the RQI skills station.

For Tahoe Forest Health System, another aspect of RQI that appealed to their staff is the objective audio-visual feedback that the program provides to users. “[The benefit of] RQI is that when a student sees an area for improvement, they know from the AV feedback they’ll have another opportunity to improve.”

Stone says that the quality of feedback learners receive from the RQI program is huge when compared to feedback from a traditional instructor-led course. “It’s very subjective when the instructor is

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RQI Cart

### Resuscitation Quality Improvement:

- Provides a high-reliability platform for simulation-based mastery learning implemented through low-dose, high-frequency quality improvement sessions that measure and verify CPR competence and award a new AHA eCredential upon completion
- Supports mastery of High-Quality CPR skills through feedback-driven deliberate practice
- Skills sessions last approximately 5-10 minutes per quarter while cognitive learning activities last up to 35 minutes per quarter
- Administrators will have analytic data related to all activities performed. Tracking of performance and related continuous quality improvements initiatives related to resuscitation can be tracked and monitored.
- Simulation stations deployed at locations conveniently accessed 24/7 by students, allowing skills modules to be completed during the normal shift
- Comprehensively addresses the competence-based requirements for accreditation as established by The Joint Commission

## SOLUTION CONTINUED

monitoring a group of students who are practicing their skills on the old low-fidelity manikins,” Stone said. Now they can look at the monitor and watch the precise depth and rate of their compressions. It makes sense to them.”



## IMPLEMENTATION

Tahoe Forest Health System has gradually shifted its staff toward the RQI Program since they first adopted it in late 2016. “We have approximately 800 employees and with roughly 450 participating in RQI,” Stone said. “That’s all of our clinical employees, including patient clinics that are not even on our campus.” Stone has received a lot of positive feedback from the staff, who greatly prefer this new quality improvement program to the standard instructor-led training (ILT). “Most of our nurses just love it. They think it’s the best thing ever,” Stone said.

Despite the positive response from Tahoe Forest’s staff, Stone has observed individuals who were more hesitant to embrace the RQI Program. “It’s a culture shift,” she said. “I would have people tell me ‘We’ve always done it the other way and I’ve always passed before!’ and I would point out that before, we didn’t have a tool to measure whether you’re doing it right or not. **Healthcare is changing constantly. It isn’t like it was 20 years ago, it’s never going to be that way again. So, embrace the change and learn from it.**”



## RESULTS

Since adopting the RQI Program, Stone has noted a stark contrast in how employees approach a situation that may require them to utilize their CPR skills. “There is an increase [in confidence]. Without a doubt.”

Stone illustrated this change in her staff’s attitude toward codes with an example from Tahoe Forest’s own implementation. “After three quarters of RQI that the CNAs (Certified Nursing Assistants) had to be part of, I ran a mock code on the RQI manikin,” Stone said “I was so impressed because the CNAs were the ones that jumped in and started the compressions and noticed when it was time to relieve each other.”

Stone explained how RQI had truly transformed the quality of CPR being delivered at Tahoe Forest. **“Recent code situations have run more smoothly because staff just jumped in and started immediate compressions,”** said Stone. “They communicated ‘I’m getting tired, I need someone to take over.’”

Thanks to Tahoe Forest Health System’s commitment to excellence, being an early adopter of the RQI program has invigorated the staff’s confidence and competence in life-saving resuscitation skills.