

## Resuscitation Quality Improvement® (RQI) Frequently Asked Questions (FAQs)

### **Q: What is RQI?**

**A:** The Resuscitation Quality Improvement (RQI)® Program is a program from the American Heart Association that delivers quarterly training to support mastery of high-quality CPR skills. With RQI, healthcare providers have the confidence and competency to respond with life-saving patient care.

### **Q: Why is Hartford HealthCare (HHC) moving to the RQI model?**

**A:** Studies show that the conventional two year BLS training cycle is not optimal for achieving the mastery learning of high-quality CPR skills needed to save more lives. In fact, research shows that CPR skills can begin to deteriorate just three to six months after training.

### **Q: Who will be required to participate in RQI?**

**A:** If BLS certification is a current requirement for your job, you will be required to complete CPR training through RQI.

### **Q: How does RQI work?**

**A:** Each quarter, clinical professionals who are required to complete CPR recertification every two years will be assigned an online CPR course in HealthStream that can be completed on your own schedule as long as you meet the due date. Your start in RQI will be with completion of the RQI Provider (BLS) Entry assignment. On the first day of the following calendar, you will start their RQI Provider Perpetual Course. This course starts the perpetual quarterly sessions, which are comprised of two online learning modules and four mannequin skill activities completed at the RQI Skill Stations. The user has 90-days to complete the assignment and remain current with the RQI Program.

### **Q: How long will it take to complete the RQI prep course?**

**A:** Prep courses will take approximately 90 minutes to 4 hours to complete.

### **Q: How long will it take to complete RQI entry course?**

**A:** Entry courses will take approximately 30-45 minutes to complete.

### **Q: What is the difference between prep and entry level courses?**

**A:** Prep RQI courses are full certification courses and will be assigned to participants who are receiving certification for the first time. Entry RQI courses are review courses for participants who are already certified.

### **Q: Can I complete my initial CPR certification using RQI?**

**A:** Yes, initial certification will be granted upon successful completion of either the RQI Provider Entry or Prep assignment.

### **Q: I just re-certified and my card doesn't expire for two years. Does that mean I don't have to start using RQI until my current certification expires?**

**A:** No, when your unit/department is assigned to start RQI, they will begin the program at that time.

**Q: How does this new process affect the date on my card?**

**A:** Each time you successfully complete your quarterly RQI requirement, the validation date on your card will be extended by three months. The card received from RQI will also indicate a two-year certification. The card can be utilized for external organizations, but RQI will still need to be completed quarterly to satisfy the HHC requirement.

**Q: Can I opt out of RQI and continue to re-certify every two years by attending an instructor-led class?**

**A:** No, this is expected to be a system-driven policy.

**Q: What happens if I'm not able to complete my quarterly training by the due date?**

**A:** The expectation is that you complete your training by the due date, exactly as you were expected to complete bi-annual instructor-led CPR training. HealthStream reports will be monitored for compliance with RQI requirements.

**Q: What happens if I go out on leave and can't complete my quarterly training by the due date?**

**A:** You will be expected to complete the training when you return to work.

**Q: How will I know that I have completed my training requirements through RQI?**

**A:** You will receive an email from HealthStream.

**Q: I need First Aid training, is this included with RQI?**

**A:** First Aid training is separate from RQI. To enroll in First Aid training, call The Center for Education, Simulation & Innovation at 860.872.0003 to book your class.

**Q: Who do I contact if I have a problem with the RQI station?**

**A:** There will information at each RQI station with instructions on what to do if there is a problem with the station.

**Q: BLS is not a requirement of my job but I feel it's important from a patient safety perspective so I've always completed BLS certification. Will I still be able to participate and be enrolled in the RQI process?**

**A:** At this time the RQI program is only available to those who need the certification as part of their job.

**Q: Will RQI be adopted across Hartford HealthCare?**

**A:** RQI is expected to be adopted system-wide. At present, the program will be piloted at MidState Medical Center starting February 1, 2021.

**Q: I work at an offsite location where RQI stations will not be available. Will I be able to go to any HHC hospital to complete the skills training at an RQI mannequin station?**

**A:** Yes, once RQI is available, you may go to any HHC hospital to complete the live practice each quarter. Please remember that RQI will be gradually rolled out across the HHC system and won't be available at all location initially. A portable system will eventually be available so you may also be able to complete the skills portion at your entity.

**Q: I work at an offsite location where RQI stations will not be available. How will I know where the RQI stations are at each hospital?**

**A:** RQI kiosk locations will be listed on HHC Connect. Please check back once the technology is available across Hartford HealthCare.

**Q: If colleagues are unable to complete RQI training due to physical limitations, what is their responsibility?**

**A:** Colleagues who are not able to complete the physical portion of the RQI program will need to notify their manager to determine next steps. This may include coordination with colleague health – along with the Central Leave Team to determine the best course of action. Information on this process can be found on the HHC Colleague Support page by clicking the following link: <https://intranet.hartfordhealthcare.org/colleague-support/leaves-of-absence>

**Q: What happens if colleagues are non-compliant with completion dates?**

**A:** Non-Compliance is a very serious matter as our patients rely on safe care and regulators expect that those providing the care are appropriately qualified to do so. A colleague with an expired certification will not be able to perform the duties of their job and failure to do so may lead to suspension and/or disciplinary action. Managers will work with their respective local HR team to determine appropriate levels of discipline consistent with hospital policy.

**Q: What happens if a colleague misses a quarter or module of training?**

**A:** If a person were to miss a quarter, their HLC will flag them for being behind as the quarterly sessions have a 90-day due date from assignment. The person will have to complete the behind session prior to completing the current quarter's session. For the person to become current, or caught up, with the training, they need to complete all of the previous uncompleted sessions and their current session.

**Q: How do I get CME credit?**

**A:** CE/CME is offered through RQI and can be claimed after the 4<sup>th</sup> perpetual session has been completed for each RQI course completed. CE/CME is offered for RQI Provider (BLS), RQI Provider ALS, and RQI Provider PALS courses.