

Saving Lives Together

Telecommunicator CPR Program

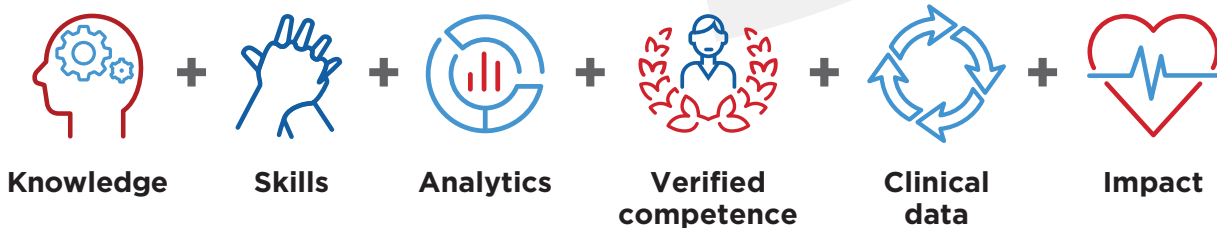
MASTERY LEARNING • CPR EXCELLENCE • VERIFIED COMPETENCE



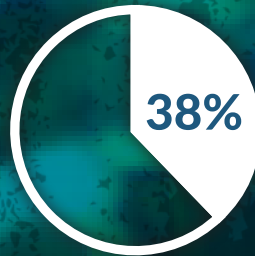
TABLE OF CONTENTS

RQI Telecommunicator CPR Value Proposition	2
Telecommunicator CPR Program	3
Essentials Program	4
Curriculum Overview	5
Challenger Program	6
Responder Program	8
Curriculum Overview Comparison	9
Cardiac Arrest Case Review	10
BLS and Responder	12

Resuscitation excellence



HELPING SAVE MORE LIVES



With the national average survival for witnessed out-of-hospital cardiac arrest at only 38%, we believe more can, and should, be done to improve survival.



Public Safety Telecommunicators are a vital link in the chain of survival, and critical to eliminating preventable deaths from OHCA.



Poor-quality CPR is devastating to patient outcomes and survival, and it is a preventable harm.

Life-Saving Opportunity

The Resuscitation Quality Improvement® Telecommunicator CPR (RQI® T-CPR) programs help systems and communities eliminate preventable death from out-of-hospital cardiac arrest (OHCA).

How? By improving the verified resuscitation competency and skills of public safety telecommunicators, the *first*, first responders to deliver care to a patient in cardiac arrest.

Rapid Implementation

Based on the American Heart Association (AHA) science, including the resuscitation education guidelines,

RQI provides systems a turn-key solution that allows for the rapid implementation of the AHA's evidence-based RQI T-CPR program, eliminating the manpower and costs associated with internal program development, delivery, and maintenance.

Lower Costs and Staffing Impact

RQI T-CPR education eliminates the need to send telecommunicators to external training, removing costs typically associated with training, including the need for overtime and backfill.

Reduced Liability Exposure

By requiring telecommunicators to verify their resuscitation knowledge and skills competence, RQI T-CPR helps systems mitigate liability exposure caused by poor performance. When gaps in knowledge and skills are proactively identified, immediate refresher training is provided.

Measurable Outcomes

RQI T-CPR is a data-driven resuscitation quality improvement program, providing systems with comprehensive resuscitation quality data and analytics that deliver meaningful insights into key T-CPR performance metrics, including the quality of care delivered to the patient prior to the arrival of EMS.



**SUDDEN CARDIAC
ARREST IS A LEADING CAUSE
OF DEATH IN THE U.S.**



RQI T-CPR



RQI T-CPR is the performance improvement program from the American Heart Association that supports mastery of high-quality T-CPR skills. **RQI T-CPR is derived from the nationally recognized, evidence-based 2020 AHA Guidelines for CPR and Emergency Cardiovascular Care (ECC), the official resuscitation guidelines used by all other training providers.**

RQI T-CPR is the only T-CPR program vetted by AHA scientists and educators. The program is regularly updated and improved using expert reviews and the latest AHA Guidelines for CPR and ECC.

The **RQI T-CPR** Responder program is recognized by the **IAED** as the preferred solution to build and increase competence in rapid recognition of OHCA and initiation of high-quality telephone CPR instructions. The IAED has participated in a comprehensive review of the RQI T-CPR program, including collaborating in the development of exclusive content for Priority Dispatch users.

The **RQI T-CPR** program has a solution to meet the needs of every system. Whether you need to fulfill a regulatory requirement for T-CPR training, or you are striving to eliminate preventable deaths from OHCA in your community, we offer a program to fit your needs and the needs of your community.

“CPR being delivered in the first minutes after cardiac arrest can drastically improve a patient’s chance of survival.”

— Justin Northeim, DO, Best EMS

RQI Telecommunicator CPR ESSENTIALS PROGRAM

RQI T-CPR Cognitive Course

RQI T-CPR Course

It's not enough for telecommunicators to know what to do in response to a cardiac emergency. They need to understand why they're doing it.

RQI T-CPR Essentials provides public safety telecommunicators with a foundation of knowledge in the science of resuscitation and T-CPR. This essential education improves your telecommunicator's confidence and ability to quickly identify cardiac arrest and deliver high-quality CPR to patients.

The RQI Telecommunicator CPR course is the most comprehensive T-CPR course available to public safety telecommunicators.

An Essential Foundation of Resuscitation Knowledge

Learners will complete the RQI T-CPR Course, which is the foundation of the RQI T-CPR programs. This modularized course is delivered online and can be completed on duty while at a console, eliminating impacts to staffing or overtime often associated with training.

RQI Telecommunicator CPR Essentials Program Features:

- 4 hours of T-CPR training annually*
- RQI Telecommunicator CPR Course
- AHA T-CPR course certificate of completion valid for 1 year
- Training delivered online, eliminating impacts to staffing and overtime
- Meets or exceeds state T-CPR training requirements

The RQI T-CPR curriculum focuses on the 5 core competencies telecommunicators must possess in their role as first responders in a cardiac arrest emergency:

1. Understanding the First 600 Seconds
2. Identifying Cardiac Arrest
3. Coaching High-Quality CPR
4. Caller Management
5. Special Circumstances in Resuscitation

*Adaptive Learning is coming! Training times will then vary depending on demonstrated level of knowledge.



RQI Telecommunicator CPR Curriculum Overview

Understanding The First 600 Seconds

- Chain of survival
- Impact of time on survival
- Time interval standards
- Barriers to achieving time interval standards

Identifying Cardiac Arrest

- Definition of cardiac arrest
- Initial assessment with examples
- Consciousness assessment
- Breathing assessment
- Barriers to identification
- Clarifying questions
- Ineffective or agonal breathing

Coaching High-Quality CPR

- 2020 AHA Guidelines for *Cardiopulmonary Resuscitation and Emergency Cardiovascular Care*
- Coaching a caller to perform CPR
- Positioning the patient for CPR
- Compression rate
- Establishing and correcting the compression rate
- Compression depth
- Recoil
- Ventilations
- Minimizing interruptions
- Continuation of CPR
- Signs of life
- Infant and child CPR
- AED

Caller Management

- Building trust
- Active listening
- Empathy
- Taking control of the call
- Persistent repetition
- Providing encouragement to maintain CPR quality
- Confirming compliance

Special Circumstances in Resuscitation

- Pregnancy
- Suspected opioid overdose
- Seizure
- Ventricular assist device (VAD)
- Do not attempt resuscitation (DNAR) orders
- Signs of irreversible death



RQI Telecommunicator CPR CHALLENGER PROGRAM

RQI T-CPR Cognitive Course + Quarterly T-CPR Continuing Education

RQI T-CPR Course

Quarterly T-CPR
Continuing Education

RQI T-CPR Challenger provides agencies with a pathway to further develop their telecommunicators T-CPR knowledge by providing ongoing quarterly learning opportunities.

Telecommunicators in the Challenger program will start by completing the RQI T- CPR course. Following this foundational cognitive education, every quarter they will be challenged to demonstrate their ability to recall what they learned in the initial quarter of the program. Why is this important?

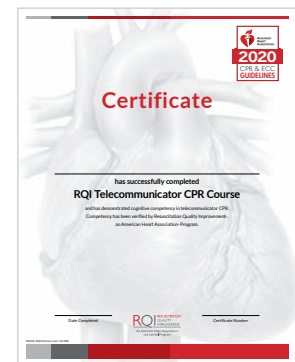
Research makes clear that *without reviewing and reinforcing learning, our ability to retain information plummets – this is called the “forgetting curve.”* RQI defends against this by delivering shorter, focused learning opportunities to telecommunicators. Quarterly cognitive assessment activities allow RQI to deliver immediate booster training customized for each telecommunicator. This ensures that the life-saving knowledge gained through the RQI Telecommunicator CPR course is not lost.

RQI Telecommunicator CPR Challenger Program Features:

- 6 hours of T-CPR training every 2 years
- RQI Telecommunicator CPR course
- Quarterly T-CPR continuing education
- AHA T-CPR course certificate of completion valid for 2 years
- Training delivered online, eliminating impacts to staffing and overtime
- Meets or exceeds state T-CPR training requirements

Additional program features:

- T-CPR performance baseline assessment
- Resuscitation quality improvement planning





“I would say RQI is the biggest revolution in dispatch education and EMS education in my career.”

— Kevin Seaman, MD, Medical Director, Charles County Emergency Services



“Bystander CPR rates are highest in communities where public safety answering points (PSAPs) or dispatch centers, provide telephone CPR (T-CPR) instructions.”

— Michael Christopher Kurz, MD, MS-HES, FACEP, FAHA,
Chair of American Heart Association T-CPR Task Force



RQI Telecommunicator CPR RESPONDER PROGRAM

RQI T-CPR Cognitive Course + Quarterly T-CPR Continuing Education + Quarterly Simulation Skills Training

RQI T-CPR Course

Quarterly T-CPR
Continuing Education

Quarterly Simulation
Skills Training

RQI T-CPR Responder is the gold standard in T-CPR training. This is first responder level training and the most comprehensive T-CPR training program available.

The Responder program provides quarterly *scenario-based simulation skills training*, providing telecommunicators the opportunity to demonstrate and master their ability to rapidly identify cardiac arrest, deliver *high-quality T-CPR*, and problem solve through barriers and delays that can arise during a call for cardiac arrest.

Thirty-minute simulation skills assessments, conducted over Zoom, are delivered one on one by a RQI Quality Manager. Telecommunicators will participate in realistic scenarios delivered in a contextual environment, using the tools they use every day, including CAD and EMD protocols.

Upon successfully passing the assessment and verifying their T-CPR competence, including demonstrating the ability to meet cognitive and skills performance standards, telecommunicators participating in the Responder program will earn an **AHA RQI T-CPR Credential** which will be renewed quarterly.

RQI Telecommunicator CPR Responder Program Features:

- 10 hours of T-CPR training every 2 years
- RQI Telecommunicator CPR course
- Quarterly T-CPR continuing education
- Quarterly 1:1 simulation skills training
- AHA T-CPR credential
- Training delivered online, eliminating impacts to staffing and overtime
- Meets or exceeds state T-CPR training requirements

Additional program features:

- T-CPR performance baseline assessment
- Quarterly resuscitation quality improvement planning
- FirstWatch T-CPR analytics platform
- Cardiac arrest case review program (optional)



Skills mastery can only be sustained through regular, measured practice and continual verification of competence. That's why RQI credentials must be renewed every quarter, and why RQI credentials are considered the gold standard for maintaining competence of cognitive knowledge and skills based on the AHA Guidelines for CPR and Emergency Cardiovascular Care (ECC).

RQI Telecommunicator CPR Curriculum Overview Comparison

	ESSENTIALS PROGRAM	CHALLENGER PROGRAM	RESPONDER PROGRAM
RQI T-CPR Course: Comprehensive T-CPR cognitive course focusing on the core competencies of telecommunicators in their role as first responders in a cardiac arrest emergency.	X	X	X
Quarterly Continuing Education: Ongoing T-CPR learning to combat knowledge decay to maintain a high level of T-CPR cognitive competency.		X	X
Quarterly Simulation Skills Assessment & Practice: One-on-one simulation skills practice and training.			X
Quarterly Individual Simulation Skills Performance Summary Report			X
T-CPR Training Hours: Total program training time.	4 Hours	6 Hours Every 2 Years	10 Hours Every 2 Years
Certificate of Completion or AHA T-CPR Credential: Achieving AHA certifications demonstrates national training and performance standards have been met.	AHA Certificate	AHA Certificate	AHA T-CPR Credential
T-CPR Performance Baseline Assessment: Evaluation of high-stakes T-CPR performance metrics to identify greatest opportunity to improve SCA quality of care.		X	X
Resuscitation Quality Improvement Planning: Action plan to improve SCA quality of care.		One Time	Quarterly
Designated RQI Quality Manager: Dedicated T-CPR training & performance manager working 1:1 with agency leaders and learners.		X	X
RQI Learning Management System (LMS): RQI's proprietary LMS, 1Stop, providing access to assignments, course completion reports, & certification/credentialing completions.	X	X	X
FirstWatch® T-CPR Analytics: First in class T-CPR analytics platform.			X
Cardiac Arrest Case Review: Comprehensive assessment of quality of care delivered to patient during cardiac arrest response.			Optional (\$55 per Review)
AHA Responder or Healthcare Provider CPR Training and Credentialing	Optional (Additional Fee))	Optional (Additional Fee))	Optional (Additional Fee))
Cost per Learner, per Year:	\$55	\$75	\$175

RQI Telecommunicator CPR Cardiac Arrest Case Review

You Can't Improve What You Don't Measure

To eliminate preventable deaths from out-of-hospital cardiac arrest, systems must know how each link in the chain of survival is performing during a cardiac arrest emergency.

Cardiac arrest case review is not protocol compliance QI. Protocol compliance QI measures the accuracy or quality of what was said. Cardiac arrest case review measures the quality of what was done. No other program can provide the level of performance detail that is delivered through the RQI Telecommunicator CPR cardiac arrest case review program.

RQI T-CPR is a data-driven program, delivering a first-in-class T-CPR analytics platform, powered by FirstWatch®. RQI removes the barriers often associated with data collection, and we do it in a way that is cost efficient for your system.



Cardiac arrest case review is an extension of the training program, assessing the real-world application of learning. Telecommunicators and administrators are provided a performance summary, which includes feedback and training, with each review.

Performance data aggregated in the RQI T-CPR analytics platform provides system leaders insight into their T-CPR performance and quality of care being delivered to patients. Data may be reviewed for an individual telecommunicator, group of telecommunicators, or for the entire agency.

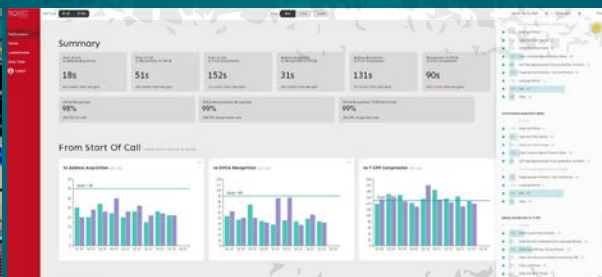
No other program provides the level of performance detail that is delivered through the RQI Telecommunicator CPR cardiac arrest case review program.

RQI Telecommunicator CPR Cardiac Arrest Case Review Features:

- Case Review on All EMS Confirmed Calls for OHCA
- Individual Performance Summary Report for Each Review
- Secure Audio File Transfer Platform
- FirstWatch T-CPR Analytics Subscription
- Quarterly Performance Report

Cardiac Arrest Case Review Assessment Metrics

RQI cardiac arrest case review enables systems to capture, analyze, and report on the speed and quality of care received by a patient in cardiac arrest, prior to EMS arrival.

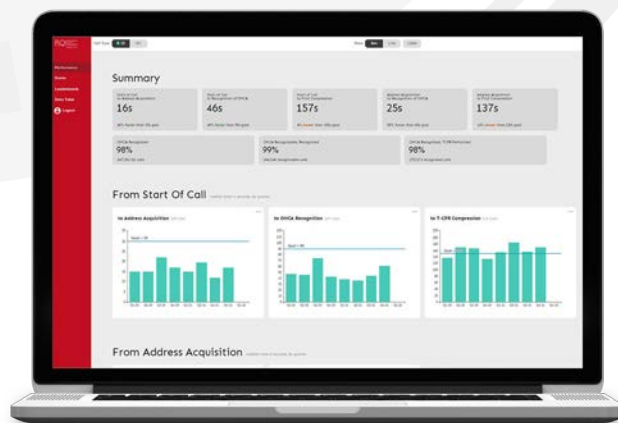


Data collected in each review:

- Time to recognition of arrest
 - Start of call to recognition of arrest*
 - Address acquisition to recognition of arrest
- Time to delivery of first T-CPR directed chest compression
 - Start of call to delivery of first T-CPR directed chest compression*
 - Address acquisition to delivery of first T-CPR directed chest compression
- Frequency of recognition*
- Frequency of CPR delivery*
- Quality of CPR provided, including:
 - Measurement of compression rate
 - Documentation of CPR instructions*, including depth and recoil instructions
 - Documentation of interruptions or pauses to CPR delivery
 - Assessment of appropriateness of instructions, including delivery of ventilations and AED set up

Additional data collected:

- Patient age*
- Patient gender
- Status of consciousness at time of call*
- Status of breathing at time of call*
- Number of rescuers
- Time of first CPR instruction*
- Patient in arrest prior to EMS arrival*
- CPR in progress prior to telecommunicator intervention*
- Barriers to the recognition of arrest
- Barriers to the delivery of CPR*
- Conditions requiring ventilations
- Presence and description of agonal breathing
- Did arrest occur prior to EMS arrival*



*CARES™ T-CPR module elements



American Heart Association — Add-on programs BLS and Responder Education

American Heart Association credentials for BLS and Hands-only CPR is also available for your telecommunicators.

Through the RQI T-CPR programs, agencies have the option to enroll learners, and other first responders in their system, in two AHA courses – RQI Prehospital Healthcare Provider (BLS) and RQI Responder (for lay rescuers) program through the use of the mobile RQI-P GO CPR Simulation Station.

RQI's program curriculum delivers verified competence through bi-annual cognitive and skills simulation sessions. Completion of each course generates an AHA eCredential for the learner.



The RQI-P Go Simulation Station enables individual, convenient skills training at various locations with real-time audio-visual feedback and reporting metrics for all skills performed.



For more information about this option, please contact RQIT@RQIPartners.com



“ Our telecommunicators are glad we have RQI T-CPR now. It has really helped them start to recognize some of these traps they could get caught in. If you ask them, they will definitely say they have improved. ”

— Becky Neugent, 911 Communications Manager,
Hilton Head Island Fire Rescue





Contact the RQI team for more information or to schedule a demonstration:

RQIT@RQIPartners.com

For more information about the RQI Telecommunicator CPR program, including access to RQI T-CPR resources and case studies, visit:

RQIPartners.com/TCPR

Saving Lives Together

RQI Partners, LLC is a partnership between the American Heart Association and Laerdal Medical. Our company is focused on delivering innovative resuscitation solutions that support our vision to eliminate preventable and unexpected cardiac arrest deaths.

We are passionate about, and dedicated to, helping save lives through programs, products and solutions that are grounded in evidence-based science and educational principles. RQI Partners is committed to continuous learning and a passion for excellence, therefore, we are designing resuscitation quality improvement systems that will dramatically enhance patient outcomes across healthcare systems. We are creating a new standard of care that shifts resuscitation practice from course completion to everyday competence.