

Trinity Health Muskegon's Resuscitation Quality Improvement Program Implementation Journey





Trinity Health Muskegon, formerly Mercy Health, recognizes the importance of high-quality CPR competence and performance. That’s why it was among the first adopters of the Resuscitation Quality Improvement® (RQI)® program.

The American Heart Association® (AHA) and Laerdal Medical co-developed RQI to help healthcare practitioners sustain CPR skill mastery with more frequent, low-dose training to improve outcomes for patients experiencing sudden cardiac arrest.

The story of Trinity Health Muskegon’s implementation of the RQI Program over a five-year period highlights the program’s benefits.



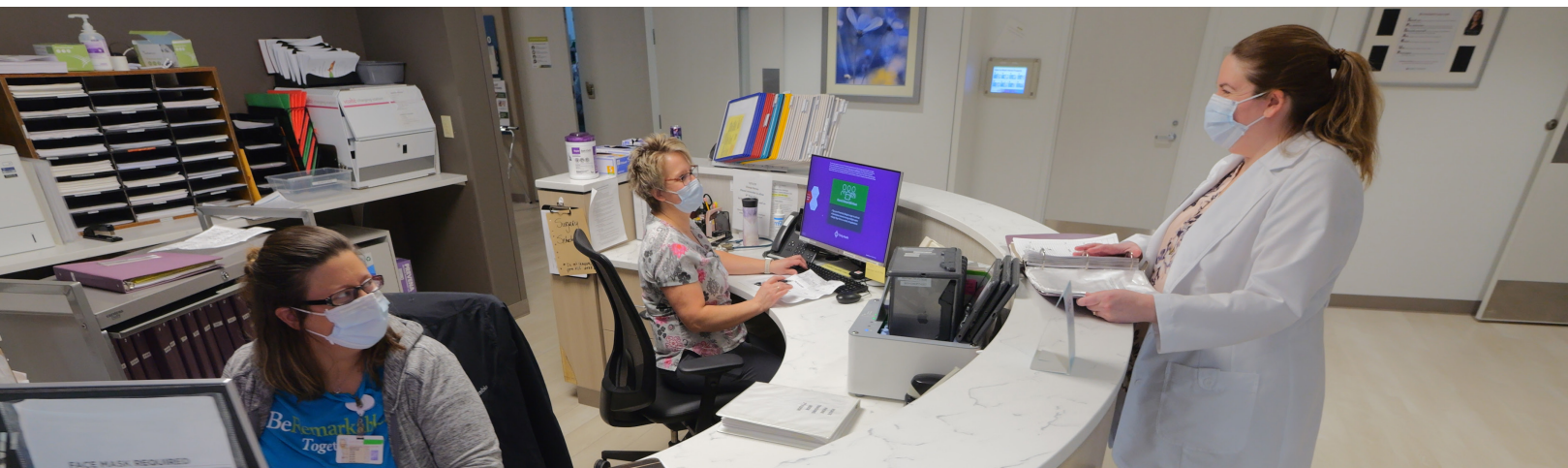
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Why Trinity Health Muskegon Transitioned to RQI

Trinity Health Muskegon began its journey with RQI Partners in 2017 (as Mercy Health up until 2022). The institution moved to RQI because, despite recent technological advances, sudden cardiac arrest remains a leading cause of mortality in the U.S. Each year, more than 350,000 people have an out-of-hospital cardiac arrest, and 292,000 events take place in a hospital. Unfortunately, approximately 4 out of 5 of those in-hospital cardiac arrest patients never leave the hospital.

The Trinity Health Muskegon system has embraced the RQI program to help change this statistic and improve patient outcomes. With traditional biennial CPR training, studies have demonstrated that skills begin to decay in as little as three to six months. Additionally, the AHA reports that poor-quality CPR is a preventable harm.



Linda Dunmore, MSN, RN, NE-BC, CPHQ, chief nursing officer for Trinity Health Muskegon, explained that the RQI program shifts the idea of CPR training as a certification to a competency.

This mindset change motivated Dunmore to transform hospital-wide training and implement the RQI Program. She wanted the confidence that everyone could retain their resuscitation skills without waiting two years between training. Through RQI program enrollment, Trinity Health Muskegon is taking steps to improve CPR quality and prevent deaths from sudden cardiac arrest.

Trinity Health Muskegon's RQI Journey

2016	
June to December	<ul style="list-style-type: none"> Trinity Health Muskegon analyzed challenges with traditional CPR classroom certification models. The healthcare system looked at program content risks, benefits and return on investment. CPR training program alternatives were reviewed. A contract with RQI Partners was signed. A new hospital-wide RQI policy was created.
2017	
July	<ul style="list-style-type: none"> Go-live implementation and training launched for the entire 800-person nursing staff.
2018-2019	
January 2018 to April 2019	<ul style="list-style-type: none"> Respiratory therapy, radiology and physical therapy disciplines were added to the RQI program.
2019	
July to December	<ul style="list-style-type: none"> Trinity Health Muskegon prepared for the transition to RQI 2020.

"During the implementation phase, we had periodic meetings with RQI Partners to address any questions or needs," Dunmore said. "Our team never had a technical issue with a manikin or computer where we didn't receive an immediate response and/or assistance."

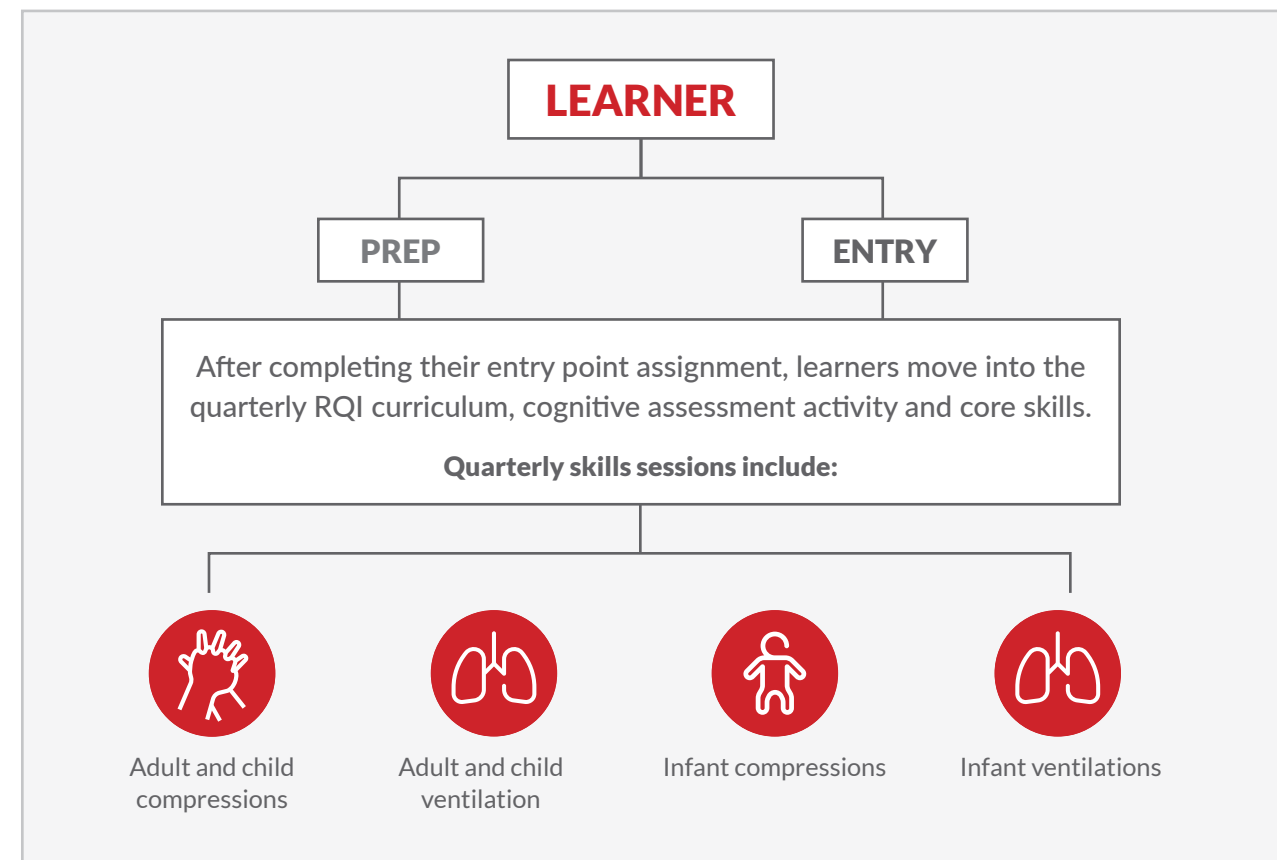
The Quarterly Training Plan

The RQI learner journey begins with a diagnostic entry point that provides a personalized learning experience. At the beginning of each program, a learner has one of two entry points: Prep (for learners without a card or foundational knowledge) or Entry (for learners with a card).

Learners receive audiovisual feedback and a post-activity debrief upon skills competency completion. These reports give the learner real-time feedback on how well they performed CPR.

Upon completion, the learner receives an RQI eCredential, which verifies they achieved the gold standard in resuscitation competence as mandated or required by the AHA.

RQI eCredentials and the two-year eCard are still a part of Trinity Health Muskegon's program. As learners complete their RQI quarterly training, their two-year eCard is automatically updated within the system for another quarter.



Benefits of Using RQI

In addition to cost savings, Dunmore highlighted several other benefits to RQI program enrollment, including:

- ✓ Afforded ease of electronic list distribution from Trinity Health Muskegon's learning management system (LMS).
- ✓ Saved time by eliminating multiple lists of certifications by various disciplines (managers, educators and supervisors).
- ✓ Decreased expirations leading to the removal of clinicians from scheduled work.
- ✓ Streamlined teaching with the RQI Simulation Station — a manikin gives individualized feedback, so the instructor has more time to observe the learner's actual skill and performance.
- ✓ Allowed for simplified teaching via demo mode at the RQI Simulation Station.
- ✓ Eliminated a separate advanced cardiovascular life support (ACLS) and pediatric advanced life support (PALS) classes and only offered four small basic life support (BLS) classes per month.

Additionally, RQI quarterly training allows the organization to meet its high-quality CPR educational goals at a higher capacity than ever before.

How the RQI Program Works at Trinity Health Muskegon

Dawn Nelson, BSN, RN, clinical resource specialist and AHA ACLS/BLS instructor, explained how the RQI program worked:

- ✓ Allows for objective feedback (and removes subjective observation).
- ✓ Maintains a minimum standard for all learners.
- ✓ Requires hands-on training and smaller, easier-to-digest informative segments every three months versus a large training every two years.
- ✓ Affords instructor-led, one-on-one assistance for learners who have difficulty with hands-on training or navigating the online component.
- ✓ Provides current, evidence-based information to learners via automatic updates of new AHA data and process guidelines.

The instructor role was not eliminated with RQI quarterly training. Instructors offer help to learners who may require additional assistance and new hires. In addition, instructors must still observe and instruct as needed for mock codes, teaching BLS and completing skills checkoffs for relief and community members.

Overall, Nelson reported she's very happy with the transition to RQI.

“One of the main benefits of the RQI Program is that it allows educators to focus on other high-level teachings and priorities while maintaining high-level CPR skills.”

Instructor Feedback

Trinity Health Muskegon instructors offer the following feedback:



“I still had to assist many people that struggle with the manikin, so I still get that one-to-one contact with RQI.”

“Expired certifications can be assigned and completed ASAP versus waiting for a class that might not be for weeks.”

“There is no subjectivity by an instructor as to the rate, depth, recoil, etc.”

“[There is] flexibility for the student to complete the course at any computer at any date or time.”



Staff Feedback

Staff feedback on their RQI program experience includes:



“I like the convenience and the opportunity to keep skills sharp.”

“This will be a great win for our organization!”



Implementation Best Practices

Involve the Entire Organization

Czamowski emphasizes that best practices for RQI training and education require 100% engagement from the entire organization. For the program to work, everyone must be aligned with support from the following:



Add
(to lead organizational buy-in)



Human Resources
(to help develop new policies)



Quality
(to align with organizational priorities)



Information Technology
(to enable secure Wi-Fi on computers)

Nelson said there's always a slight resistance to any change in an institution. She added,

“It is essential to have positive momentum supported by your floor leadership, your C-suite leadership in conjunction with your core team.”

Check RQI Simulation Stations Frequently

Frequently ensuring that RQI Simulation Stations are working properly is essential for preventative maintenance and a consistent training flow, Nelson said. These frequent station checks include:



Ensuring computer
connections



Checking manikin
condition



Testing manikin
condition and
functionality

Nelson added that because her site has five RQI Simulation Stations, it isn't devastating if one goes down. Learners can always go to another station.

Create a Smooth Transition to RQI

Lauren Czamowski, BSN, RN, clinical research specialist, RQI lead and LMS administrator, emphasized the importance of being deliberate in the implementation process; if the program is not integrated correctly, it will not work. Trinity Health Muskegon currently runs RQI 2025 through the HealthStream Learning Platform. It's recommended that healthcare systems:

- ☒ Be intentional and follow all recommendations no matter what — regardless of the LMS they use.
- ☒ Use resuscitation card training in HealthStream.
- ☒ Educate staff about basic RQI information, how the program works and why the organization is moving away from traditional live classes.



Choose the Best Placement for Manikins

Before placing manikins:



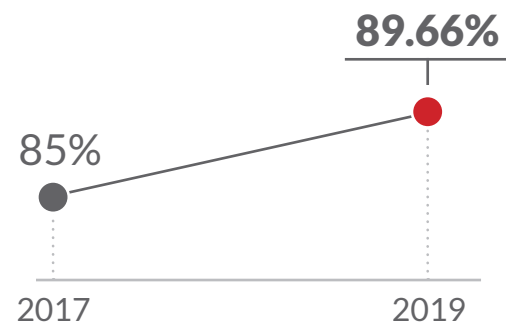
- ☒ Have several information sessions with key leaders and the Professional Nurse Practice Council.
- ☒ Test Wi-Fi strength with manikins in several locations and get end-user feedback.
- ☒ Identify “super users” to serve as RQI champions and troubleshooters.

Use trial and error when deciding where to place manikins. For example, in one Trinity Health Muskegon floor unit, the staff recommended putting a manikin in the staff room. However, they soon discovered the location wasn't conducive to learners or those taking a break.

RQI Data Analysis of CPR Skills Over Time

RQI Analytics allowed the health system to examine how learners' CPR skills improved from 2017 to 2022.

RQI Compression Data



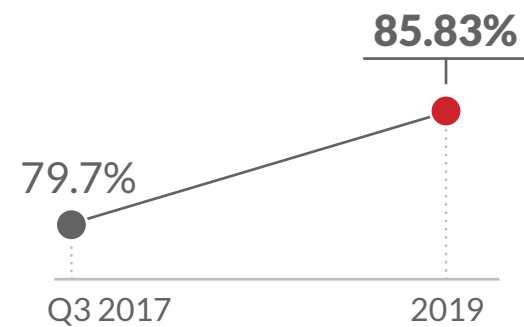
The compressions average score improved consistently from 2017 to 2019 from 85% to 89.66%.

97% - 98%

from Q4 2020 through Q4 2022.

The compressions median score consistently remained between 97% and 98% from Q4 2020 through Q4 2022.

RQI Ventilation Data



The ventilation average score increased from 79.7% to 85.83% from Q3 2017 to 2019.

98% - 99%

from 2020 to Q4 2022.

The ventilation median score performance remained constant at 98% to 99% from 2020 to Q4 2022.

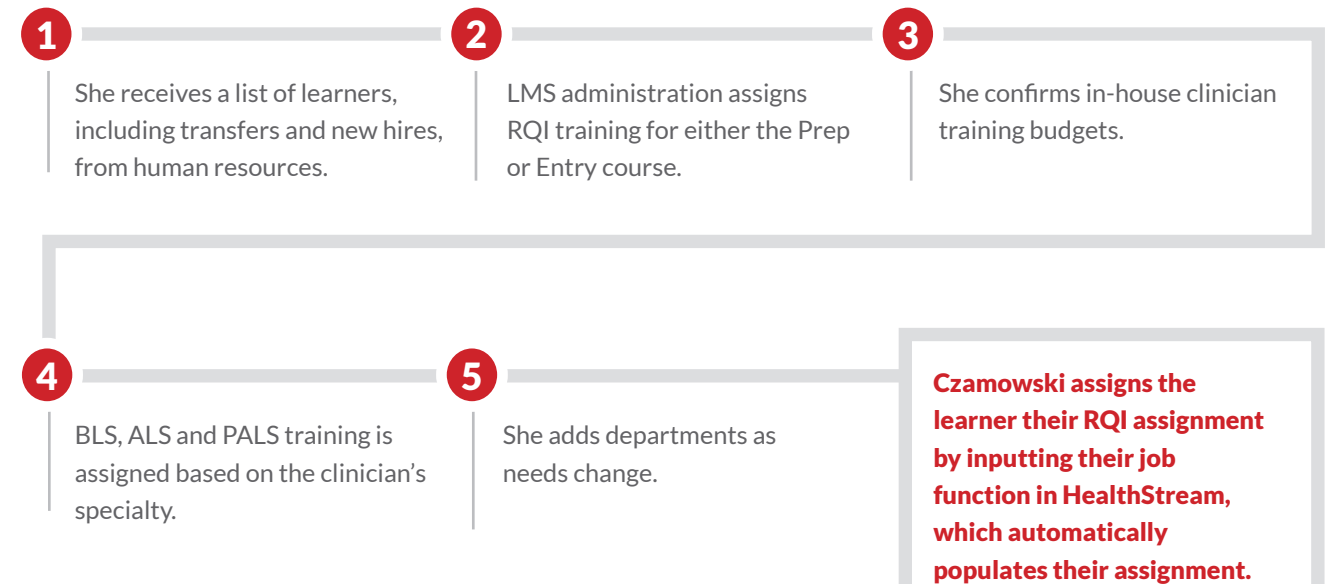
Dunmore said Trinity Health Muskegon maintained excellent compliance, even throughout the COVID-19 pandemic.

“The patients who were coming in during this time were sicker. But we had a lot less to worry about from a BLS and ACLS perspective with the RQI Program. I knew that our staff was qualified and that they could perform basic life support.”

Tracking RQI Program Compliance

Assigning RQI to Clinicians

Czamowski explained the administration process and how she assigns RQI:



Ensuring Hospital Compliance

Dunmore explained that Trinity Health Muskegon wanted to ensure every campus understood the expectation that every clinician uses RQI. Without hospital-wide compliance, she said they would have had many of the same “tracking nightmares” prior to using RQI. The compliance process includes the following:



Managers can run a report in HealthStream to make sure staff members are up to date with RQI training.



HealthStream sends emails to users to notify them of overdue training or eCredentials expiring soon.

If a learner is not compliant, their manager has a conversation with them and follows the disciplinary action policy.

Save Story



Kaitlyn Avrill, an ICU nurse at Trinity Health Muskegon Hospital, said RQI is essential to her role as she has performed CPR several times throughout her career. When Avrill started as a nurse at the facility in 2017, RQI was already an established program. At first, she said she was nervous about doing RQI training every three months. But once she had her first RQI training as a novice nurse, she became comfortable with it and understood the importance of frequent, high-quality CPR training.

This training helped her feel more confident when she was met with an emergency while at a store in July 2019. Avrill was shopping when she heard a commotion about a man falling outside. **“I immediately noticed that he wasn’t really taking a true breath and that it was more agonal breathing,”** she said.

Avrill asked bystanders if anyone had checked for a pulse, but no one had. Without hesitation, she took charge and checked for a pulse herself. When she found none, she started CPR immediately.

After hearing the dispatch on a bystander’s phone asking who was present, she identified herself as a nurse and requested an AED machine. Unfortunately, none of the employees knew where it was.

Avrill continued CPR independently for about 10 to 15 minutes until a sheriff arrived with an AED machine and naloxone. After administering the naloxone and using the AED machine, they continued CPR. Eventually, more help arrived in the form of the fire department and emergency crew, who were able to administer

more naloxone. The man finally regained consciousness and was taken to the hospital.

“When the patient finally did come to, I was relieved that all my efforts from the RQI program played a huge part in saving this man.”

Avrill also said that although CPR is a regular occurrence in the hospital, she never expected to run into a situation like this. **“I never expected that I would find a patient on the ground needing CPR. I just always thought**

that was like an in-hospital thing at that time,” she said. **“I expected that it was just a fall [and] he broke a limb or something. But I never expected that I would be having to initiate CPR.”**

Avrill’s bravery and quick thinking were recognized when she won a life-saving award from emergency services — an award given only to those who provide life-saving treatment and the person survives.

“ When I received the life-saving award, it was a relief that the patient had survived,” Avrill said. “I felt that it reiterates what I’m doing, and the RQI program has helped give me that confidence to go out and jump in, and just do those CPR skills, provide the rescue breaths and identify when patients are in need. ”

RQI Lighthouse Designation Assigning RQI to Clinicians



In 2020, Trinity Health Muskegon received recognition as an RQI Lighthouse Organization for its commitment to excellence in resuscitation. This exclusive designation recognizes U.S. hospitals utilizing RQI for quality and resuscitation excellence. Hospitals with Lighthouse designation help build a network to share best practices, in-house experiences and improvements to resuscitation training instruction.

Next Steps at Trinity Health Muskegon

Dunmore stated that Trinity Health Muskegon's RQI goals for the future include:



Using RQI Analytics more robustly (such as posting leaderboards in units)



Working with managers and end users to see what they need for analytics reports

RQI Partnership Improved Hospital Resuscitation Training

The RQI program offers a more efficient, effective, cost-saving and convenient way for hospitals to provide resuscitation training. But most importantly, investing in RQI significantly improves staff CPR competency and confidence, which can increase cardiac arrest survival rates.





Learn more about implementing

Resuscitation Quality Improvement

in your healthcare facility by visiting
rqipartners.com.

