



RQI program at:



### **What is RQI?**

The Resuscitation Quality Improvement (RQI)<sup>®</sup> 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.

### **How can RQI help me improve the resuscitation quality in my hospital?**

RQI Partners teams are available to consult with hospital and healthcare system leaders to determine the best resuscitation solutions to deliver improved patient care, outcomes and cost savings. RQI Partners will also provide implementation services and ongoing customer service to support all of our programs, products and services.

### **Why implement the RQI model?**

Studies show that the conventional one-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.

## **Completion Cards**

### **Are completion cards going away?**

No. Course cards will still be provided as proof of course completion for HSFC Instructor-led or blended learning courses with Instructor evaluated or VAM-evaluated skills. The commitment to deliver the full lifesaving potential of high quality CPR through deliberate practice and objective real time feedback is at the core of the RQI program. The credentials and course cards are also on the quarterly basis.

### **How do I get a completion card if in RQI?**

The RQI participant will verify high-performance skills related to resuscitation. RQI participants are able to claim an **AHA / HSFC eCredential** when compliant. The credential is an accepted and verified AHA and HSFC credential. This eCredential is considered the “Gold Standard” of AHA/HSFC resuscitation cards available. Successful and on-time completion of quarterly activities will ensure perpetual credentials for the provider.

### **Help me understand the difference between the eCredential and a 1-year card. What is the difference? What is the benefit of the eCredential?**

The RQI eCredential verifies guideline-compliant competency in high-quality CPR skills for providers who participate in ongoing low-dose, high-frequency sessions delivered with the RQI Program. The RQI eCredential is refreshed when a participant verifies skills competency at a simulation station and completes their quarterly Cognitive Assessment Activities.

### **Why choose a low-dose, high-frequency model that reinforces skills on a quarterly basis rather than a flexible choice that allows staff to re-train any time between 3-12 months re-training?**

There simply is no science supporting this amount of flexibility in training. Studies have shown that CPR skills decay in as little as 3 months, so there is no benefit in allowing more time to pass before refreshing



one's skills. In fact, this longer passage of time could directly impact a provider's abilities to perform CPR. This could lead to a preventable harm to the patient.

In fact, the 2020 ECC Guidelines emphasize 3 essential components influencing survival outcomes from cardiac arrest: guidelines based on current resuscitation science, effective education of resuscitation providers, and local implementation of guidelines during patient care. Greater emphasis on effective education will improve provider performance, enhance local implementation of guidelines, and potentially increase survival rates from cardiac arrest. Improving survival from cardiac arrest is highly dependent on the quality of resuscitative care. Further, use of a deliberate practice and mastery learning model during resuscitation training improves skill acquisition and retention for many critical tasks.

### **The RQIP Offering**

The RQIP comprehensive solution helps hospitals achieve and maintain Resuscitation Excellence and Verified Competence for all hospital staff.

- Low-dose, high-frequency simulation-based mastery learning with RQI® that eliminates skills decay and with accurate, high-fidelity manikins and analytics that verify competence in all 5 elements of High-Quality CPR. RQI is the only program that addresses the scientific measurement of skills decay and holistically achieves the new standard of care - Verified CPR Competence.
- A full portfolio of solutions for competence and quality improvement, including the new RQI® Responder program to serve the customized needs of hospitals and all hospital staff, and AHA Get with the Guidelines-Resuscitation and RQI Get with the Guidelines for data collection and measurement that empowers hospitals to improve and advance.
- RQI Analytics to target individual needs and provide transparency to performance at all levels of the organization.
- LMS-neutral platform –customers can easily access all AHA/RQIP programs, on their preferred electronic device such as computer, smartphone, and tablet.
- Automatic updates to the most current AHA and ILCOR Science and course content for seamless learning and application of all current resuscitation best practices.

As a member of ILCOR, the AHA has at least one official representative on every ILCOR Task Force (ALS, BLS, PALS, Neonatal, Education, First Aid). AHA volunteers, who are recognized leaders in resuscitation science, write the *AHA Guidelines for CPR and ECC utilizing the ILCOR Consensus on CPR and ECC Science with Treatment Recommendations* as the basis for its guidelines. The AHA's guidelines are the source for CPR education around the world and the AHA continues to drive resuscitation science and resuscitation quality improvement advancements.

Independent research findings report that the American Heart Association sets the highest standard in CPR and resuscitation science, education, and quality improvement. Millions of healthcare providers every year use and trust AHA programs to meet the requirements of The Joint Commission for evidence-based resuscitation programs.

The Heart and Stroke Foundation of Canada approves and endorses the RQIP CPR training solution.

### **What is the benefit of quarterly cognitive?**

Evidence shows that when providers take standardized resuscitation courses, whether online or in person, their skills decay over time. To increase the likelihood that a learner will truly acquire key resuscitation knowledge RQI utilizes shorter quarterly learning sessions every few months to improve learning outcomes and knowledge retention.



### **What are the benefits of the core 4 skills?**

Assigning content and skills on a quarterly basis allows achievement mastery learning through a low-dose high-frequency model. Learners will understand how to perform chest compressions and ventilations on an adult/child and infant patient. These are the skills portion of this program, with learner demonstration of skills via the RQI skills station.

- Adult/Child Compressions
- Adult/Child Ventilations
- Infant Compressions
- Infant Ventilations

### **How does the participant Prep Assignment work?**

Learners do not need a valid course completion card prior to being enrolled in the program. The RQI Administrator assigns a learning path to the learner i.e., veteran ED nurse, new employee etc. The learners self-assess their personal level of foundational knowledge. The course content will automatically adapt to the learner's level, based on its self-assessment and the quality of its answers to probe questions.

The Prep Assignment is designed for learners to build a foundation of knowledge through eLearning and verify their competence by testing foundational skills. The learner will answer a few demographic questions, questions about last CPR training and level of confidence in their skills. Next, they complete a baseline screening of the Core skills without feedback (passing not required). Then they will complete cognitive modules and the Core skills. They must successfully pass all cognitive modules and the Core skills to move forward.

### **What are the improvements in the cognitive sessions?**

eLearning is delivered through the Area9 Rhapsode™ platform that includes: a True Adaptive™ tailored experience, exam functionality and Cognitive Assessment Activities (CAAs). Learner experience tailored to discrete knowledge vs high-level themes; Novice learners will have faster knowledge acquisition; Mastery learners will only receive content they need; and All learners will receive rapid-iterations of recall to promote retention.

### **Is instructor-led/Classroom Training going away?**

The American Heart Association digital resuscitation portfolio is the preferred solution to uniquely and efficiently deliver safe and effective CPR improvement. Our digital programs lead healthcare organizations on an immediate journey to high-quality and verified CPR competence to maximize lifesaving options. The American Heart Association is encouraging widespread adoption of digital education as supported by the educational science in the 2020 ECC Guidelines. (No, Instructor-led/classroom training with feedback devices complies with the AHA Guidelines for CPR and ECC and remains for those who wish to provide it. In addition, the HeartCode blended learning solution is also available. Heartcode delivers a quality solution to maintain course completion requirements for an organization. However, RQI has a focus on improved Patient Safety and patient outcomes by saving more lives.)

### **What are the features of RQI?**

- Features and benefits new to RQI include...
- Consistent learning objectives across programs
- Engaging True Adaptive learning experience



- Responsive design ensures compatibility on mobile devices and tablets
- All curricula is contextualized for the in-hospital or pre-hospital learner
- Streamlined Cognitive Assessment Activity cases are replacing eSimulations
- All curricula is web-accessible through inclusive design (WCAG 2.1 AA)
- Ease of use for more learners – works on all common browsers, no more Flash

### **What web browsers can I use to access RQI and what are the minimum system requirements?**

Generally, the two latest versions of major browsers are supported: IE11, Edge, Chrome, Firefox, Safari  
And:

- Win8+ with 4GB+ RAM•macOS 10.13+ with 4GB+ RAM
- Android 8+ with 2GB+ RAM
- ios11+ with 2GB+ RAM

### **How does the RQI adoption at a hospital affect their HSFC Instructors?**

Instructors at the hospital are often trained to become RQI Coaches or “Super Users,” and support the learners to complete their High-Quality CPR. They support Learning Events such as mock codes and targeted performance initiative.

The RQI Program also allows the instructor base to focus their time on other clinical and professional education, and community-based CPR programs.

### **How does a hospital adopting RQI continue to do hand-on team practice and team dynamics?**

We consider the RQI program using the RQI Simulation Station an exceptional opportunity for each clinician to develop mastery of High-Quality CPR skills. The integration of team events within the hospital is as critical for coordinating team efforts to optimize the opportunity for survival.

To complement the foundational skills mastered using RQI program, we encourage hospitals to conduct events (like hospital team training and mock codes) by organizing and coordinating team communication and skills in the clinical environment and using local protocols, procedures, and equipment.

### **How does RQI address hands-on practice using AEDs?**

AED skills are covered and evaluated in the eLearning portion of the RQI program. In addition, we encourage RQI adoption hospitals to use team training events and mock codes to reinforce the use of skills like AED or defibrillation.

As an example, the RQI Provider course reviews AED pad placement and more in the adaptive learning activity, but because some organizations may have different types of AEDs or no AEDs but defibrillators instead, these skills are meant to be practiced as a supplement to the RQI program so that these skills can be reinforced in the context of the organization’s needs/processes/procedures.

### **How does the RQI program localize the content to Canadian Systems of Care?**

The RQI programs have been reviewed to ensure their alignment with the Canadian Edition of the AHA 2020 Guidelines for CPR and ECC.

### **What languages are available for the RQI programs?**

Currently, the RQI programs are available in English, Spanish, Portuguese, Simplified Chinese, Japanese, German, and Italian, and continuously evaluating the demand to expand our language offering. A timeline for the availability of the RQI program in French is not yet finalized.



**How should hospitals handle healthcare provider staff who are unable to successfully complete the skills assessment of the RQI programs?**

For staff who can't physically complete the psychomotor skills within the RQI Provider course, we recommend that the hospital follows their existing policies for staff with physical limitations, temporary or permanent. Furthermore, we highly recommend that as part of the RQI adoption process, hospitals have a policy in place for these cases.