Resuscitation Quality Improvement® (RQI) Program
Frequently Asked Questions & Job Aid

QUESTION	ANSWER
What is the RQI Program?	• The RQI Program is a new subscription-based American Heart Association (AHA) solution to address the problem of rapid skills decay after initial training • The goal of the RQI Program is to provide a convenient, flexible way for staff to obtain and maintain their required AHA credentials • Participant e-credentials never expire if students continue to participate in the program every 90 days. **No more classrooms** • Regular skills practice helps keep employees better prepared to administer CPR and contribute to improved patient outcomes • The program includes cognitive components and psychomotor skills assessments that can be performed at mobile simulation stations. The stations are equipped with manikins and a tablet computer that connects the student to the training material. Cognitive components can be completed at any computer that can access elms • Due to RQI's reduced training time, there is more time for direct patient care/patient related duties
What is the evidence that CPR skills rapidly decay?	• Several studies have demonstrated this rapid skills decay, with some studies showing deterioration as quickly as six months after training • An annotated bibliography on the RQI website (www.heart.org/rqi) provides references to these articles • Other key articles are referenced in both the *2010 AHA Guidelines for CPR and Emergency Cardiovascular Care* (ECC) and the 2013 AHA consensus statement, "Strategies for Improving Survival After In- Hospital Cardiac Arrest in the United States: 2013 Consensus Recommendations" (*Morrison et al. Circulation. 2013;127:1538- 1563*)
How does the RQI Program address rapid skills decay?	• The RQI Program provides cognitive learning modules in the form of educational videos, eSimulation patient cases and multiple-choice exam questions. After successful completion of the cognitive modules, you perform self-directed, quarterly skills drills that take an average of 10 minutes to complete • Simulation Stations are strategically placed in the facility and are easily accessible 24/7 • Through this low dose, high frequency learning method skills are assessed and reinforced to help providers achieve and maintain high-quality performance • More frequent skills training keeps providers more prepared for resuscitation events and delivering high-quality CPR
What am I required to do in the RQI Program?	• The RQI Program includes the same cognitive and skill modules as a conventional AHA training program. The difference is that the RQI Program delivers the full training content over a two-year time period rather than in one or two days every two years • Both the cognitive and skills modules will be assigned to you, with deadlines for completion of the modules to keep your credentials current • Quarterly , you will complete cognitive online learning modules (10-15 minutes per module) and 4 core skills (adult and infant compressions and ventilations) to achieve mastery • ACLS and PALS are added to healthcare provider and do not require the skills component to be repeated
How do I know when it's time to do a skills module?	• You will be assigned through the learning platform from RQI Partners: RQI 1Stop. • Compliance tracking is completed through reporting from the 1Stop platform and tracked by the school of medicine

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What if I have a problem completing a skill assessment?	• Feedback from the RQI Program is designed to reduce the likelihood that you will not be able to complete the assigned skill module • If you feel there is something wrong with any simulation station equipment super users have been trained to help. These super users will be available on all shifts • **DO NOT** under any circumstances attempt to "fix" a simulation mannequin. While machines do break, 90% of the issues with skills completion are that the skill is not being done adequately • <u>**For problems that cannot be resolved contact the IU Health helpdesk and tell them you have an RQI issue**</u>
What happens when a student fails or is non-compliant?	• AHA credentials are required by job description. **If you fail to maintain the required credentials you will be suspended from duty until such time as you can provide evidence of compliance.** See the RQI Policy for guidance in this area • Employees that are on FMLA, leave of absence or workman's compensation and miss a quarterly skills requirement in the RQI program must be given the opportunity to become compliant BEFORE returning to work
What if I need an actual card?	• Valid e-Credentials verify the demonstrated competence of skills and knowledge • E-Credential may be printed at any time • 2-year cards may be claimed when accessing the program. The date for the 2-year card starts from the last date of demonstrated competency. The card may be printed or a QR code may be scanned for saving on a mobile device
Is the RQI Program available 24/7?	• The RQI Program is designed to be available for students at their convenience • Simulation stations will be located throughout the system • Station locations are listed on the RQI Team Portal Page • The RQI Program requires monthly system maintenance and may not be available to users during this time • If users log into the RQI Program during system maintenance, they will see a message that the site is unavailable because of maintenance
What is the simulation like?	• The eSimulations test your knowledge of the AHA algorithms. A quick overview describes the condition in which the patient was found. Once the simulation begins, you control the actions of a virtual healthcare provider • After the eSimulation, you receive an immediate debriefing, with a chronological listing of actions taken and feedback on correct and incorrect interventions • The debriefing also contains hyperlinks that take you to the appropriate section of appropriate AHA Student Manual. You will receive a "Passed" or "Not Passed" notification after submitting the case for assessment
Do AHA cards need to be current to use the RQI program?	• No. Employees that do not yet have, or have an expired AHA card will need to begin the RQI Ready pathway • Employees that already have a current AHA card (BLS, ACLS, PALS) will be assigned to the RQI Entry pathway

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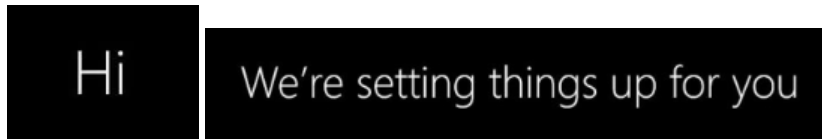# Frequently Asked Questions & Job Aid

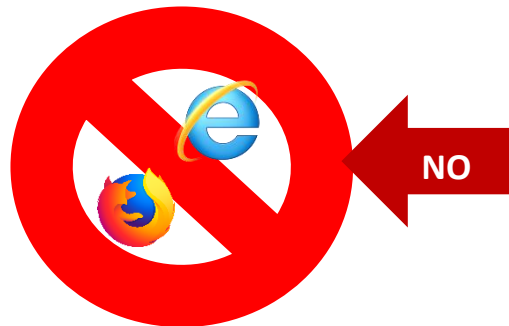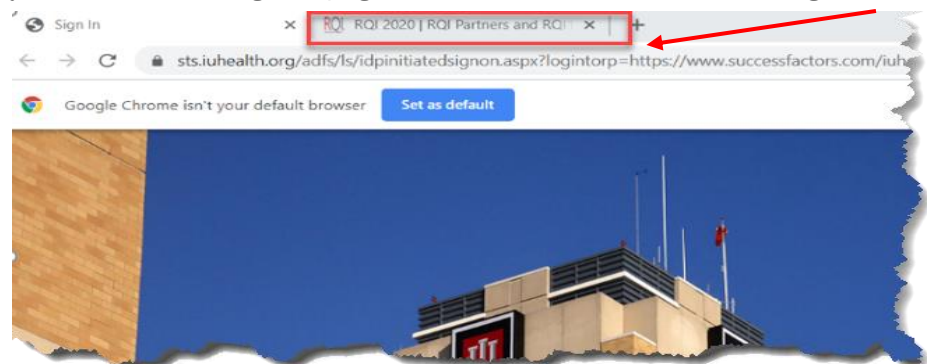| QUESTION	ANSWER
How do I get assigned?	• You will be assigned through the learning platform from RQI Partners: RQI 1Stop • Compliance tracking is completed through reporting from the 1Stop platform and tracked by the school of medicine
How realistic are the eSimulation patient cases?	• eSimulation is a computer-based modeling technology that allows healthcare providers to respond as they would in an actual medical emergency. Treatment will have the same effect as it would in real life. You control the actions of the healthcare providers, helping build critical thinking skills and reinforcing cognitive learning
How will new AHA Guidelines for CPR and ECC affect the RQI system?	• The system will be automatically updated to be Guidelines-compliant with AHA science updates and course content
Can I use any computer to access the RQI Program?	• The RQI Program's Simulation Station has a tablet computer, which is required to access content and to complete skills modules. Students may access the RQI Program's cognitive modules with any computer that can access the internet

Logging into the RQI Cart

If this is your first time logging into this computer, it will need to create a folder for you. This usually takes less than a minute...you will see a few messages while this is happening.
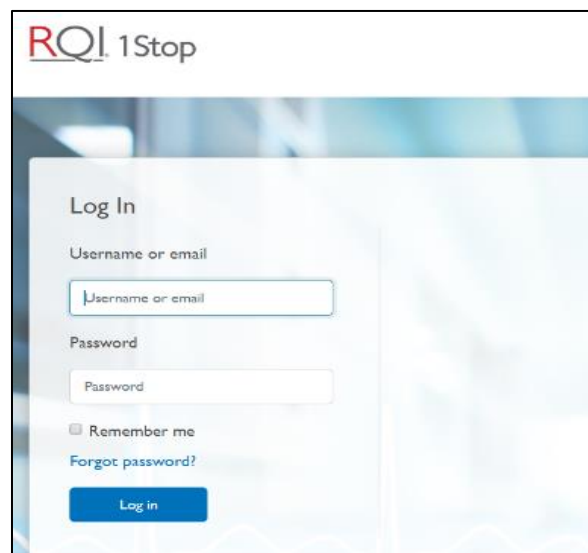
Hi   We're setting things up for you

1. From your home screen, click on the **Google Chrome** shortcut:

DO NOT USE
Internet Explorer
Or
Firefox

NO

YES

Google Chrome

2. This will take you directly to the IU Health sign on page. Locate the second tab after Google Chrome has opened:

Sign In   ×   RQI   RQI 2020 | RQI Partners and RQI   ×   +

← → C   🔒 sts.iuhealth.org/adfs/ls/idpinitiatedsignon.aspx?logintorp=https://www.successfactors.com/iuh

Google Chrome isn't your default browser   Set as default

3. Log into RQI 1Stop using the username and password issued for RQI:
4. Click on the course that you would like to complete

RQI 1Stop

Log In

Username or email

Username or email

Password

Password

☐ Remember me

Forgot password?

Log in

Care and maintenance

Materials such as adult and infant bag-valve masks (BVM), manikin cleaning wipes (PDI) and other consumables should be placed in the storage bin located under the adult manikin platform. Any non-functioning components should be reported

Upon completion:
- **Sign off of the computer!**
- Wipe down manikin and BVMs with cleaning wipes,
- Zip up Adult manikin jacket,
- Place wipes, BVMs back in storage bin,
  Place step stool back in holder under cart.
- Plug cart back into the electrical outlet to charge

A good rule would be to leave the cart in better condition than you found it

Accessing your certificate

Make sure you have completed the most current quarterly skill so you have the most current eCard expiration:

1. Log into a computer and open Google Chrome
2. Log into RQI 1Stop
3. Look to the right of the screen and you will see the section labeled "My Cards" and click on "View e-card"
4. Click on RQI BLS "Show" When it opens you can download it to send in an email, or print it from a printer attached to the computer you are at. You may also scan the QR code to save your card to your device

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Need help logging in?

**Call the IU Health Help Desk:
317.962.2828**