



## The Eastern Regional Health Authority (Eastern Health) is

Newfoundland and Labrador's largest integrated health authority, providing a full continuum of health and community services, including public health, long-term care and acute (hospital) care.

Eastern Health is one of four regional health authorities in Newfoundland and Labrador working together with the Department of Health and Community Services. They provide high quality services to more than 300,000 people living in communities stretching from St. John's to Port Blandford, and are also responsible for several unique provincial programs.

Their approximately 13,000 health care and support services professionals believe in providing the best quality of care and health service delivery in their region and in the province.

## OVERCOMING CHALLENGES THROUGH THE RQI® PROGRAM

As for most healthcare organizations, the coordination of BLS training programs proves to be challenging. To overcome these challenges, all while improving their quality of care, Eastern Regional Health Authority implemented the Resuscitation Quality Improvement® (RQI®) program as the standard for basic life support training in 2021.

*“Some significant challenges with our previous learning were getting the people in the classes, staffing shortages, overtime, forgetting their renewal dates and just not wanting to sit in a class for 3 hours to complete their BLS.”*

*~ Lesley Lambe,  
Education Consultant, Learning and Development,  
Eastern Health*

*“RQI is an innovative, flexible program that give our staff the ability to control when and where they update their BLS - 24/7/365. RQI provides real-time feedback of their own BLS skills and leads to an improvement in the quality of BLS for our patients, saving lives.”*

*~ Tina Cadigan, (pictured)  
Education Consultant, Learning and Development, Eastern Health*

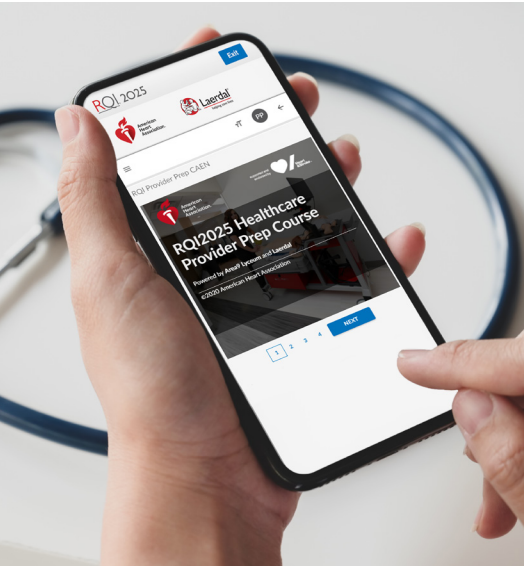


## ORGANIZATION'S HIGH COMPLIANCE RATES DRIVEN BY THE PROGRAM'S DESIGN

Eastern Health relies on the RQI program to create a consistent and convenient learning environment for their healthcare professionals, while improving confidence and skills retention.

*“The one major impact that RQI has had on my facilities is compliance. We had a very low compliance rate and now in just 1 year we are over 90% which has never happened in my 12 years in this position.”*

*~ Lesley Lambe,  
Education Consultant, Learning and Development,  
Eastern Health*



## RQI IN ACTION: THE PROGRAM'S POSITIVE IMPACT ON EASTERN HEALTH'S STAFF

The RQI program's design brings frequency and consistency to resuscitation education, which are integral to improving their providers' ability to deliver high-quality CPR when responding to cardiac arrest events.

*"Staff members are better prepared for cardiac events because their compressions are better, they are improved in rate and depth, and their overall skills are better."*

*~ Lesley Lambe,  
Education Consultant, Learning and Development  
Eastern Health*

### Resuscitation Quality Improvement:

- Provides a high-reliability platform for simulation-based mastery learning implemented through low-dose, high-frequency quality improvement sessions that measure and verify CPR competence.
- Supports mastery of High-Quality CPR skills through feedback-driven deliberate practice.
- Skills sessions last approximately 5-10 minutes per quarter while cognitive learning activities last up to 35 minutes per quarter.
- Administrators will have analytic data related to all activities performed. Tracking of performance and related continuous quality improvements initiatives related to resuscitation can be tracked and monitored.
- Simulation stations deployed at locations conveniently accessed 24/7 by students, allowing skills modules to be completed during the normal shift.

### Growth in Skills Retention:

Learners enrolled in RQI improved their overall High-Quality CPR scores captured in the Baseline Skills Assessments (without feedback) over a period of a year:

**from 71% to 90%** for Adult/Child Compressions

**from 67% to 92%** for Adult/Child Ventilations

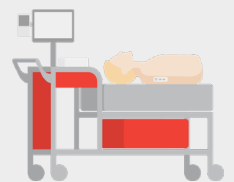
### The Power of Feedback:

Learners enrolled in RQI corrected their performance and improved their overall High-Quality CPR scores from Baseline (without feedback) to the Skills Assessment (with feedback):

**from 53% to 96%** for Infant Compressions

**from 51% to 95%** in for Infant Ventilations

*This data is a compilation of learner performance for RQI skills at Eastern Health from October 2021 to September 2022. Learner performance data is collected during the Enrollment Assignment, and then every quarter when a learner completes Baseline (without feedback) and Skills Assessment (with feedback). Learners are evaluated on rate and volume for ventilations and rate, depth, hand placement, recoil and CCF skills for compressions. All scores are median values presented in this case study.*



## LOOKING TOWARD THE FUTURE

As the RQI program expands, Eastern Health is confident it will continue to drive increased skills competency for their providers across the organization.