

## THE TIME FOR DIGITAL IS NOW

The American Heart Association digital resuscitation portfolio is the preferred solution to uniquely and efficiently deliver safe and effective CPR quality improvement. With high-quality CPR being the single greatest factor in survival for cardiac arrest patients, the RQI program is essential for enhancing CPR skill retention and improving clinical CPR competence and quality. Our digital programs, deeply rooted in the latest science, lead healthcare organizations on an immediate journey to high-quality and verified CPR competence to maximize lifesaving outcomes. The self-directed learning model also keeps your staff safe, competent, and prepared during the current world situation.

“This is a critical step in helping resuscitation practices and really building on a program that meets the needs of clinicians using updated adult learning theory to teach these concepts.”

**DR. MICHELE SAYSANA**

Vice President of Safety  
Quality and Performance, IU Health

### RQI's Digital Portfolio

- Higher CPR competence
- Greater confidence in BLS skills
- Higher satisfaction with learning methods
- RQI subscription transfers to new staff
- Get With the Guidelines - R included
- Meets WCAG Guidelines 2.1 (Level AA)
- Integrates with HRIS and LMS
- Compliance and user performance analytics reports
- RQI User Network for collaboration and community
- 2-year eCard plus RQI Verified eCredentials



In hospitals where CPR quality is continuously verified, healthcare providers feel confident, prepared, and ready to act, even in the most urgent situations.

Providers stay confident in their ability to perform high-quality, life-saving CPR – for every patient, every time!

“My confidence level was high due to my recently completed CPR [learning] through the AHA’s RQI program. The RQI program keeps CPR skills intact and fresh through quarterly skills practice. It’s absolutely amazing.”

**CHRISTIANA ADAMS**

Emergency Department Technician, Salem Health

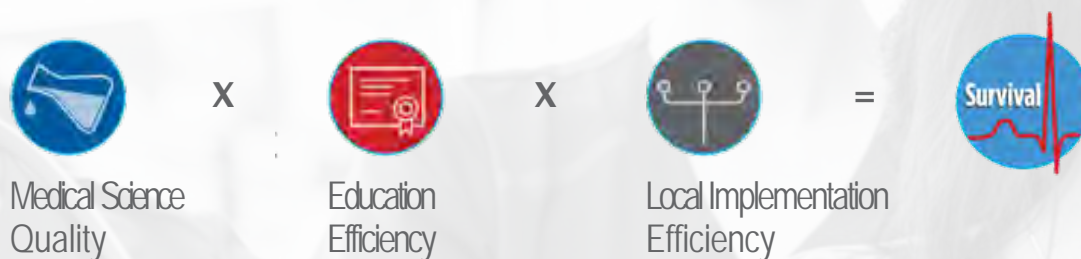
## The Utstein Formula for Survival

Healthcare providers rely on American Heart Association science and Guidelines for their clinical care delivery practices and decisions.

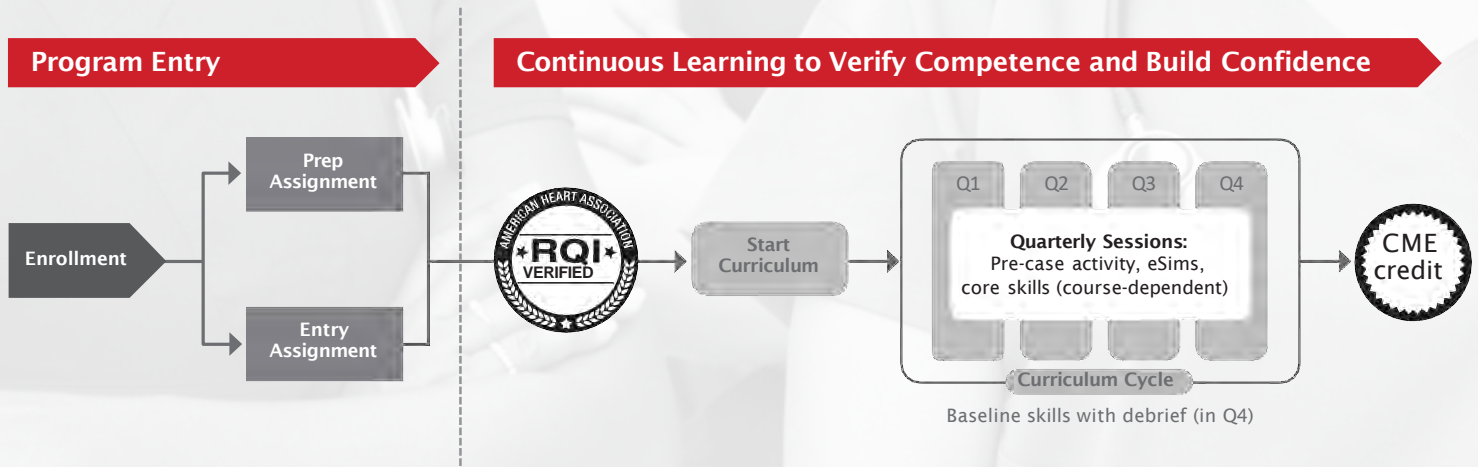
The Utstein Formula for Survival is widely recognized as a way of predicting survival from sudden cardiac arrest. The model employs three elements in hypothesizing potential survival rates: Medical Science, Educational Efficiency and Local Implementation.

The RQI program has raised the bar in resuscitation education through improvements in Educational Efficiency. Reaching 90% Education Efficiency is attainable in an organization resulting in a significant increase in lives saved.

RQI technology integrates and analytics provide insights for efficient and effective localization, made broadly actionable through the RQI Impact Manager.



## A Learner's Journey



### BLS Provider

- Easy entry for experienced and novice learners
- Short online activities and skills sessions quarterly
- CMEs or CEUs are claimed annually

### ALS

- Completion of Provider required for ALS entry, but no repeat of skills
- CE certificate claimed at the end of every 4th quarter

### PALS

- Developed with the AAP
- Completion of Provider required for PALS entry, but no repeat of skills

### Responder – Hands-only CPR

- Learner begins with Entry Assignment and completes the course every six months
- Upon completion, eCredential verifies competence in Hands-Only CPR skills

## Subscription-Based Program Maximizes RQI

### Eliminate Under-Recognized Costs

- Decrease or eliminate overtime for learner
- Decrease course time for ALS and PALS learners
- Eliminates cost of course completion cards
- Eliminate the labor expense to cover for employee training
- Eliminate the time and cost of scheduling classes /classrooms
- Eliminate the cost of manikin and laptop maintenance
- Eliminate the cost of course keys lost to employee turnover
- Significantly reduce program administration time and cost

### Actionable Insights from Analytics Not Available Elsewhere

- Review performance and compliance of individuals, departments, teams, service lines, organization
- Access to GWTG-R clinical performance data

### Empowered to Maximize Resources

- Focus 1-1 or group learning when necessary
- Focus instructor on other training and mock codes
- Time and resource for new education initiatives

“In the grand scheme, I’m no longer paying for training every two years for 300 staff nurses, as well as 24 to 32 hours of floor coverage while they’re in that training. RQI easily pays for itself many times over.”

#### MICHAEL KURZ

MD, MS, FACEP, FAHA, Associate Professor  
of Emergency Medicine, UAB Hospital



OVER  
**\$250,000**

saved after the first year  
of RQI adoption

TEXAS HEALTH RESOURCES  
DALLAS



OVER  
**\$60,000**

saved annually after  
implementing RQI

PRIME HEALTHCARE  
NORTHEAST DIVISION



IVCH benefited from a  
**47.4%**

annual cost reduction  
for BLS certification by  
using RQI instead of the  
traditional model

ILLINOIS VALLEY COMMUNITY HOSPITAL

## RQI Impact Manager: Bridging Need to Solution

Your dedicated RQI Impact Manager supports the success of your program by exploring your needs and working to meet them. Think of them as your “General Practitioner.” Whether it’s helping you develop process, providing re-education to Administrators and Super users, or helping you assemble an executive ROI summary for your CEO, your Impact Manager is fully invested in helping you manage the transition to the new standard of care.



### Operational Success Call

- 30 minutes – 1 hour
- Bi-weekly, 1-90 days after Go Live
- Operations/Program Lead, LMS Administrator
- Topics: Internal communication plans, technical implementation testing, troubleshooting



### Pulse Check Call

- 30 min – 1 hour
- Monthly
- Program Administrator/Manager
- Topics: Compliance, Utilization, Best Practices, EBR planning



### On-Site Visits

- 1 day
- Ad-hoc
- Admin, Super Users, End users
- Topics: Equipment evaluation/upgrades, station placement, planning, stakeholder introductions



### Executive Business Review

- 2 hours
- Every 6 months
- Executives, Leadership, Operations
- Topics: Progress to target goals, business value and ROI, align on strategic roadmap

## The RQI System of Support



### CUSTOMER SERVICE

Available to all RQI Hospitals  
Monday - Friday, 8 am - 8 pm EST  
and Saturday 10 am - 6 pm EST

Phone: 1-800-594-9935  
Email: [RQISupport@RQIPartners.com](mailto:RQISupport@RQIPartners.com)

- Manage cases
- Service Levels - tiers, guarantees and issue resolution

AFTER NORMAL  
BUSINESS HOURS:

Cloud Operations Team  
Email: [CloudOps@Laerdal.com](mailto:CloudOps@Laerdal.com)  
Phone: 1-833-279-1060



### IMPLEMENTATION TEAM

Available to RQI Administrators & Stakeholders for the following:

- Site Assessment
- Simulation station logistics and placement
- IT/LMS Integration



RESUSCITATION USER NETWORK (RUN  
ONLINE)

- Program Resources
- Toolkits
- Online Clinics
- RQI User Chat feature



### IMPACT MANAGER

Available to RQI Administrators, Program Managers and Stakeholder Peers

Monday - Friday, 9 am – 5 pm Local Time  
Provides the following:

- Reporting — Utilization, Compliance and Learner Performance trends
- Get with The Guidelines Resuscitation Liaison
- Troubleshooting and oversight of equipment and technology maintenance
- Administrator and Super User “Refresher” Training

The American Heart Association and Laerdal Medical choose RQI Partners as their service provider for solutions like RQI and HeartCode®



RQI Partners, LLC is a joint venture partnership between the American Heart Association and Laerdal Medical, positioning the organizations to deliver innovative solutions that accelerate the impact of their lifesaving mission. The company blends the Association’s leadership in science with Laerdal’s expertise in technology and implementation to deliver impactful and innovative resuscitation quality improvement programs.