

## CHALLENGES

- Difficulty keeping up with regulation changes, like BLS
- Struggled delivering staff training due to ineffective process
- Hard time ensuring accurate and satisfactory compliance rates

## RESULTS

- Gained administrator control to assign and monitor required courses
- Cut annual training costs in half
- Reduced instructor costs
- Saved employees up to 3 hours per training session
- Revamped BLS renewal process
- Increased compliance rates to 99%

**WILSON**  
 MEDICAL CENTER  
 A Duke LifePoint Hospital

# Wilson Medical Center Efficiently and Cost-Effectively Satisfies AHA Basic Life Support Requirements with NetLearning

As part of their commitment to saving lives, healthcare organizations train their clinical staff in cardiopulmonary resuscitation (CPR), a technique that greatly increases the survival rate of cardiac arrest victims. To ensure the highest likelihood of a positive patient outcome, most organizations adhere to the CPR guidelines established by the American Heart Association (AHA).

Wilson Medical Center of North Carolina falls into that category. But when the AHA changed its guidelines in 2010, the healthcare organization decided to make a change.

## Keeping Pace with Changing Certification Requirements

For years, Wilson Medical Center's clinical staff had been conducting renewals for AHA's Basic Life Support (BLS) for healthcare providers via a then-acceptable model, known to its employees as "CPR Marathon." Within this framework, staff were required to pass written and skills test portions under the supervision of a certified instructor. Initial training was conducted via video-led classes. Any employee scoring below the required threshold had to be remediated; if employees couldn't pass after two attempts, they were required to take the classroom training.

Matt Lotti became the lead BLS Instructor and AHA Training Site Coordinator for Wilson Medical Center, in 2008. From the start, it was clear to Lotti that the process was not as effective as possible. "It's challenging to learn a technique like CPR from a manual," explains Lotti.

Remediation rates spiked when the AHA changed its BLS guidelines in 2010. Many people struggled to get comfortable with changes to the CPR technique. In addition, some employees felt the written test provided by the AHA was more difficult. To compensate for this, instructors often paraphrased the questions for employees with low literacy or comprehension rates.

To complicate matters, Wilson Medical Center struggled to pinpoint which of the 800 employees requiring BLS still needed training each year. As a result, Wilson Medical had a hard time ensuring accurate and satisfactory compliance rates. Moreover, in 2012, the AHA told Wilson Medical that the way it was handling CPR training (via CPR Marathon) was no longer valid in its eyes.

## NetLearning LMS Enables New Training Method

The AHA memo detailing changes to acceptable training methods precluded Wilson Medical Center's CPR Marathon format. Yet Lotti and others in the training center realized it was impractical to require 800+ employees to attend a 3-4 hour class every two years. "We couldn't afford to take that many employees off the floor. Plus, it would have been overwhelming to conduct 50-100 classes annually," recalls Lotti.

What caught Wilson Medical Center's eyes was one acceptable training method outlined by the AHA: an online/in-person blended learning option. As a long-time HealthcareSource NetLearning customer, Wilson Medical chose to compare the cost of pursuing the online portion of this option via both the AHA and the NetLearning learning management system (LMS). In the end, it selected the NetLearning LMS for numerous reasons.



## ABOUT WILSON MEDICAL CENTER

**Location:** Willson, NC

**Overview:** Committed to providing excellent and high-quality care, Wilson Medical Center's 207-bed facility provides comprehensive services to residents of Wilson County and surrounding communities via a team of more than 1,300 employees. As part of bringing new and innovative programs to its community, Wilson Medical Center offers the latest technology in imaging services, orthopedics, cancer and cardiac care.

**Employees:** More than 1,300

**HealthcareSource Solutions:**

- NetLearning®
- eLearning Library<sup>SM</sup>

Wilson Medical Center was already familiar with NetLearning. In addition, Wilson Medical gained administrative control via NetLearning, such as the ability to assign courses to custom groups, use “smart” data to auto-assign courses based on previous completion dates, and include AHA course completions in employees’ consolidated education records. It was also easier to monitor that employees attended the in-person practice and skills check-off sessions within 60 days of completing the course, a requirement from AHA.

### Watching Compliance and Accuracy Rates Skyrocket

Though Lotti was initially concerned about backlash during the transition, employees embraced the new training method. “Our employees had been using NetLearning for other training for about six years, so they were quite comfortable with the system – even our employees with lower levels of computer literacy,” continues Lotti. Now that it is delivering BLS training via a combination of live classrooms and online courses, Wilson Medical Center has seen its accuracy and compliance rates soar.

With the integrated Badge Scanners available from HealthcareSource, the organization can now badge employees in electronically, making it simple to ensure accurate numbers. In fact, the compliance rates have held steady around 99% — after hovering closer to 93% previously. “We’ve been astounded by the results,” says Lotti. Moreover, the Training Site can more easily track compliance.

According to Lotti, employees love the fact that they can take training at their convenience. Plus, the delivery is more engaging than via a video and manuals, and better prepares employees for the skills test. “Because the online course teaches to the test, and the test focuses on need-to-have knowledge, employees’ skills are sharper,” explains Lotti.

Just as important, by using NetLearning, Wilson Medical Center cut its annual training costs nearly in half, reduced instructor costs, and saved employees up to three hours for each training session (as opposed to the classroom method).

“By using the AHA’s courseware available via the HealthcareSource eLearning Library, we were able to completely revamp our BLS process and vastly boost our compliance numbers,” concludes Lotti.



HealthcareSource®  
Quality Talent. Quality Care.™

1.800.869.5200

solutions@healthcaresource.com

www.healthcaresource.com

#### About HealthcareSource

With more than 2,500 healthcare clients, HealthcareSource is the leading provider of talent management solutions for the healthcare industry. The HealthcareSource Quality Talent Suite<sup>SM</sup> helps healthcare organizations recruit, develop, and retain the best workforce possible in order to improve the patient and resident experience. The company’s cloud-based talent management solutions include applicant tracking, behavioral assessments, reference checking, employee performance, compensation, competency and learning management, and eLearning courseware. A private company focused exclusively on the healthcare industry, HealthcareSource consistently earns high marks for client satisfaction and retention. HealthcareSource has been regularly ranked as a leader by KLAS Research for Talent Management, in addition to recognition in Healthcare Informatics 100, Modern Healthcare’s “Healthcare’s Hottest,” Inc. 500|5000, Deloitte Technology Fast 500, and Becker’s “150 Great Places to Work in Healthcare” list.