



Serving its communities since 1891, OhioHealth is a family of 28,000 associates, physicians and volunteers, and a network of 11 hospitals, 50+ ambulatory sites, hospice, home health, medical equipment and other health services spanning a 47-county area. Based in Columbus, OhioHealth has been recognized as one of the top five large health systems in America by Truven Health Analytics six times. It has also been recognized by Fortune magazine as one of the “100 Best Companies to Work For” 10 years in a row, 2007-2016.

## PROVIDER STORY

Due to increased demand OhioHealth needed additional methods to deliver its continuous CPR training to more than 15,000 employees. The American Heart Association’s HeartCode® program blends online and hands-on learning to provide versatility and convenience — and it’s proving to be the answer for the health system.

“HeartCode has been a lifesaver for us. It allows us the flexibility for staffing to meet both our managers’ and associates’ schedules.”

— **Deb Torman, MBA, MEd, AT, ATC, EMT-P**  
**System Clinical Educator**  
**OhioHealth**



### CHALLENGE

From pharmacists and physicians to nurses and paramedics, more than 15,000 OhioHealth employees and associates — and others within the community — look to the health system for their required Basic Life Support (BLS) and Advanced Cardiovascular Life Support (ACLS) courses. The organization has offered the American Heart Association’s (AHA) instructor-led BLS classes since 2007 and its instructor-led ACLS classes since 2008.

As OhioHealth has grown in size and number of employees, the demand to provide instructor-led CPR classes exclusively has become increasingly difficult to accommodate. HeartCode provides the flexibility that managers and associates need to maintain unit staffing.

“You can’t pull everyone from one unit, so we needed multiple classes all the time,” said Deb Torman, MBA, MEd, AT, ATC, EMT-P, system clinical educator for OhioHealth. “It wasn’t beneficial financially and from a staffing perspective, and we simply couldn’t meet the demand of the entire organization going forward if we stayed exclusively with live classes.”



### SOLUTION

Fortunately Torman didn’t have to look far for a solution. In March 2009 OhioHealth began using the AHA’s HeartCode learning format, a self-directed, comprehensive eLearning program that includes cognitive learning online at each student’s own pace followed by a hands-on skills session with an instructor or voice-assisted manikin (VAM).

HeartCode uses eSimulation technology that allows students to assess and treat patients in virtual health care settings. Each case can be repeated as many times as necessary to ensure students are competent.

All OhioHealth hospitals utilize HeartCode for both BLS initial and renewal training courses, as well as ACLS initial and renewal training courses. “We

## SOLUTION (continued)

encourage managers to send associates who have never had ACLS through the live class the first time, and then through HeartCode renewal after that, but it's up to the nurse managers and departments to select the best option for their staff," said Torman. "Certain demographics, like pharmacy and our nurse practitioners, actually like HeartCode better, even for their first time."

OhioHealth chose HeartCode for several reasons. First and foremost, "the research supports it," Torman said. "Studies showed that it was extremely effective and had a better chance of reaching different types of audiences — whether they're visual or auditory learners."



### AHA's HeartCode blended learning courses:

- Standardize content and delivery of high-quality resuscitation training for consistency
- Enable training of large numbers of students across different care settings and varied locations
- Allow students to complete the cognitive portion of the courses online anywhere, anytime at their own pace
- Are designed for sequential learning to develop critical thinking and decision-making skills
- Use eSimulation technology that allows students to treat patients in virtual, life-like situations and receive immediate feedback
- Include hands-on CPR skills practice and testing to ensure students are performing high-quality CPR



## RESULTS

HeartCode has enabled OhioHealth to deliver consistent CPR training for both local and remote employees. The health system's 13 voice-assisted manikin (VAM) labs are providing employees with a new perspective on the process of saving lives.

"Many live classes lean toward the discipline of the associates in the class," said Torman. "But a huge benefit of HeartCode ACLS that many of our associates appreciate is that because of its multidisciplinary approach, they learn things that aren't necessarily within their scope of practice. They learn the process as a whole — more than we're able to cover in the live class."

HeartCode has also made it much easier for Torman to track staff completion cards and identify when cards are about to expire. Managers can print any desired reports to quickly see their employees' CPR course completion status.

HeartCode's versatility and value has also allowed OhioHealth to expand its CPR education program beyond hospital walls to benefit additional hospital associates, as well as other community groups, including:

- OhioHealth freestanding emergency department employees
- OhioHealth Home Care associates
- OhioHealth Physician Group employees
- OhioHealth Neighborhood Care, including athletic trainers, physical therapists and similar associates who don't have a hospital designation
- Traveling nurses, nurse practitioners, physicians employed by various physician groups and vendors

There was some initial resistance to HeartCode's blended learning format — but it was easily overcome. "It was merely a matter of changing that mindset," said Torman. "Now that people can complete BLS through HeartCode in half the time it takes to do a live class, they love it!

"HeartCode has been a lifesaver for us," Torman continued. "It allows us to meet both our managers' and associates' schedules while providing quality educational training."

For more information on  
HeartCode courses, visit  
[onlineaha.org](http://onlineaha.org)