

# QUALITY NETWORK ROLES FOR HEALTHCARE

Making Resuscitation a quality improvement strategic focus within a healthcare system (e.g., STEMI, Stroke).



## ROLES FOR QUALITY



## ROLE TITLE OPTIONS

### STRATEGIC ROLES

- Steward a culture of resuscitation excellence and is not satisfied with 75% in-hospital death rates from cardiac arrest.
- Responsible for resuscitation outcomes and directing the resuscitation vision for the facility/system reporting to a quality oversight committee.
- Sets the expectation for change needed to impact Quality Improvement and Outcomes.
- Champion the resuscitation program for success from the C-suite down within the hospital/health system systems of care for full implementation to include tracking and measurement of patient outcomes and ongoing success.
- Serves as a change agent to help steward the resuscitation quality evolution. Directs GWTG-Resuscitation.

Executive Leadership, Executive Champion, C-Suite Champion (C-Suite allocating responsibility, not creating a new role)

### EXECUTION ROLES

- Inter-departmental liaison works with and aligns all departments that have a stake in resuscitation quality, including: HR, IT, Simulation Center, Education (nursing, residents, etc.), Quality (GWTG), EMS, Analysts, etc.
- This individual(s) facilitates the team(s) that develop treatments protocols, standardize process/systems, and maintain credentialing requirements.
- Oversees development of targeted activities to address performance gaps identified by internal analytics.
- Serves as a change agent to help steward the resuscitation quality evolution.
- Establish best practices for CPR coaching, equipment management and issue escalation.
- Manages the RQI program and manages/or collaborates with the LMS coordinator (either 1Stop or 3rd Party LMS integration) and internal reporting.
- Works with HR to manage credentialing/active directory, etc. Oversees the Quality Coaches.
- Runs digital compliance reports. Pulls RQI analytics data and shares with Quality Dept and others supporting the resuscitation quality vision.
- Maintain RQI stations.
- Serves as a change agent to help steward the resuscitation quality evolution.

Resuscitation Program Administrator/Coordinator (C-Suite Deputy- could be a staff member based in patient safety or quality)

Resuscitation Coordinator (similar to STEMI/Stroke coordinator)

Resuscitation Quality Administrator, Nurse Educator (could be a clinical educator, designated administrator or current Training Center Coordinator)

# QUALITY NETWORK ROLES FOR HEALTHCARE *(continued)*



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## ROLE TITLE OPTIONS

- Change agents – provide orientation to the vision
- Orient staff to the implementation of treatment protocols, standardized processes/ systems, and credentialing requirements to support the vision
- “Go-to” support for front-line AHA digital education programs
- Identify concerns and work with Resuscitation Admin and other Champions to resolve
- Identify and manage resistance to change
- Additional Options:
  - Reporting—expiring certifications, incomplete assignments, etc.
  - Equipment checks

### ***These can be allocated to Quality Team Coach/ Instructors***

- Programs like PALS, ACLS-EP, or other ECC courses that may have not previously been practical due to instructor resources focused on BLS and ACLS credentialing.
- Possibility of offering ECC courses for healthcare providers outside of the organization may now be considered for a revenue stream.
- Offering community based lay-person courses in alignment with improving community relationships through outreach programs.

### **Education**

- Implement Mock Codes based on performance results
- Pre-briefing and Debriefings based on educational events

### **Risk Mgmt/Quality**

- Recreate/debrief near miss and actual sentinel events

- Works with the Resuscitation Coordinator/Data Abstractor/Resuscitation Quality Administrator to analyze performance trends and craft remediation plans and activities to address areas of concern
- Implementation of the Get With The Guidelines—Resuscitation
- Education on Get With The Guidelines—Resuscitation to all key stakeholders to be aware of the performance measures
- Get With The Guidelines—Resuscitation Reports review data trends for performance improvement

Quality Coach, Quality Champion,  
(could be current Instructors, clinical  
educators, sim techs, physicians, nurses,  
department heads, etc.)

Quality Team Coach, Quality Team  
Champion, Team Trainers, Resuscitation  
Team Specialist (could also be performed  
by Quality Coach, Quality Champion,  
RQI Administrator, Instructors and other  
clinical educators — receive their mandate  
from the Resuscitation Coordinator)

Quality Team, Data Specialist, Data Analyst  
(this may be an existing internal role)