

## **BLS-HCP Renewal Makes the Grade for Regional Hospital System**

Less than a year after piloting the BLS-HCP renewal course in their St. Rita's Medical Center in Lima, Ohio, Catholic Healthcare Partners (CHP) has experienced tremendous success with the program. Reports Anita Klawitter, Manager of Learning for CHP, "We have even added 'Increase utilization of Basic Life Support for Healthcare Providers (BLS-HCP) on-line course garnering 2,500 completions system-wide in 2007' to our Learning and Organizational Effectiveness scorecard this year. This addition is significant because the scorecard is seen by CHP top executives and all regional CEOs. It lets them know, at a glance, which regions and locations are performing and using the course vs. those who are not.

Since the program's inception in June of 2006, CHP has saved approximately \$135,000 over the cost of strictly classroom instruction. Because instructor-led courses in their regions range from two to four hours, which is time away from patient care, the time saved makes a big difference. CHP's ultimate goal is to realize a cost savings of approximately \$620,870 when all 13,210 licenses or keys purchased have been used.

Cost savings aside, what really convinces those resistant to change is the demonstrated effectiveness of the online training. CHP regions report that providers are coming better prepared for their skills session since using the online course. That's because when questions are missed, the course remediates and forces learners to review what they don't know. When they go into the skills test more confident of their knowledge, providers feel more confident in their abilities, too. Meanwhile, instructors have come to realize that their role, while more limited, is more important than ever. "We've always associated American Heart with high-quality training," sums up Klawitter, "and now it's high quality with added benefits."

Implementation of the BLS-HCP eLearning module at CHP, which coincided with the introduction of their new Learning Management System (LMS), has gone quite smoothly. "I have been working with American Heart's development partner for about the past two years," says Klawitter. "They have been absolutely wonderful to work with and have gone above and beyond in working with our LMS provider to get the course operational."

A \$4 billion company headquartered in Cincinnati, Ohio, CHP operates 28 hospitals and 14 long term care facilities, as well as Hospice programs and HUD housing, in Indiana, Ohio, Tennessee, Pennsylvania and Kentucky. Given the initial great success of their venture into eLearning, CHP's regional administrators are working hard to continue marketing the online renewal course throughout the system. As Klawitter notes, all they have to do is point to the results. "The fact that our healthcare providers are better trained speaks for itself."