Important Info from ONA and Providence re: RQI Program

Dear PSVMC Registered Nurses:

Last fall, Nurse and Staff Representatives of the ONA met jointly with Human Resources and Nursing Leadership to discuss the completion of online modules and skill assessments within the RQI program. We talked through the 2019 implementation of the online HealthStream modules, what worked, what didn’t work, and how to improve things moving forward in 2021.

Since the meetings last year, we have continued to work together to develop guidelines. We have agreed that it is essential to clarify the following:

What is completion?

Completion of the RQI requirement includes both mannequin hands-on skills, and didactic modules on HealthStream every quarter by the due date (last day of quarter by midnight EST).

Resources

- Resource nurses and float pool nurses may be utilized to provide coverage, so long as they are qualified for the patient assignment they are accepting.
- Nurses may not schedule their own resource or float pool coverage and should work with their manager or designee who will make that determination.
Scheduling

• Nurses who wish to preschedule time to complete ACLS, PALS, and BLS on site, may do so, in consultation with their manager.
• Nurses who wish to complete the didactic modules (cognitive) during a scheduled shift may do so if their assignment can be covered by another qualified nurse. Nurses will be relieved to complete the online didactic modules.
• It is the expectation that managers and staff nurses will work together to find sufficient and acceptable time to complete the online didactic modules.
• Nurses should document requests for time to complete modules.

Time

Nurses will be allocated adequate time to complete the modules. For informational purposes and for scheduling, these are the average times it takes to complete these modules:

- ACLS: Cognitive modules: 25-30 minutes per quarter
- PALS: Cognitive modules: 25-30 minutes per quarter
- BLS: Cognitive modules: 10-15 minutes per quarter
- BLS: Skills modules: 5-10 minutes per quarter

Please note that a nurse will be paid for actual the time it takes to complete a module, even if different than the average time denoted above.

Overtime

• Every effort will be made to avoid overtime; any overtime must be authorized by leadership in advance.

Location

• Nurses will not be required to complete modules on days off, but a nurse may voluntarily do so - unless it results in overtime.
• The Medical Center will provide designated spaces with minimal distraction for taking the modules, including the nursing lab, library and carts.
• Off-site completion is permitted with leadership authorization.

Evaluation

We will want your feedback about how we have operationalized RQI and your perspective about the effectiveness of this educational program. However, since RQI 2020 has many enhancements and just went into effect on October 1, we will plan to obtain your feedback following Q1 2021.

Best regards,

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