

Tracking ACLS in MyPATH: Standardizing Certification Expirations

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BIDMC

Introduction/Problem

While ACLS has been required for multiple different roles at the Medical Center, there were also various tracking mechanisms, which lead to confusion of staff at times about their expiration dates for certifications, and where the most current certification card was held (with Directors, HR, ECC Program, etc.) Due to a lack of standardized tracking, not only were staff confused at times, so were Directors, which lead to some staff being outdated with certifications. The confusion over a lack of one standard owner for overseeing BLS certifications left it difficult to enforce compliance, it was left to each Director to do so, and it wasn't always enforced. This lack of standardization also put increased pressure on the Emergency Cardiovascular Care Program (ECC) to run emergent Online Skills Sign Off sessions for staff once they realized that they were expired and needed to become re-certified to work. This impacted many areas of the Medical Center.

Aim/Goal

- Design and implement a new process and technology to support a centralized model for BLS Certification tracking and notification
- Investigate the use of myPATH as a tool to track ACLS Certification renewal dates and provide notification of expiration to drive timely renewals of ACLS Certification
- Provide a central, single, reportable location to show status for all employees with the ACLS requirement as required by their current role.
- Create process documentation to demonstrate adherence to policy and process for Joint Commission compliance

The Team

- Bridgid Joseph BSN, MSN, CCNS, Program Director for the Emergency Cardiac Care Program
- Laurie Bloom RN, MA, Associate Chief Nurse, Professional Development and Research
- Frank Britton Project Management Consultant, Systems Evolution Inc. (SEI)
- Kirsten Boyd, RN, MHA, Associate Chief Nurse, Ambulatory and Emergency
- Shelley Calder RN, CEN, MSN, Clinical Specialist, Emergency Department Program Director Ambulatory & Emergency Nursing Education
- Jean Campbell RN, MS Informatics Nurse Specialist
- Lori Cunningham Director of Talent Acquisition – Human Resources
- Rita Geller, Director of Compensation & HRIS
- Jessica Laverty Director, Learning- Human Resources
- Wanda Shelton Sr. Director, Management Information & Financial Systems Patient Care Services
- Kimberlyanne Sulmonte RN, MHA, CSHA, CPHQ, Associate Chief Nurse, Quality & Safety

The Interventions

The team reviewed the process from the ECC standpoint (when a staff member takes a certification course in house, completion of course, creation of card)

- The ECC registration website was updated to require the BIDMC ITS login to identify students for faster upload of cards, post course, into myPATH.

All Job descriptions were reviewed for ACLS requirements

- Each department was given the opportunity to review and decide whether the roles in their area required ACLS or did not need it as required

HR and ECC departments worked closely to review all certifications from recent past and then reached out to Directors to send in copies of all other cards by a specific due date.

HR MyPATH team worked to upload each certification for each staff member with a required card so their myPATH transcript so they would receive a 90 day, 60 day, 30 day, and 7day reminder to register for a course before expiration, to remain compliant.

A process for moving forward was created with the ECC program to ensure that HRIC is sent all cards immediately after courses, with the required information for each student to upload into myPATH

HR is now responsible for placing non-compliant staff on administrative leave, working closely with directors and the ECC program to offer staff opportunities to maintain compliance.

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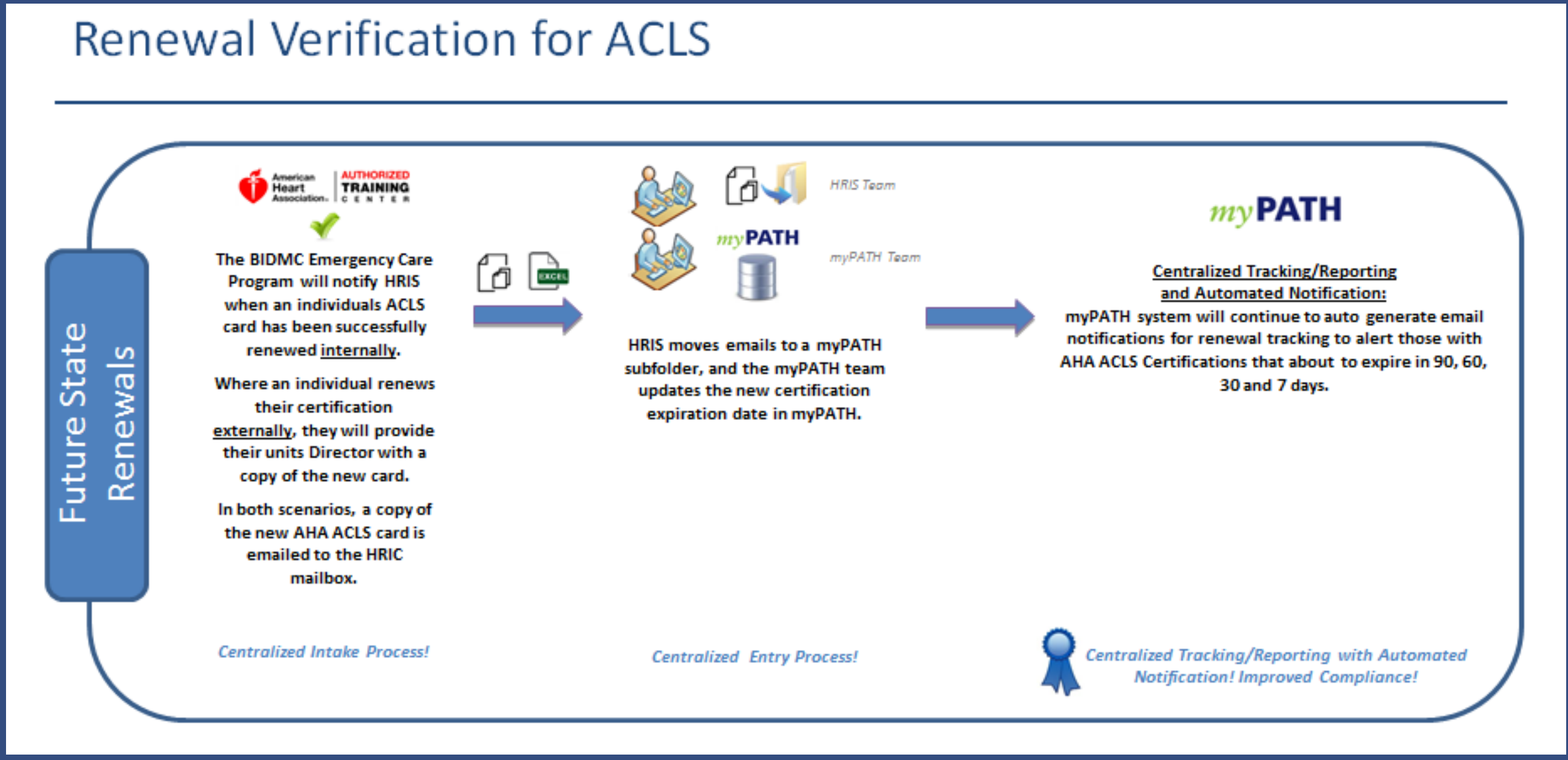
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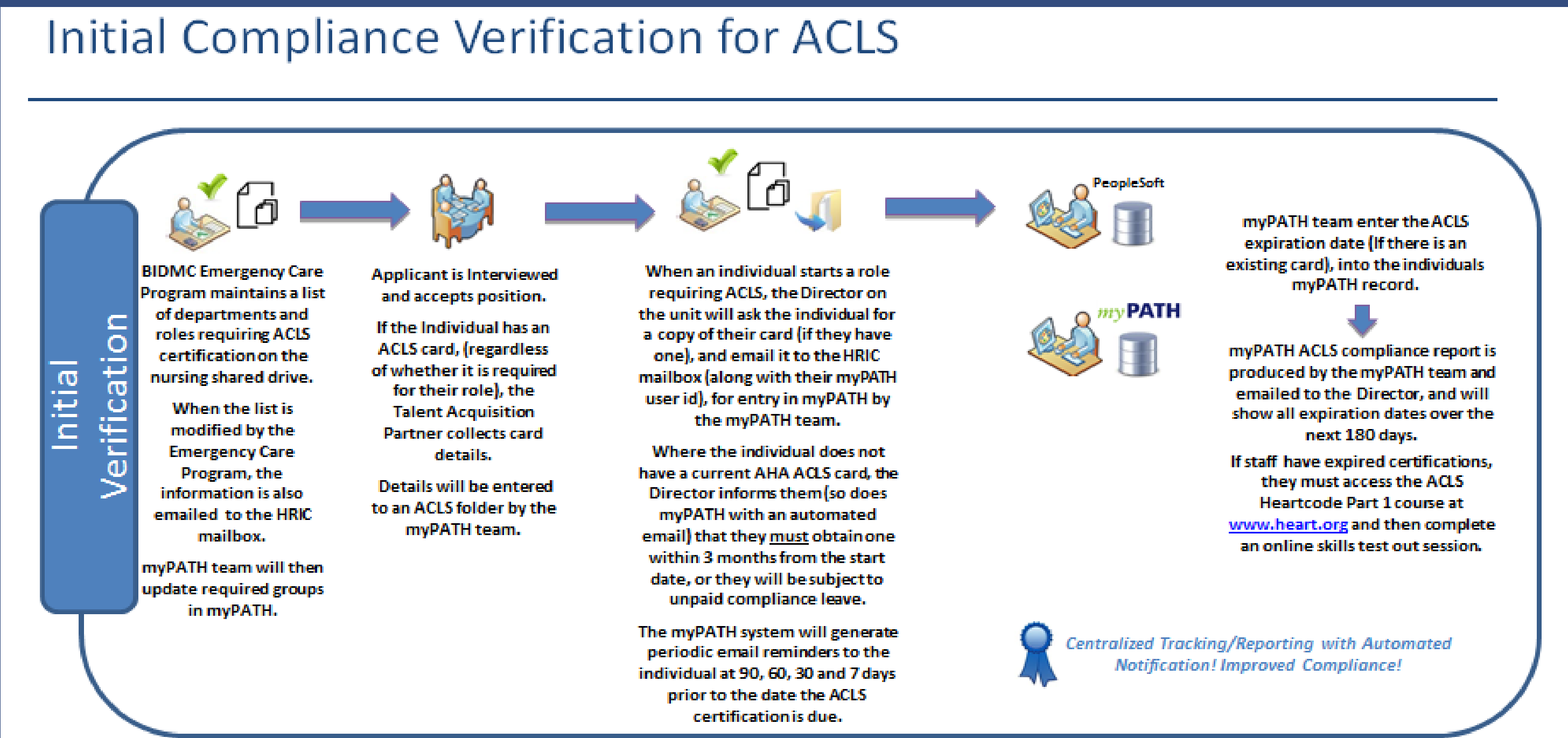
More Results/Progress to Date

Status	Count
Total # individuals who's role requires ACLS	933
Missing	0
Expired	3*
Total Missing/Expired	
TOTAL	3
*all 3 are per diem and are not scheduled to work	

As of our Go Live date (4.26.17) we had all required ACLS cards and staff uploaded into MyPATH. The three outliers were per diem staff who had not worked recently, and were not scheduled.



Current process for Renewal verification and tracking for ACLS



Current state of process for initial verification of ACLS upon hire

Lessons Learned

- The PCS staff certifications were easiest to track, verify, and newly process with myPATH
- Certain Departments had more difficulty deciphering ACLS required roles than others, and there are still ongoing discussion within various Departments in the Medical Center
- Early communication regarding expectations of Directors, Staff, and HRIS by a set go live date was crucial
- Early support by administration allowed for smoother communications between departments

Next Steps

- The team will be surveying ACLS certifications expirations for staff at BIDMC to ensure compliance.
- Currently, for required staff, only American Heart Association is accepted, and by 2019 all ACLS certifications, will be American Heart Association.