

# Tracking BLS in MyPATH: A step towards professional autonomy

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BIDMC

## Introduction/Problem

While BLS has been required for multiple different job descriptions 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lack of standardized tracking, not only were staff confused at times, so were Directors, which lead to some staff being outdated with BLS certification. 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. The impacts were multifaceted, and 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 BLS Certification renewal dates and provide notification of expiration to drive timely renewals of BLS Certification.
- Provide a central, single, reportable location to show status for all employees with the BLS requirement noted in the job description stored in the Job Description System (JDS).
- Create process documentation to demonstrate adherence to policy and process for Joint.

## The Team

- Laurie Bloom RN, MA, Associate Chief Nurse, Professional Development and Research
- Katie 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
- Bridgid Joseph BSN, MSN, CCNS, Program Director for the Emergency Cardiac Care Program
- Jessica Lavery , Director, Learning- Human Resources
- Melinda Sanchez , Manager, HR Systems
- 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 BLS requirements:
  - Each department was given the opportunity to review and decide whether their job descriptions required BLS 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. Their myPATH transcript would then 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.

***For more information, contact:***

**Bridgid Joseph BSN, MSN, CCNS Program Director Emergency Cardiovascular Care Center**

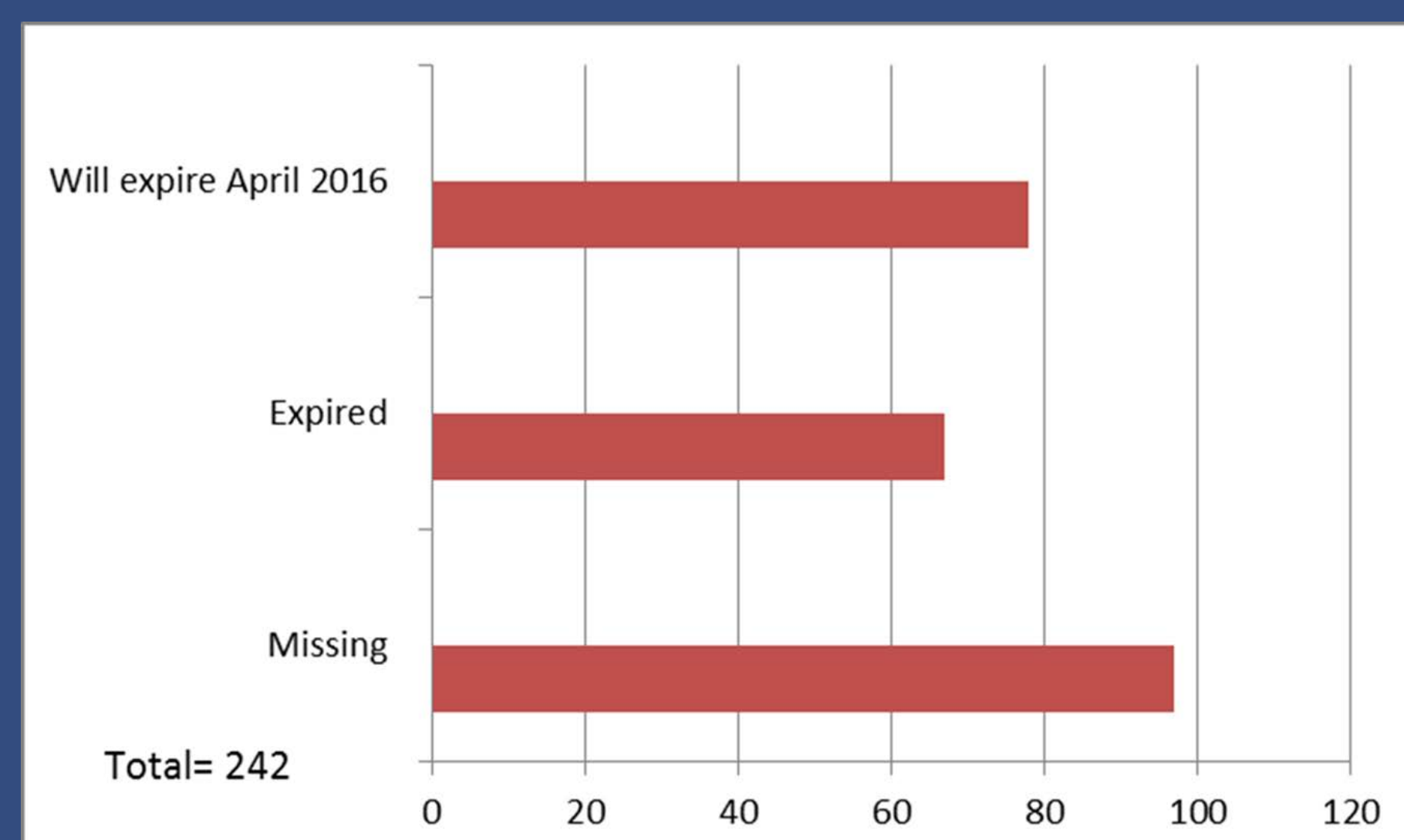


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## Results/Progress to Date

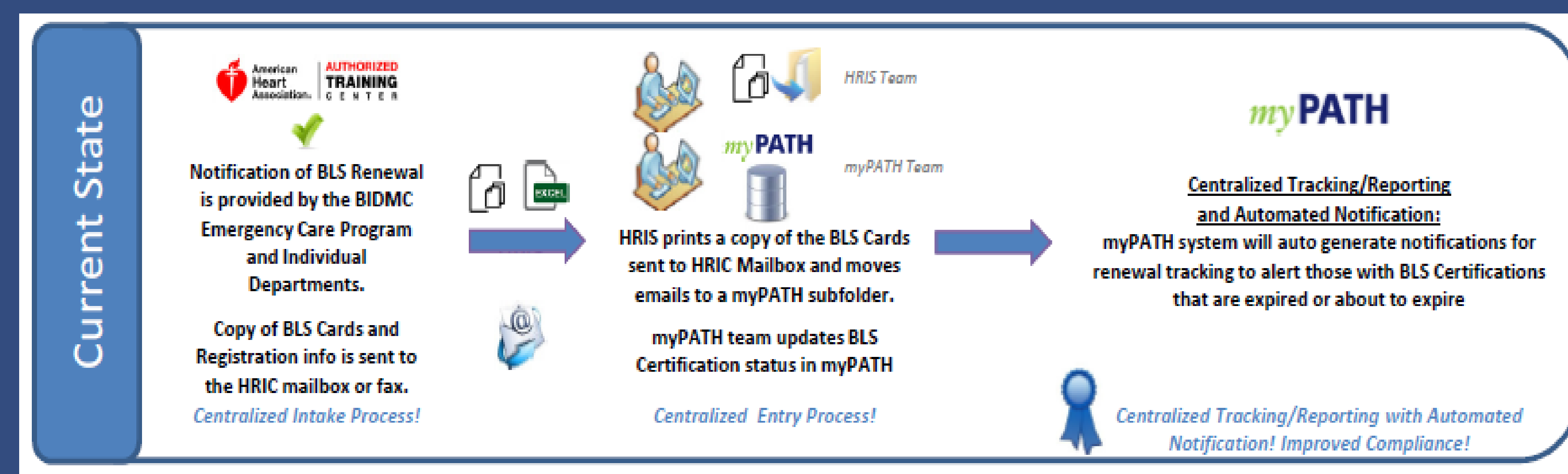


### Status for June 1<sup>st</sup> Cutoff

- All cards received for June expirations
- No employees were placed on a Leave

Status	Count*
Missing	0
Expired	0

Our BLS numbers of out of compliant staff April 2016 was 242. By June 1st for our cut-off date to go live in myPATH, we were 100% compliant with no FTEs on administrative leave.



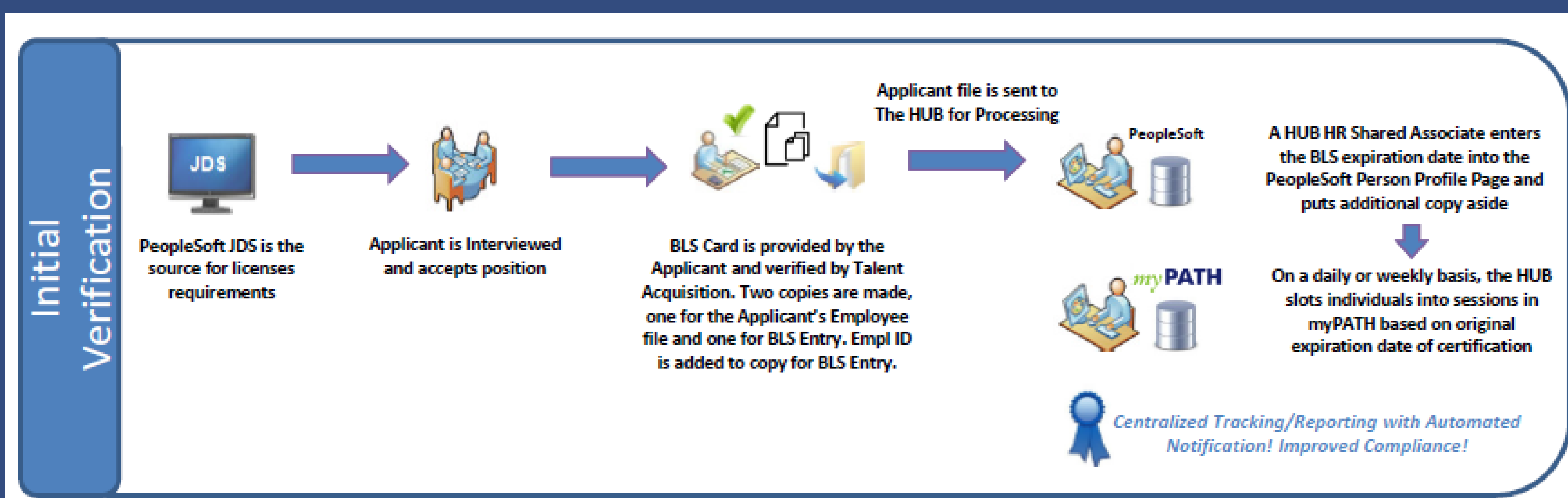
Current process for Renewal verification and tracking for BLS

## Lessons Learned

- The PCS staff certifications were easiest to track, verify, and newly process with myPATH.
- Certain Departments had more difficulty deciphering BLS 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 working towards leveraging myPATH to track ACLS certifications for staff at the BIDMC to ensure compliance.
- Currently, for required staff, only American Heart Association is accepted, and by 2018 all BLS certifications, will be American Heart Association.



Current state of process for initial verification of BLS upon hire

**For more information, contact:**

**Bridgid Joseph BSN, MSN, CCNS Program Director Emergency Cardiovascular Care Center**