

Marin General Hospital favors American Safety & Health Institute's interactive, attentive teaching style when training critical care staff

## Sutter Health

**Marin General Hospital (an affiliate of Sutter Health)**  
Greenbrae, California

**Business type**

Nonprofit health care provider

**Business size**

Approximately 1,400 employees

Training program supervised by Betsy Borregard

**Primary ASHI products used**

Advanced Cardiac Life Support (ACLS)

CPR for the Professional Rescuer (CPR Pro)

### Intro

Marin General Hospital is the largest acute care hospital in Marin County, California, providing a full complement of acute care and ancillary services to the local community.

As the director of education and clinical effectiveness, Betsy Borregard coordinates Marin General's onsite CPR training, working with the San Francisco-based training center CPR Education & Seminars to keep employees certified in the most current

basic and advanced CPR techniques. Marin General uses ASHI's Advanced Cardiac Life Support (ACLS) for its critical care departments and CPR for the Professional Rescuer (CPR Pro) for its non-critical departments.

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**— Betsy Borregard**

### Challenge

Borregard was introduced to ASHI in 2004 while working at Good Samaritan Hospital in San Jose. She had worked with other training providers in the past, but found them more frustrating than helpful. "They were unreliable," she explains. "They would cancel classes.

They wouldn't get back to us when we called. And the training wasn't onsite." Borregard's main criticism, however, was that the courses relied too much on memorization and not enough on critical thinking.

With Marin General employees often having to provide professional life support services on a moment's notice, Borregard favors training programs that encourage staffers to think quickly and independently.

## Solution

Upon joining Marin General in 2005, Borregard immediately lobbied to bring ASHI's ACLS and CPR Pro into the hospital's training curriculum, citing an "environment conducive to learning" as one of her key motivators. "We really like [ASHI's] teaching style," says Borregard. "It's very interactive." In particular, Borregard appreciates that ASHI-approved trainers don't teach to a written test, but instead work closely with individual staffers to make sure they understand and can perform basic and advanced life support techniques. She says this personal attention helps Marin General employees feel more comfortable and confident in their skills. "It's non-stressful, so our employees are able to learn the concepts and then take this practical knowledge to the [patient's] bedside," she explains.

Almost as important to Borregard is ASHI's support for onsite training. CPR Education & Seminars brings in all the instructors and equipment, and "we just schedule the stuff," Borregard says. This makes it easier for Marin General employees to attend trainings, while also minimizing the hospital's administrative costs. And regardless of the training strategy, ASHI's paperwork process remains streamlined, helping the hospital quickly document the programs and pay for services.

These efficiencies have helped trim Marin General's overall training costs, an unexpected bonus for Borregard. "I didn't realize how expensive other programs were until I looked into ASHI," she says. "Our costs are lower now but with no loss in quality or convenience."

Borregard—who's responsible for training roughly 25 people per month—sums up her attitude toward CPR Education & Seminar's ASHI-approved trainers in a single sentence: "Their instructors are excellent and easy to work with, they offer great background materials, they're available and reliable, they're cost-effective, and they offer great staff feedback."

## Benefits

- Interactive, attentive teaching style appeals to Marin General employees
- Onsite training location is convenient for employees and administration
- Minimizes administrative costs