

Banner Health deploys American Safety & Health Institute®'s cost-efficient services to train its critical care staff

Banner Health

Phoenix, Arizona

Business type

Nonprofit health care system

Business size

Nearly 34,000 employees and more than 5,000 volunteers
Arizona training program supervised by Alfred Bernardo

Primary ASHI products used

Advanced Cardiac Life Support (ACLS)
Pediatric Advanced Life Support (PALS)
Basic Life Support (BLS)

Intro

Banner Health is one of the largest nonprofit health care systems in the country, with 22 hospitals, six long-term care centers, and a variety of family clinics, home care services, and medical equipment facilities spread throughout Alaska, Arizona, California, Colorado, Nebraska, Nevada, and Wyoming. Alfred Bernardo manages and coordinates the Arizona training program, which provides professional life support training to the company's health care workers, volunteers, and anyone else who has contact with patients in the hospital. Banner Health uses American Safety & Health Institute®'s Advanced Cardiac Life Support (ACLS) program for its critical care departments — including the ER, telemetry, and radiology departments — and Basic Life Support (BLS) training for its noncritical departments.

“ASHI understands the needs of our organization and makes it much more cost efficient and convenient to run our training center.”

— Alfred Bernardo

Challenge

As a large organization, Banner Health faces a number of bureaucratic challenges in managing nearly 34,000 employees across seven states. One of Bernardo's tasks as Arizona training manager is to minimize administrative headaches while still ensuring that all training certifications are accurate and research based. The organization chose ASHI as its training provider several years ago after a stint using another company, whose services Bernardo describes as “very cumbersome and bugged with paperwork.” In addition, the other provider didn't always respond to Banner Health's concerns. On one occasion, the provider insisted that the hospital training center go through an audit, only to assign auditors from a competing hospital — a move that Banner Health worried might compromise the results. “Many of the requirements to put up a class just became very costly,” Bernardo says.



**AMERICAN SAFETY
& HEALTH INSTITUTE**

www.ashinstitute.org



Solution

Banner Health switched to ASHI nearly a decade ago, and realized several immediate benefits. First and foremost, ASHI's services immediately helped the company become more cost efficient by removing many of the paperwork requirements. This red-tape reduction allowed Banner Health's administrators to focus their time and energy on other tasks. ASHI's products also freed up Banner Health in other ways, most notably by letting Banner administrators tailor the training program to meet the company's internal goals and objectives — a major priority for a decentralized health care system that's spread across several Western states.

“We have to certify, train, and re-certify our critical care departments, and constantly evaluate the competencies of our telemetry, procedural, ER, and radiology departments, in addition to our physicians and residents,” says Bernardo. This means, for example, customizing the program to meet the different training needs of an ER nurse, a resident in the coronary care unit, or an administrator. Even within a specialized training course such as Advanced Cardiac Life Support (ACLS), different emergency staff may respond better to different approaches of scenarios. “ASHI understands the needs of our organization and makes it much more cost efficient and convenient to run our training center.”

Bernardo says another attribute that helps ASHI stand out above other providers is that the training content is based on proven research, yet doesn't reflect the high costs that research can generate. “If you look at the content of the different programs on the market, they're all fairly similar,” Bernardo says. All ASHI programs covering emergency cardiovascular care, for instance, follow the 2005 American Heart Association guidelines for cardiopulmonary resuscitation and emergency cardiovascular care, while the Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS)* approves all of ASHI's professional-level programs. In addition, ASHI makes sure that its programs satisfy the requirements of the U.S. Department of Labor, OSHA, the Department of Homeland Security, and the U.S. Coast Guard, among many others.

Benefits

- Reduced administrative requirements cut down on costs and hassle
- Program flexibility lets health care provider meet different training needs
- Training content is based on proven, respected research

*CECBEMS approval applies to the program materials only. Training Centers that wish to award continuing education hours for EMS personnel who successfully complete these courses must apply to CECBEMS.

Copyright © 2008 Health & Safety Institute. All rights reserved.

Health & Safety Institute is an affiliate of ASHI Holding Company.

HSI, Health & Safety Institute, MEDIC HEALTH & SAFETY, MEDIC FIRST AID, MEDIC FIRST AID logo, American Health & Safety Institute, and the ASHI logo are registered trademarks of Medic First Aid International, Inc. or ASHI Holding Company.

Other content, names and brands may be claimed as the property of others.

No part of this publication may be reproduced, stored in retrieval system or transmitted by any means, electronic, photocopying, or otherwise, without prior written permission from the Health & Safety Institute.

Corporate Headquarters: Health & Safety Institute, 1450 Westec Drive, Eugene, OR 97402 USA

