



# Tracy, Training Center Coordinator

*“Procrastination on your part does not constitute an emergency on my part.”*

## Greatest challenges:

- Tracking compliance. Out of compliance employees must be removed from work assignments.
- Limited budget to maintain supplies and equipment.
- Logistical issues with scheduling internal and community classes and finding instructors.
- The staff often don't take education seriously. She is often pressured to give cards without completing training.
- Maintaining reporting for a large site is difficult.
- She wants to introduce the latest techniques but resistance to change in her organization is strong.

## Resources she needs most from HSTM:

- BLS, ACLS, PALS, NRP, RQI, Learn Course, Product Line A, Coaching
- PAD
- Dashboard
- Enrollware/Live Events
- Documentation of staff compliance

## What excites her:

- Students providing high quality CPR
- Getting the best care for patients and seeing outcomes improve in her facility.
- Teaching!

## What workflows she engages in most:

- Email
- Reports – Who needs certification this month.
- Enrollware - Scheduling
- Research – published improvement studies
- Data dashboards
- Many in-person meetings
- Travels – Site support

## ABOUT

Hospital	City Health System– 1000 beds
Department	Education
Experience	5 years as TCC, 5 years as BCLS, ACLS, PALS Educator/Instructor plus 10 years as a Critical Care Nurse.
Shift	Day, 9-5 - Salary
Patient Load	None
Location	Corporate
Education	BSN, MSN Nursing Ed
Age	42

As a Training Center Coordinator, Tracy spends most of her time scheduling classes and coordinating instructors to teach. She's also daily monitoring staff records to see who is close to being out of compliance. Her limited staff and resources and the fact that she really wants students to be successful at high quality CPR keeps her up at night. Although Tracy struggles with the stress of her job, her passion for teaching and improving patient outcomes pulls her through the tough times.

## Confidence in her job



## Tech and Search skills



## Stress



## Mobile usage



## TECHNOLOGY

- PC at her desk
- Laptop she brings to meetings
- iPhone

## RESOURCES SHE CAN ACCESS

- AHA Instructor Network
- Program Administrative Manual
- Org Intranet
- OneNote & Outlook
- HealthStream
- AHA/ECCU Conferences
- Personal subscriptions to:
  - Resuscitation Journal