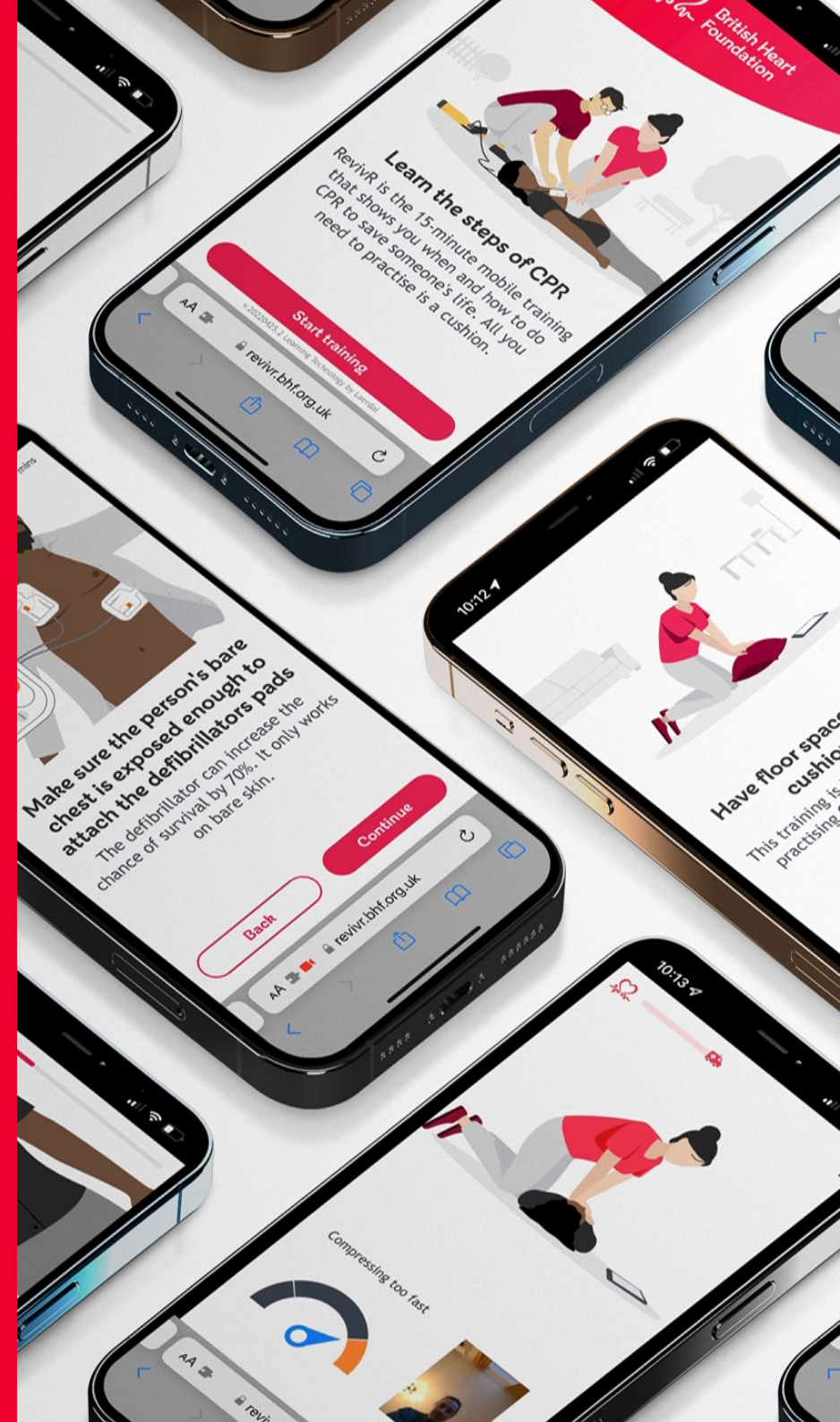




British Heart  
Foundation

# RevivR Best Practice Guide





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Thank you again for taking the first steps to providing your team with lifesaving skills with RevivR.

This will enable your workforce to have the confidence to help save the life of someone having a cardiac arrest. Every second matters.

This guide will support you to roll out RevivR training across your organisation to as many colleagues as possible.



# Key facts and figures



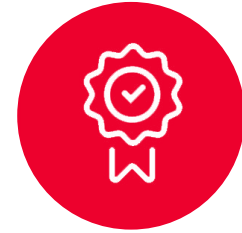
**30,000**

Every year, there are over 30,000 out-of-hospital cardiac arrests in the UK



**10%**

Every minute without CPR and defibrillation can reduce the chances of survival by up to 10%



**7m**

Since 2014, BHF has helped train over 7 million people in CPR the UK, saving countless lives



**1 in 10**

The survival rate for out-of-hospital cardiac arrests is less than one in ten in the UK



**80%**

Around 8 in 10 of out-of-hospital cardiac arrests happen in the home in the UK



**x2**

Early CPR and defibrillation can more than double the chances of survival

# What is RevivR?

RevivR is British Heart Foundation's free digital CPR training tool, which teaches users how to recognise a cardiac arrest and give bystander adult CPR and defibrillation. There are currently two versions for the workplace: **RevivR** and **Team RevivR**.

Both versions are web based so you don't have to download an app or input any personal information.

It couldn't be simpler – all you need is a digital device and a cushion to practise on.

You'll learn how to:

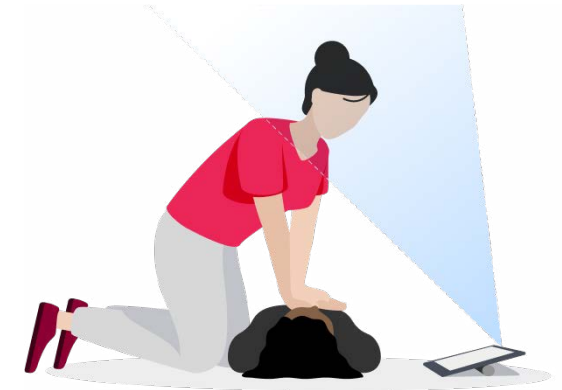
- Recognise a cardiac arrest.
- Conduct a simulated 999 call.
- Perfect your CPR technique.
- Use a defibrillator.

Both versions of RevivR can track how many learners have completed the training on your unique dashboard.

## RevivR

The individual version of RevivR can be completed on your own, in 15 minutes. You just need your mobile phone and a cushion to practise on.

This is perfect for field-based workers, those working from home or working flexibly.



## Team RevivR

Team RevivR has very similar content to the individual version and teaches CPR and defibrillation in a group context. It takes approximately 30 minutes and requires the use of a shared screen, WiFi, and audio connection. It is designed so anyone can deliver the training either online or face-to-face. Team RevivR is great way to make team meetings more engaging.



# Completion rates

The completion rate is an important statistic as it shows us the percentage of your staff who have completed the training once started.

## Overall

# 33%

**Our average overall completion rate is currently 33%.**

We consider this a solid benchmark for a non-mandatory training course.

The completion rate for Team RevivR is even higher than the average.

## Individual

# 30%

**The average completion rate for the individual version of RevivR is currently 30%.**

## Team

# 82%

**Whereas the average completion rate for Team RevivR is currently 82%.**

To successfully train as many of your team as possible we **highly** recommend leading your roll-out with Team RevivR sessions to ensure the best possible chance of a high completion rate.



# How to organise a Team session

## 1. Schedule session date and time

## 2. For in-person training, book a venue/space

- Ensure the venue is big enough to accommodate all participants and the facilitator. There should be enough floor space for participants to kneel.
- Make sure there is a large screen for content display.
- Check the venue/space has strong WiFi or data connection.

## 3. Invite participants to the training

- You can use the email template provided.
- Make sure you give as much notice as you can (ideally two weeks).
- Send a calendar invite.

## 4. Provide or request participants bring something to compress on e.g. a cushion

- You can refer to the learner and equipment guide for guidance.
- Ensure you bring spare equipment just in case.



## 5. Provide or request participants to bring something to prop up their phone e.g. a book or water bottle

## 6. Send a follow-up email to those unable to attend

- Send a link to the individual version of RevivR to give them the option to learn CPR in their own time.



# How to facilitate a Team session

## Preparation checklist

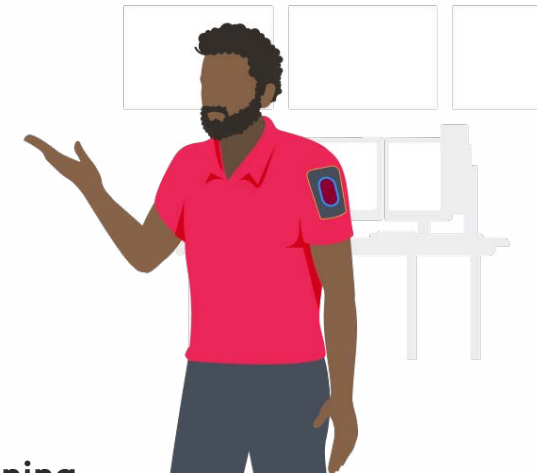
Do a practice run-through of the training in advance. This should take around 15 minutes.

Check the WiFi connection and audio in the room you have booked.

For in-person training, connect your laptop to the large screen and ensure the audio works and is loud enough for participants to hear.

Contact your IT department if you have any issues.

Check you have provided enough practice equipment (e.g. a cushion), or that participants have brought their own.



## Tips for remote training

- When sharing your screen, remember to include computer audio, so participants can hear the training.
- Ask participants to keep their camera on and remain on mute.
- Ask participants to use the chat function on the video conferencing platform for any questions.
- Check you can share your computer audio via your video conferencing platform.
- Team RevivR works well on Microsoft Teams, Zoom, and Google Meet. Other platforms may experience small issues such as buffering.





# Facilitating instructions

- 1 Thank the participants for coming and introduce the session. Feel free to use statistics on [page 3](#) to remind participants of the importance of learning CPR.
- 2 Open the Team RevivR link provided by your account manager. If you are facilitating remotely, share your screen and computer audio. Check everyone can hear you.
- 3 When everyone is ready, click the **'Ready to start'** button and ask participants to join training by scanning the QR code on screen using individual devices.
- 4 When everyone has connected, click the **'Start'** button to begin the training. The voiceover will begin immediately.
- 5 Navigate through the training by clicking the **'Continue'** button when prompted. If there is no **'Continue'** button, the training will continue automatically.
- 6 During the training, ask participants to move to the floor and encourage them to respond out loud when prompted. During the defibrillator and quiz sections, remind participants to click **'Complete/Continue'** button.

When the training has finished, congratulate everyone on completing the session and suggest they share the individual version of RevivR with friends and family. This will be shown on their device at the end of the training.







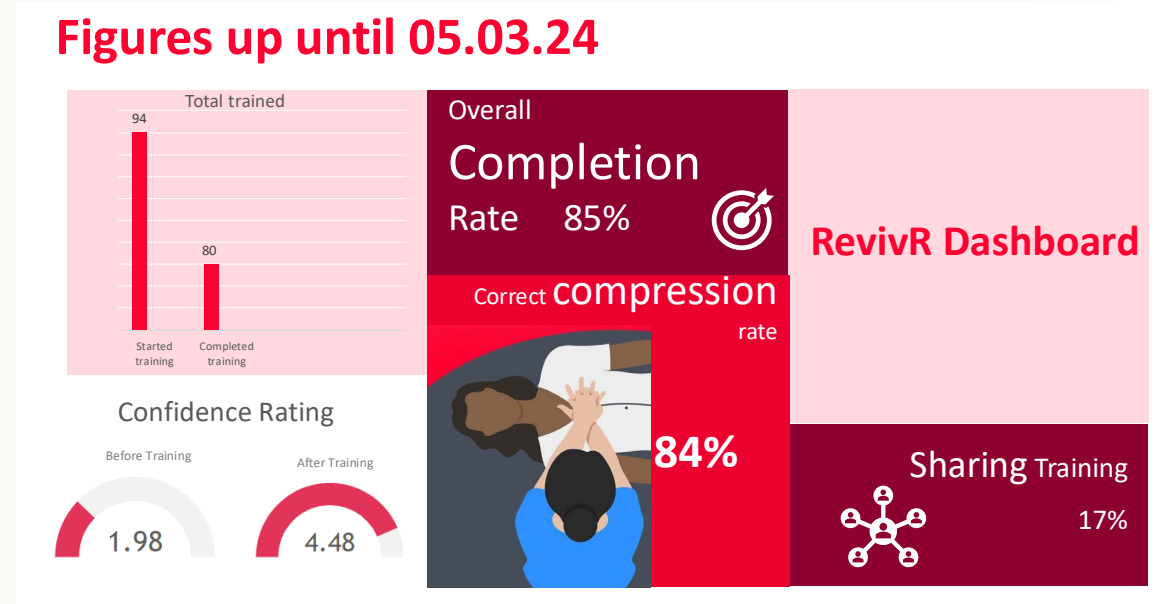
# What has worked well for other organisations?

- 1** **Sharing the RevivR presentation** with senior teams to build commitment and understanding. Be clear about when you will roll out and how.
- 2** **Setting up a working group** of those who would be involved in the roll out e.g. internal communications, health and safety, HR, IT etc.
- 3** **Engage and influence** networks such as first aiders and wellbeing leaders to become RevivR champions, to get them to spread the word, and lead Team RevivR sessions.
- 4** **Develop a roll-out plan** for RevivR considering your target reach and how to promote it. You might decide to roll this out straight away or launch RevivR during a relevant 'moment' in your business, such as Heart Month.
- 5** **Promote RevivR through variety of channels** e.g. using physical resources such as posters and postcards, digital resources to remind staff in meetings or on internal social media channels.
- 6** **Set training challenges and targets** to achieve the maximum number of trained staff. Incentivise teams with prizes and celebrate success.
- 7** **Set up reminders** and link to your learning platform to ensure everyone is reminded to complete their training.
- 8** **Build RevivR training** into your e-learning system so you can include in induction programmes for new starters or make mandatory training for staff. Schedule refresher training every 6-12 months.
- 9** **Use national awareness days and months.** Determine key points in the year to send reminders and refreshed communications about the training such as World Heart Day (29 September), Restart a Heart Day (16th October) and Heart Month (February).



# Dashboards

Making the most of the dashboards we provide is a great way to keep track of numbers and celebrate success. On the right is an example of the dashboard we provide; your account manager can send this across as frequently as once a month.



Example of RevivR dashboard

## As you can see the dashboard tells you:

- How many people have started the training.
- How many people have completed training.
- The difference in confidence from before training and after training.
- The completion rate – the percentage of people who completed the training.
- Correct compression rate – the percentage of people compressing at the correct rate.
- The percentage of people who have shared the training with friends and family.

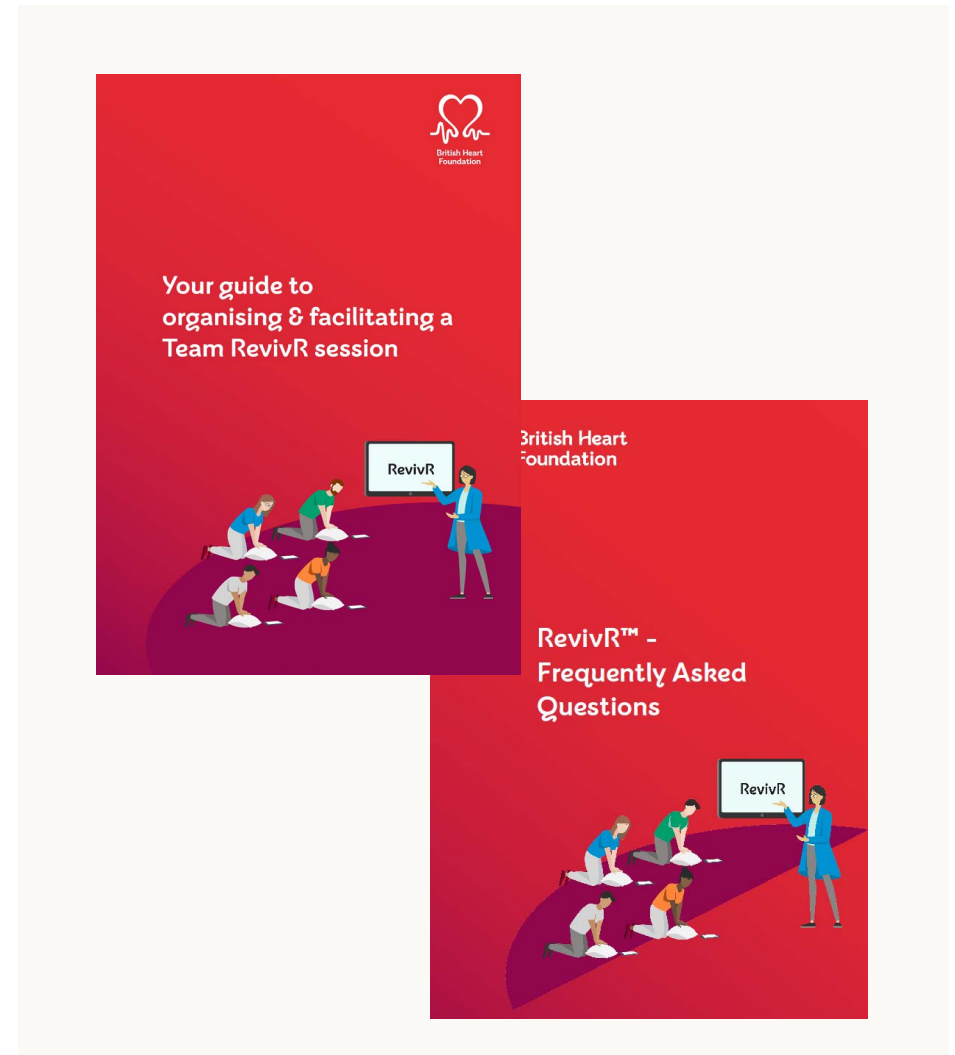


# How can BHF support?

- Providing regular updates on RevivR numbers with your unique dashboard, sent across via email once a month or every few months.
- Providing the facilitation guide and RevivR FAQs to help you run your RevivR sessions.
- Answering any questions you are asked during a session that aren't covered in FAQs.
- Taking on board any feedback on RevivR and making changes where necessary.

## RevivR FAQs

Please [click here](#) to open the FAQs for RevivR.



# Examples of successful rollout methods



Barclays' CEO created a short video to encourage all staff to take the training.



Travelodge added RevivR mirror stickers to all of their hotel rooms to ensure their customers could access the training.



NatWest shared stories via internal communications of staff members who saved a life to encourage others to learn CPR.



Amazon awarded the team with the most trained £1,000 towards a charity of their choice.



Virgin Media/O2 allocated staff 15 minutes to take the training.

# CPR training at Barclays

Barclays has given thousands of staff CPR and defibrillator training by rolling out RevivR.

“

Being able to train people across the whole corporation is a very empowering feeling, I am so proud to be behind it. Thousands of colleagues across Barclays now have that confidence to do what they need to do if that situation was to arise...and potentially save a life.

Charis Greaves  
Barclays Digital Eagle  
Barclays



Dotty, a Barclays employee, was at home when her 1-year-old son went into cardiac arrest. The training she received through RevivR gave her the confidence to go and find a defibrillator and help save his life.

# Get in touch

We are always open to and appreciate feedback on RevivR and have made changes previously as a result of feedback from organisations.

Please stay in touch with BHF so we can support you and help you celebrate success.

You can provide feedback to your account manager or main RevivR contact. Alternatively, you can email [RevivR@bhf.org.uk](mailto:RevivR@bhf.org.uk).