



Heart Safe Business Accreditation Toolkit 2023

Heart Safe Business Accreditation

Community Heart Watch

Sudden cardiac arrest is a deadly and prevalent medical emergency. Over 1,000 cardiac arrests occur outside of hospitals per day in the United States and there are over 10 cardiac arrests in southeastern Ohio per month. Cardiac arrest is caused by an electrical malfunction in which the heart stops beating and deprives the brain and vital organs of oxygen. It strikes people of all ages – including children, teenagers and athletes. The chance of survival decreases 10% for every minute that care is delayed and 90% of victims do not survive because they do not receive care fast enough. In fact, cardiac arrest is the leading cause of death in the United States, killing more people than breast, lung, colon and prostate cancer combined. However, when chest compressions are started immediately and the victim is defibrillated within five minutes of collapsing, the chance of survival can increase to 80%. With an average EMS response time of 8 minutes, survival for most victims is dependent on bystanders jumping in to provide care until EMS arrive. With this in mind, Community Heart Watch (CHW) was formed in 2012 by Fairfield Medical Center in collaboration with area EMS, schools and businesses with the goal of improving cardiac arrest survival in Fairfield, Hocking and Perry Counties by:

- Increasing awareness of sudden cardiac arrest and the importance of bystander intervention
- Equipping area residents, schools, businesses and parks to respond to cardiac emergencies
- Increasing access to automated external defibrillators (AEDs) in the community

Importance of Accreditation for Businesses

About 20% of sudden cardiac arrests occur in a public setting with over 10,000 per year occurring in the workplace. The Heart Safe Business Accreditation was created by Community Heart watch to prepare area businesses to provide life-saving care to cardiac arrest victims until emergency medical personnel arrive. Not only can this preparation save lives in your work place, but staff trained in this program are also equipped to respond to a cardiac arrest that occurs in their homes or a public setting such as a park or other business.

Accreditation Criteria for Businesses

There are 56 requirements to become accredited:

- 1) CPR and AED training for staff
- 2) AED on-site and maintained regularly
- 3) Cardiac Emergency Response Plan in place
- 4) Cardiac Emergency Response Drills every quarter
- 5) Annual cardiac arrest awareness activity

Cost

There is no cost for accreditation, but there may be expenses to purchase/maintain AEDs.

Term

Accreditation is for three years.

Toolkit

This toolkit provides information, forms and other resources for schools to become accredited as Heart Safe. If you have any questions, please reach out to the Community Outreach Coordinator at Fairfield Medical Center (Teri Watson | teri.watson@fmchealth.org | 740-687-6929).

Cardiac Arrest Survivors in Local Businesses

Doug Mosack

On August 5 of 2019, Doug suffered a cardiac arrest at the morning sales meeting at Matt Taylor Kia in Lancaster (now Coughlin Kia). Co-workers initially thought he was joking to get out of the meeting, but quickly realized Doug was unresponsive and not breathing and started CPR immediately. Greenfield Township EMS arrived before they had a chance to use an AED which had been purchased several years before. Doug was transported to Fairfield Medical Center where he had quadruple bypass surgery and fully recovered. Today, Doug is thankful to be alive and says he appreciates life much more after his close call.



Jack Adams

On January 15 of 2020, Jack stopped at the Krogers on Memorial Drive in Lancaster to buy bananas. He suffered a cardiac arrest and collapsed in the self check-out lane. Bystanders alerted a pharmacist and the nurse practitioner from the Little Clinic who ran to assist. By the time they arrived, Jack's face was purple, he wasn't breathing and he didn't have a pulse. They performed CPR for 7 minutes until Lancaster EMS arrived and shocked him. Jack was taken to Fairfield Medical Center where he received a pacemaker and a defibrillator. Two weeks later Jack and his wife returned to Krogers to thank the women who saved his life.



John Shelton

On December 14 of 2021, John had just ordered a hamburger at Deb's Corner Café when he suffered a cardiac arrest and slumped on the counter. A physical therapist who was eating with her family jumped into action, moved John to the floor and performed CPR until Lancaster EMS arrived. The event has been life-changing for John who lost 40 pounds and is leading a healthier, more active lifestyle. Six months later, John met the bystander who saved his life and presented her with a "Great Save" award.



Accreditation Criteria Details

1) CPR/AED Training for Staff

When a cardiac arrest occurs, the victim's chance of survival decreases 10% for every minute care is delayed. That's why it's critical that businesses are trained to quickly identify a cardiac arrest and feel comfortable jumping in to provide care until emergency medical personnel arrive. Moreover, only 50% of people can identify where an AED is located in their workplace, so training should include a review of AED locations.

- CPR training can be hands-only (provided for free by FMC and area EMS) or full CPR certification (cost of approximately \$35 per person and offered by: American Safety and Health Institute, American Heart Association, American Red Cross, Fairfield Medical Center)
- CPR training should be for adult and child victims and include: the use of AEDs, review of AED locations in the business, review of business's Cardiac Emergency Response Plan and performance of a cardiac emergency response drill
- 50-75% of staff should be trained – training should be provided for staff upon hire with refresher training every 2 years
- Participants should be encouraged to download the PulsePoint AED app during training, so that they can know where the nearest AED is no matter where an emergency occurs
- A sample CPR/AED Training Roster is in Appendix 1

2) AED Access and Maintenance

AEDs are a critical element of a Heart Safe Business because 50% of victims have a heart rhythm that requires defibrillation. AEDs must be accessible within 90 seconds so that the AED can be retrieved and the victim shocked within 3-5 minutes.

- Details about AED placement and maintenance should be documented in the Cardiac Medical Emergency Response Plan and include:
 - Placing AEDs in accessible, unlocked areas within 90 seconds from any location on the premises
 - Clear signage to identify AEDs
 - Registering AEDs in the free PulsePoint AED app
 - Monitoring AED condition, batteries, pads and other supplies on a monthly basis
 - Attaching a first responder kit to each AED (scissors, razor, towel, cloth, breathing mask)
 - A sample AED Maintenance Log is in Appendix 2

3) Cardiac Emergency Response Plan

Medical emergencies can happen unexpectedly -- having an emergency response plan in place is important so that staff know what to do when an emergency occurs. An emergency response plan should include:

- Practices around AED placement and maintenance
- Practices around CPR/AED training
- Procedures for when an unresponsive individual is found
- A sample Cardiac Emergency Response Plan is in Appendix 3

4) Cardiac Emergency Response Drills

In addition to a cardiac emergency response plan, it is also important to conduct drills so that staff become comfortable with the process and can address any potential issues prior to an actual cardiac emergency occurring.

- A successful drill will demonstrate:
 - Immediate activation of EMS via 911 call
 - Method of alerting others that an emergency is occurring and help is needed
 - Chest compressions are started quickly
 - An AED arrives on the scene and defibrillation pads are placed within 3-5 minutes
 - Someone meets EMS to escort them to the scene
 - Participants debrief to assess what went well and what could be improved
 - A Cardiac Medical Emergency Drill form is completed (see example in Appendix 4)

5) Cardiac Arrest Awareness Activity

Each business must provide at least one awareness activity per year for staff (can also include customers or the community at large).

- Activities should focus on several of the following:
 - What is a cardiac arrest and how to recognize when it happens
 - Why it is important for bystanders to intervene and provide care
 - What bystanders need to do to help
 - Where AEDs are located in the business
- Suggestions for activities are:
 - Social media posts in February during National Heart Month
 - Information session presented by local EMS or physicians
 - Articles in company newsletter
 - Distribution of “Great Save” articles as they appear in the media
 - Poster competition in the cafeteria or break rooms
 - “Great Save” presentations with survivors of cardiac arrest

Appendix 1

Sample: CPR/AED Training Roster

Business: _____ Date of Training: _____

Training conducted by: _____

Training included: adult and child victims, AED use, review of AED locations, review of Cardiac Emergency Response Plan and performance of 1 cardiac emergency response drill

Participant Name

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Appendix 2

Sample: AED Maintenance Log 2023

Every month, each AED should be inspected to insure:

- There is no visible damage to the AED or carrying case
- AED signage is visible and undamaged
- The AED's "Rescue Ready" light flashes green
- A set of unopened, unexpired adult pads is connected to the device
- The battery is not expired (replacement date is four years from installation date)
- If battery or pad expiration is within two months, order replacements
- The "Ready Kit" is attached to the AED and includes a scissors, razor, gloves, cloth and breathing mask

[illegible]

Appendix 3

Sample: Cardiac Emergency Response Plan

PURPOSE

Sudden cardiac arrest can happen to any person, of any age at any time. This plan is in place to assist staff in providing life-saving assistance in the event of a cardiac medical emergency.

LOCATION OF AED(s)

The AED(s) are located: [insert locations]

STORAGE OF AED(s)

Each AED will be stored in an unlocked location that easily accessible during all hours of operation. Clear signage will be placed near each AED to identify its location.

ASSOCIATED EQUIPMENT

One set of pads is to be plugged into the AED. One rescue kit will be attached to the AED and will include latex-free gloves, a razor, scissors, a small towel and a facemask or other barrier device.

AED INVENTORY

All AEDs will be inventoried into the PulsePoint AED app.

MAINTENANCE

AED(s) will be checked for readiness every month by [insert name or position] and documented in the AED Maintenance Log. Replacement batteries and pads will be ordered in time to ensure no gap in coverage before expiration dates.

TRAINING & DRILLS

CPR/AED training will be provided once every two years for staff. Cardiac Medical Emergency drills will be conducted and documented every quarter.

PROCEDURE FOR WHEN AN UNRESPONSIVE INDIVIDUAL IS FOUND

- 1) Establish that the victim is unresponsive and not breathing normally
- 2) Call 9-1-1 to active EMS and clearly describe where EMS should go (main entrance, back door, etc)
- 3) Alert others in the area that help is needed
- 4) Send someone to retrieve the closest AED
- 5) Start chest compressions immediately
- 6) Send someone to meet EMS and guide them to the scene
- 7) Traffic control is maintained and onlookers assisted away from the scene if possible
- 8) The AED is turned on and verbal instructions are followed
- 9) CPR is continued as instructed by the AED until EMS arrive
- 10) A debriefing session is held to identify issues and ensure appropriate follow up occurs

Appendix 4

Cardiac Emergency Response Drill Report

Business: _____

Date: _____

Location of drill: _____

Number of participants: _____

Activity

Time

Victim was discovered	
9-1-1 was called	
Chest compressions were started	
AED arrived on scene and was turned on	
AED pads were placed on the victim	
First shock was administered	

Activity

✓ if yes

Confirmed that victim was not responsive and not breathing normally	
Appropriate others were notified per Emergency Response Plan (office, security, etc.)	
Someone performed "crowd control" to manage onlookers	
Phone was placed on speaker near the victim to hear 911 instructions	
Someone was sent to meet EMS and direct them to the scene	
Victim's clothing was removed/cut	
Pads were correctly placed on victim's chest	
CPR was continued when pads were placed	
CPR was resumed after shock when instructed by AED	
Staff performing CPR switched out as needed	
Someone yelled "clear" before shock was administered	
CPR/AED use was continued until EMS arrived	

Note: some of the above may not be relevant in every situation

What did you do well?

What could be improved?

What follow-up is needed, if any?

Names of participants:



Heart Safe School Business Accreditation Application Form

Business Name: _____

Number of Staff: _____ Average Number of Customers per day: _____

Heart Safe Champion name, email and phone: _____

Check each box below to confirm action is complete

1) CPR/AED Training

- ☐ # of staff trained: _____ [attach roster]
- ☐ Training included information about PulsePoint AED app
- ☐ All staff know where AEDs are located
- ☐ A cardiac emergency drill was performed during training

3) AEDs

- ☐ Number of AEDs on the premises: _____
- ☐ AEDs are in an unlocked area, available within 90 seconds from any location and have clear signage
- ☐ A first responder kit is attached to each AED
- ☐ Each AED is registered in the PulsePoint AED app
- ☐ AEDs are checked every month by _____

4) Cardiac Emergency Response Policy

- ☐ A Cardiac Emergency Plan is in place [attach copy]
- ☐ The Cardiac Emergency Response Plan is shared annually with staff via _____
- ☐ The Cardiac Emergency Response Plan was shared with local EMS

5) Cardiac Emergency Response Drills

- ☐ 1 emergency drill was observed by CHW staff (in person or via video)
- ☐ Plans are in place to conduct drills every quarter
- ☐ Emergency drill forms will be maintained by _____

6) Awareness Event

- ☐ Date of annual awareness activity: ____/____/____
- ☐ Name and brief description of activity: _____

THANKS FOR MAKING OUR COMMUNITY MORE HEART SAFE!