

Transwestern Commercial Services Public Access Defibrillation Program

Medical Director/AED Program Manager Policy & Procedure

Objective: To have an identifiable physician Medical Director who shall have the responsibility for providing medical oversight of the quality of patient care during medical emergencies involving the Public Access Defibrillation (PAD) Program at Transwestern Commercial Services-managed buildings. All Transwestern Commercial Services employees or other designees whose job involves providing emergency patient care shall be medically accountable for their actions to the Medical Director.

Medical Director Qualifications:

- Licensed to practice medicine in the State of Maryland
- Familiarity with the design and operation of the Maryland Institute for Emergency Medical Services System (MIEMSS), including medical dispatch and communications
- Experience in and current knowledge of emergency care of patients who are acutely ill or injured
- Agree to work cooperatively with the MIEMSS Board and the MIEMSS Medical Director
- Knowledge of the Maryland EMS system, including:
 - Applicable laws and regulations
 - Advanced Life Support (ALS) and Basic Life Support (BLS) protocols
 - Disaster and mass casualty plans
 - Organization and structure
 - Medical quality assurance process

Medical Director Duties and Responsibilities:

- The Medical Director shall be responsible to provide medical oversight for the quality of patient care during emergencies in which an AED is used at Transwestern Commercial Services buildings through:
 - A comprehensive quality assurance process, including creation of and adherence to proper dispatch procedures
 - Development and implementation of service standard operating procedures to implement the applicable MIEMSS protocols
 - Establishment of continuing and remedial provider educational programs
 - Oversight of medical credentialing process for providers
 - Approval of medical equipment utilized by Transwestern Commercial Services to implement MIEMSS medical protocols
 - Provision of medical expertise for emergency medical care on campus, including planning, development, and operations

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- When necessary, may recommend de-certification of an Transwestern Commercial Services sanctioned provider
- Provides medical liaison with college officials and MIEMSS

AED Program Manager Qualifications:

- Trained and authorized under the PAD program to perform CPR and use an AED

AED Program Manager Duties and Responsibilities:

- Responsible for implementation and administration of the PAD program, maintaining necessary records and documentation, reporting use of the AED as outlined in the PAD program, facilitating required maintenance and inspection, and other associated program tasks
- Provide the Medical Director with the necessary support and authority to perform responsibilities under this plan
- Enable participation and seek the advice of the Medical Director in all matters that affect emergency medical care
- Confirm in writing: duties, role, responsibilities, and authority of the Medical Director in all aspects of the administration of emergency medical care, including certain corrective and personnel actions
- Ensure the Transwestern Commercial Services PAD program is registered with the EMS Administrative Officer at Fire and Rescue
- The AED Program Manager will recommend placement of AEDs throughout the building, in conjunction with the constituencies that Transwestern Commercial Services believes are important to the placement decision. Final locations will be chosen by Transwestern Commercial Services.

Duties and Responsibilities of Transwestern Commercial Services:

- Ensures the Transwestern Commercial Services PAD program is registered with MIEMSS at all times

Medical Credentialing of Providers

- The Medical Director and AED Program Manager shall be responsible for the approval of all new providers and shall, through field evaluation and other means necessary, assess the capabilities and skills level of each provider, including the ability of the provider to function independently
- To accomplish these objectives, the Medical Director and AED Program Manager may utilize staff and other resources as necessary
- The Medical Director and AED Program Manager shall be responsible for monitoring and continuously re-credentialing all providers through a comprehensive quality assurance process that shall include:
 - Chart review
 - Skills review
 - Submit semi-annual training rosters
 - Field evaluation

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- Analysis of quality assurance data including
 - Procedure success rate
 - Nature and type of services provided
 - Scene times
 - Submit a quarterly AED safety inspection record
- The Medical Director and the AED Program Manager may, in association with Transwestern Commercial Services policies and procedures, suspend or limit the medical privileges of a provider if, in the opinion of the Medical Director, the provider poses an imminent threat to the health and/or well being of patients. In such circumstances, MIEMSS must be notified immediately of:
 - The circumstances and grounds for suspension
 - Specific plans for remedial education
- The Medical Director and the AED Program Manager will establish on an individual basis the process (including re-evaluation) by which the provider will be able to re-establish his/her medical privileges
- Suspension and/or limitations of medical privileges are a local process that must follow Transwestern Commercial Services policies and procedures and shall include appropriate due process
- Because this PAD program involves AEDs which are deployed in public spaces throughout the buildings, the possibility exists that the AED will be used by people not trained in Transwestern Commercial Services's PAD program. The benefit of this deployment is to speed the time to defibrillation for patients by providers who are available but who might have received training elsewhere. The Transwestern Commercial Services PAD provider shall respond and may assume patient care once on scene. The Transwestern Commercial Services PAD provider will ensure that the call to 911 and turnover to 911 are accomplished. The Medical Director and AED Program Manager will review all applications/uses of the AED and will provide feedback to providers, including students, staff members, and visitors if their contact information is obtained.

AED Readiness:

- The Medical Director and the AED Program Manager will ensure that:
 - All training programs included in this PAD program will comply with MOSH and OSHA standards for response readiness
 - All responders included in this PAD program will comply with MOSH and OSHA standards for response readiness
- The Medical Director shall be responsible for off-line medical direction to ensure response readiness and for problem resolution
- The Medical Director and AED Program Manager shall, from time to time, evaluate response readiness using simulated scenarios or other means
- The AED Program Medical Director shall interface with the local Medical Director and the MIEMSS Medical Director as required

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Approved:

Medical Director

P. Marc Fischer, MBA, NREMT-P
AED Program Manager

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Automated External Defibrillator Policy & Procedure

Objective: Survival of a cardiac arrest patient depends on a series of critical interventions. The "Chain of Survival" has four independent links: Early Access, Early CPR, Early Defibrillation, and Early Advanced Life Support (ALS). The American Heart Association has identified early defibrillation of the cardiac arrest victim as the single most important factor in this "chain." Transwestern Commercial Services, in an attempt to increase the availability of early defibrillation to its employees and tenants who may be at risk, has implemented an Automated External Defibrillator (AED) program in the workplace. This policy and procedure will authorize certified personnel to utilize an Automated External Defibrillator (AED) and is intended that AED use would occur as part of an initial response where pre-hospital care is either not available or delayed.

Medical Direction:

- This program shall be under the supervision of the Medical Director who will assume responsibility for the program. Qualifications and responsibilities of the Medical Director are detailed elsewhere in this Policy and Procedure
- Transwestern Commercial Services shall notify the office of the MIEMSS Medical Director immediately of any change of its AED Medical Director

Links to 911

- It is imperative that the local 911 Center be contacted immediately once the need for CPR or an AED has been established
- The primary means of contacting 911 include:
 - Bystander's cellular telephones
 - Telephones located throughout the building
- The need to call 911 in conjunction with CPR or AED use will be reinforced in the initial training classes and in recertification classes

AED Response Team

- It is expected that the primary response for any medical emergencies involving the use of an AED will be initiated by the engineer on site.
- Other members of the response team include:
 - Any person in the building trained in CPR/AED use, including tenants, employees, or visitors.

Automated External Defibrillation Procedures:

(See Attachment for Transwestern Commercial Services AED Protocol)

- Indications

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- Sudden cardiac arrest (patients with no pulse and no respirations)
- Contraindications
 - Child less than 8 years of age (estimate based upon information available to the individual operating AED). (Unless pediatric electrodes are available with a pediatric/adult defibrillator.)
 - Patient is breathing, conscious, speaking, or making intentional movements
- Potential Adverse Effects/Complications
 - Burns to skin
 - Deactivation of patient's implanted pacemaker
 - Injury to patient, self, and/or bystanders
- Precautions/Critical Concepts
 - Wet conditions – make sure patient and environment are dry
 - Remove nitroglycerin paste from the chest with a dry cloth using gloved hands before using AED
 - Metal surfaces – make sure patient is not touching any metal surfaces
 - Combustible materials or hazardous (explosive) environment – if possible, remove patient from hazardous environment prior to AED use. Do not endanger first responder's life by entering a hazardous environment without proper training and equipment
 - Do not touch patient while AED is assessing, charging, or shocking patient
 - Ensure patient is "clear" (no one is touching patient) when shock button is pushed
 - If the patient has internal pacemaker/defibrillator, position pad one hand width (approximately five inches) from the pacemaker/defibrillator site
 - If patient has a nitroglycerin patch, position pads away from the patch or remove the patch with a gloved hand
 - Never analyze or defibrillate while moving patient
- Post AED Paperwork
 - Immediately after an AED deployment (defined as removal of the AED from the cabinet in response to a medical emergency), the engineer will complete a draft version of the MIEMSS AED incident form and will page the AED Program Manager at 410.553.7853.
 - The AED Program Manager will contact the Medical Director and AED project managers from Transwestern Commercial Services, including Marc Fischer and Emma Hoyer.
 - The AED Program Manager is responsible for submitting the MIEMSS AED form to MIEMSS using the form prepared by the building engineer.
 - The AED Program Manager is also responsible for returning the AED to operational condition as soon as possible after the emergency is over.
 - The building engineer will contact Transwestern Commercial Services's emergency contacts. The following employees will be contacted in the event of an AED deployment (after communicating the deployment to the AED

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Program Manager): property manager, chief engineer, and the director of management services.

- Location of AED(s) should provide optimal accessibility to the maximum number of individuals and authorized operator(s). Upon placement of the AED consider the following:
 - No obstacles in the way of the AED
 - Avoid locked doors preventing quick access to AED
 - Areas of the facility with large numbers of high-risk individuals
 - Length of time and distance to AED
 - The AED is placed in a location clearly visible to the authorized operators
- AED operators shall be at least 18 years of age. Operators between 16 and 18 years of age shall be approved in the event written permission from a parent or guardian is provided.

AED Program Requirements

- The AED Program Manager will maintain in the Transwestern Commercial Services regional office the following items:
 - The AED license certificate issued by the MIEMSS in a place where it is readily available
 - Each AED and all related equipment and supplies in accordance with the standards established by the device manufacturer, MIEMSS, and the Federal Food and Drug Administration
 - The following supplemental equipment shall be with each AED at all times:
 - Two sets of defibrillator chest pads
 - Two pocket face masks
 - Disposable non-latex medical gloves
 - Two safety razors – for shaving patient's chest, if necessary for proper defibrillation pad contact
 - One absorbent towel
 - Extra AED battery (unless AED has a rechargeable battery)
 - Five – 4 x 4 pads
 - Cables, if the AED has removable cables
 - Maryland Facility AED Form for Cardiac Arrest
 - A list of equipment required under the MIEMSS AED program requirements
 - A copy of the Maryland AED protocol
 - All AED storage areas, equipment, and supplies must be maintained in a clean and sanitary condition
 - Each AED shall remain in a closed, intact case with no visible signs of damage that would interfere with its use
 - Additional quantities of materials for the AED program will be stored in the EMT-Basic program storage room
- The AED Program Manager shall maintain written records of:

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- The dates and frequency of manufacturer recommended maintenance as well as the name of the person or company performing maintenance
- All repairs performed on the AED, including the date of service and company performing repairs
- Dates and frequency of routine safety inspection of the AED, documentation of its proper function, and the individual inspecting the AED
- Completion of training requirements and current proficiency in AED operation for personnel authorized to operate AED(s), including dates of initial CPR and AED training and subsequent refresher training
- The name, address, and telephone number of the Medical Director and verification that the physician meets the required qualifications
- Completed Maryland Facility AED Form for Cardiac Arrest for each incident in which the AED was operated or if there was an AED response
- Completed FDA AED malfunction form for each incident in which an AED malfunctioned
- Written logs of daily safety inspections of all AED equipment, including assurance of adequate battery charge, per the manufacturer's guidelines
- The AED Program Manager shall submit:
 - A report of each incident in which an AED is operated or if there was an AED response using the Maryland Facility AED Form for Cardiac Arrest, including any event (code) summary, recording, or tape created by the AED. Reports shall be submitted to:
 - The office of the MIEMSS Medical Director
 - If 911 is activated, the EMS Administrative Officer at Fire and Rescue
 - If the AED fails when operated, the required report to the Federal Food and Drug Administration with a copy of the report to the MIEMSS Medical Director
- The AED Program Manager shall ensure the confidentiality of any college medical records maintained in accordance with Health General Article, Title 4 Subtitle 3, Annotated Code of Maryland
- Training Requirements
 - Each individual who operates an AED for Transwestern Commercial Services shall either have successfully completed:
 - An AED training course, incorporating CPR training, provided by an approved AED training program
 - An AED training course, provided by an approved AED training program, and CPR training prior to enrollment in the AED training course
 - Be certified or licensed in Maryland as an Emergency Medical Services Provider other than a First Responder or Emergency Medical Dispatcher

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- Each individual who operates an AED for Transwestern Commercial Services shall successfully complete AED recertification on an annual basis using one of these methods:
 - Training consistent with the requirements of an approved AED training program
 - Maintain current certification or licensure in Maryland as an Emergency Medical Services provider other than First Responder or Emergency Medical Dispatcher
- Each individual who operates an AED for Transwestern Commercial Services shall successfully complete CPR recertification on an bi-annual basis using one of these methods:
 - Refresher CPR training
 - Emergency Medical Services Provider continuing education

Compliance:

- Entities authorized to participate by MIEMSS in the AED program are expected to meet all statutory requirements at all times. MIEMSS may audit the records required under this PAD program at any time, and Transwestern Commercial Services agrees to make these compliance records available to MIEMSS representatives at all times.
- After submission of the MIEMSS AED program application, Transwestern Commercial Services agrees to release all records and allow for inspection of the premises as a condition of MIEMSS granting permission to operate as an AED facility.

Approved:

Medical Director

P. Marc Fischer, MBA, NREMT-P
AED Program Manager

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Insert AED/PAD Protocol

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AED Quality Assurance and Maintenance Policy & Procedure

Objective: A quality assurance and maintenance program approved by the Medical Director shall be implemented to provide oversight and review of the AED program

- Quality Assurance
 - The Medical Director will conduct a review of each incident in which the AED was operated or if there was a response with an AED. The purpose of this review will be to determine the appropriateness of the operation of the AED or the AED response.
- Documentation Procedures
 - The AED use shall be documented by the AED Program Manager on the Maryland Facility AED Form for Cardiac Arrest to include:
 - Provider name
 - Level of certification
 - Applicable provider certification or license number
 - Times and energy delivered information for all shocks
 - Patient response to each defibrillation/counter shock
 - Time patient care was transferred to EMS personnel
 - The AED Program Manager shall submit a copy of the "Code Summary" or similar AED generated documentation attached to the Maryland Facility AED Form for Cardiac Arrest to the office of the MIEMSS Medical Director and, if 911 is activated, to the EMS Administrative Officer at Fire and Rescue

Quality Assurance and Maintenance:

- Because most reported AED malfunctions result from failure to perform user-based maintenance of the AED, it is required that authorized facilities adhere to the AED manufacturer's guidelines for maintenance, inspection, and repair of the AED.
- The building engineer will inspect each AED on a daily basis using the forms included in this PAD program. The chief engineer will report any concerns relating to the PAD program immediately to the AED Program Manager via digital pager (410.553.7853) for appropriate assistance. The AED program manager will evaluate these daily inspection forms for each AED on a monthly basis to ensure compliance with this PAD program. Concerns relating to the performance of Transwestern Commercial Services's engineering service in inspecting the AEDs on a daily basis will be referred to Transwestern Commercial Services's Director of Safety or the appropriate designee in writing.
- A quality assurance and maintenance program approved by the Medical Director shall be implemented by the AED Program Manager to provide oversight and review of the AED program, including:

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- Review by the Medical Director of each incident in which an AED was operated or if there was a response with an AED. The purpose of this review will be to determine the appropriateness of the operation of the AED or the AED response.
- Reporting each incident as required by the Quality Assurance policy and procedure
- Compliance with all requirements of the Federal Safe Medical Devices Act of 1990 and the Medical Device Amendments of 1992
- Remedial action as necessary to resolve any issues of compliance with the quality assurance program
- Adoption of written procedures for the implementation and administration of the quality assurance and maintenance program approved by the Medical Director.
- For each incident in which the Medical Director determines that the use of the AED was inappropriate:
 - A conference will be held with the individual operating or responding with the AED, the AED Program Manager, and the Medical Director for the purpose of creating a retrospective case evaluation
 - Submission of a report to MIEMSS summarizing the conclusions of the review and conference
- Because most reported AED malfunctions result from failure to perform user-based maintenance of the AED, it is required that authorized facilities adhere to the AED manufacturer's guidelines for maintenance, inspection, and repair of the AED.
- The building engineer will inspect each AED on a daily basis using the forms included in this PAD program. The chief engineer will report any concerns relating to the PAD program immediately to the AED Program Manager via digital pager (410.553.7853) for appropriate assistance. The AED program manager will evaluate these daily inspection forms for each AED on a monthly basis to ensure compliance with this PAD program. Concerns relating to the performance of Transwestern Commercial Services's building engineer service in inspecting the AEDs on a daily basis will be referred to Transwestern Commercial Services's Director of Safety or the appropriate designee in writing.
- A quality assurance and maintenance program approved by the Medical Director shall be implemented by the AED Program Manager to provide oversight and review of the AED program, including:
 - Review by the Medical Director of each incident in which an AED was operated or if there was a response with an AED. The purpose of this review will be to determine the appropriateness of the operation of the AED or the AED response.
 - Reporting each incident as required by the Quality Assurance policy and procedure
 - Compliance with all requirements of the Federal Safe Medical Devices Act of 1990 and the Medical Device Amendments of 1992

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- Remedial action as necessary to resolve any issues of compliance with the quality assurance program
- Adoption of written procedures for the implementation and administration of the quality assurance and maintenance program approved by the Medical Director.
- For each incident in which the Medical Director determines that the use of the AED was inappropriate:
 - A conference will be held with the individual operating or responding with the AED, the AED Program Manager, and the Medical Director for the purpose of creating a retrospective case evaluation
 - Submission of a report to MIEMSS summarizing the conclusions of the review and conference

Approved:

Medical Director

P. Marc Fischer, MBA, NREMT-P
AED Program Manager

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Daily Checklist for AEDs

Building Engineers are responsible for checking each AED on a daily basis and for documenting these daily checks. The AED Program Manager will check these daily checklists on a monthly basis to ensure compliance with the Transwestern Commercial Services PAD program. The AED Program Manager will submit a written update each month to detail the results of this review.

The building engineer will check the following items on each AED each day:

- Date of Inspection
- Last Name and/or ID Number of Inspector
- No Paper Signs on AED Cabinet and No Obstacles in Front of AED
- Carrying Case Intact
- LED Readout on AED Reads "OK"
- Local Alarm Activates When Cabinet is Opened

The building engineer will report any abnormalities to the AED Program Manager for resolution.

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AED Safety Inspection for _____ (Month/Year)

_____ (AED Location)

Date	Inspector Name and/or ID Number	No Paper Signs – No Obstructions in Front of AED	Carrying Case Intact	LED Readout on AED Reads “OK”	Local Alarm Activates When Cabinet is Open
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Monthly Checklist for AEDs

The AED Program Manager is responsible for checking each AED on a monthly basis and for checking these daily checklists on a monthly basis to ensure compliance with the Transwestern Commercial Services PAD program. The AED Program Manager will submit a written update each month to detail the results of this review.

The AED Program Manager will check the following items on each AED each monthly:

- Verify the engineers completed the daily check on each AED for the prior month
- Open the AED cabinet to confirm the local alarm activates and verify all items required to be in the AED cabinet are included in the cabinet and are in good working order. Verify all items are within expiration date and will not expire prior to the next monthly check.
- Confirm no paper signs on AED cabinet and no obstacles in front of AED
- Verify the carrying case is intact
- Check the LED readout on AED to make sure it reads "OK." Start AED and ensure proper operation without discharging the device.

Transwestern Commercial Services Public Access Defibrillation Program AED/PAD Protocol

