

Protecting your people  
means being ready.

## Heart Safe Solutions

AED program implementation  
and management

**Kelly Kettler, RN-BSN,**  
**Cabela's Claims Manager**  
Physio-Control Heart Safe Solution  
customer since 2010

# Readiness is a business decision.

You want to create a safer workplace, and give your employees and colleagues the best chance of survival in the event of sudden cardiac arrest.

To make it happen, you not only need the right AEDs in place—you need the right program to manage them. With a Heart Safe Solution from Physio-Control, you have it.

**You're ready.**



LIFEPAK CR® Plus AED



HeartSine samaritan® 450P AED

# Staying ready to respond

## Sudden cardiac arrest and AED deployment

Sudden cardiac arrest (SCA) doesn't distinguish between the boardroom and the warehouse floor. It can strike anyone at any time, regardless of age or health—and few will survive. The only definitive treatment for SCA is CPR and defibrillation within minutes. Will you be ready to respond?

Automated external defibrillators (AEDs) like the LIFEPAK CR Plus AED and HeartSine® samaritan 450P AED from Physio-Control are designed to analyze the heart's rhythm and, if needed, apply a brief pulse of electrical current to a heart in arrest via electrode pads, with the goal of allowing a victim's normal electrical system to resume control.

### Making the case for AEDs at work:

- OSHA encourages the installation of AEDs in workplaces.<sup>1</sup>
- ACOEM supports employer programs to use AEDs to manage SCA in workplace settings.<sup>2</sup> The FAA requires all passenger flights to carry an onboard AED.<sup>3</sup>

# 968

**Approximate  
US deaths  
from SCA daily<sup>4</sup>**

# 16,550

**Approximate  
workplace SCA  
occurrences  
annually<sup>1</sup>**



“A customer leaving one of our stores went limp and fell. CPR was started, with employees and customers quickly lining up to assist. An employee arrived with the LIFEPAK AED, it analyzed his heartbeat and delivered a lifesaving shock. Had our LIFEPAK not been there, it very well could have been a different outcome.”

—Kelly Kettler, RN-BSN  
Claims Manager, Cabela's

# Choosing the right solution

## Heart Safe Solution from Physio-Control

As effective as AEDs are, implementing and managing them properly requires planning and regular management. Most organizations don't have the time to start and maintain that kind of a program. And factors like regulatory requirements, multiple locations, and the potential lack of a safety manager on staff can make the challenge even greater. That's why the right technology needs the right support.

With a Heart Safe Solution from Physio-Control, you get a comprehensive AED implementation and management program custom-designed for the way your company works. We provide the guidance you need at every step, from implementation, training, and regulations to maintenance, support, and review. You get peace of mind knowing that your workplace is ready.



### **LIFEPAK CR® Plus** Automated External Defibrillator

The same technology used by EMS professionals, yet simple to use.



### **HeartSine samaritan® 450P** Automated External Defibrillator

Real-time CPR rate feedback and industry-leading environmental protection.



“An AED on the wall is fine, but we needed a program, and we wanted responsiveness. The people of Physio-Control could answer all our questions and everything was managed for us, including the site assessment, setting up training, and online device tracking.”

—Dr. Richard Moggio, Medical Director for L-3 Communications Corporation, where twelve lives have been saved since 2005 thanks to an on-premises AED program and the trained response of their fellow employees.

# Partnering with the industry leader

## The Physio-Control difference

A Heart Safe Solution also gives your business an advantage it won't find with any other solution: the Physio-Control Team. No other company knows our AEDs like we do—we build the *CR Plus* and *HeartSine samaritan 450P*, and that gives us the data access and deep insight that can help you make better decisions about your program.

With Physio-Control, you'll have a single point of contact for all the pieces of your program, so you always know where to turn for readiness and management help. We do not outsource customer service like other AED program providers. Your dedicated Account Service Representative works for Physio-Control—and for you.

### A history of innovation

For more than 60 years, we've manufactured the lifesaving equipment of choice for more EMS and hospital teams than anyone else. Physio-Control was the first company in the industry to offer AED program implementation and management solutions.



### Complete

We provide a comprehensive AED implementation and management program, including expert guidance, training, tools, and ongoing support.



### Flexible

Heart Safe Solution AED program management is adaptable and customized to fit your organization's support needs and budget requirements.



### Personalized

Physio-Control specialists assist you personally, including a dedicated Heart Safe Certified Account Representative, expert trainers, and onsite services by factory-certified technicians.



“Heart Safe Solution is a perfect setup for our business model. We're a very lean business. We don't have a lot of layers of management to micro-manage programs like this.”

—John Anderson  
Environment, Safety & Health Manager  
McLane Company, Inc.

---

## 1 Start right

---

**An effective AED program begins with the efficient implementation, consultation, and program setup that comes with a Heart Safe Solution, including:**

**Program development:** We'll assist with overall coordination, tools and procedures and establishing your LIFELINKcentral AED Program Manager account.

**AED placement support:** Our site assessment will recommend the number and placement of AEDs and manage ordering and shipment to all sites.

**Medical direction:** Physio-Control will handle AED prescriptions and ongoing medical oversight.

**State registration:** You can be sure all required forms for each of your locations are filed and that we've provided required official notifications.

**CPR/AED training:** We can help identify appropriate training curriculum (AHA, ARC, ASHI), recruit volunteers and provide ongoing courses through our national network of certified trainers.

---

## 2 Stay ready

---

**You focus on your organization. A dedicated Account Service Representative (ASR) will take a lead on your program's management and maintenance, including:**

**LIFELINKcentral™ AED Program Manager:** With our exclusive software, track the status of all your AED program equipment, responders and locations, round-the-clock, in a single user-friendly location. Pull your program data into Excel format. Consult a map for a visual overview. And receive maintenance reminders customizable for your schedule.

**Proactive automatic supply replenishment:** You'll automatically receive new supplies, shipped when needed, and your certified ASR will personally call to make sure that AED pads and batteries are replaced prior to expiration.

**Ongoing support:** When you enter maintenance data and an AED needs attention, your ASR is automatically alerted and will respond within 24 hours.

---

## 3 Respond in time

---

**With a Heart Safe Solution AED program in place, the industry's leading technology is in place to help save lives in your workplace, including:**

**LIFEPAK CR Plus AED:** Fully automatic, with an easy two-step operation and just the right level of voice guidance to assist your employee responders.

**HeartSine samartian 450P AED:** More than just an AED, the SAM 450P adds integrated CPR Rate Advisor™ to monitor and provide visual and verbal feedback on the rate of applied CPR.

**Made by Physio-Control:** LIFEPAK and HeartSine AEDs are built on six decades of lifesaving innovation and a rigorous dedication to quality.

**Right location, right status:** Your Heart Safe Solution helps ensure that when they're needed, your AEDs are in the right places with batteries charged, pads updated, and trained staff members nearby.

---

## 4 Get post-event support

---

**When an SCA event does occur, Physio-Control is ready with the technical and emotional support you need to reset your system and get your team back to business, including:**

**Onsite device check and supply replenishment:** Every time a Physio-Control AED is used, our nationwide network of certified service engineers will inspect and test the AED, replenish supplies, and get it back into service—all onsite, so you don't have to worry about shipping and downtime.

**Data download and clinical review:** We'll ensure patient data transfer in accordance with HIPAA guidelines, assign a medical director to conduct a clinical review of the event, and report in accordance with your local regulations.

**Hero program:** Physio-Control will provide communications guidance and acknowledgment materials, like t-shirts and certificates, for responders and survivors.

**Optional onsite employee counseling:** Available for your team if it's needed.

## A Heart Safe Solution for your needs

Different businesses have different needs, and that's why there are different levels of Physio-Control Heart Safe Solutions. Choose a package that fits the size and needs of your organization, and customize your Heart Safe Solution with additional options.

Plans and upgrades	Care Advantage Plan	Care Premium Plan	Available as individual upgrades
<b>LIFELINKcentral AED Program Manager</b> <ul style="list-style-type: none"> <li>Proprietary software tracks all AED program components, including non-Physio-Control devices</li> <li>Intuitive dashboards and electronic reminders</li> <li>Map function provides a visual indication of device status</li> <li>Single user-friendly tracking location</li> <li>Tracks other equipment (smoke detectors, emergency kits, etc.)</li> <li>Includes unique AED implementation templates</li> </ul>	●	●	●
<b>Medical Direction and Registration</b> <ul style="list-style-type: none"> <li>Complete AED prescription</li> <li>Ongoing medical oversight</li> <li>State registration and prescription support</li> </ul>	●	●	●
<b>Onsite Post-Event Services</b> <ul style="list-style-type: none"> <li>Response by national network of certified service engineers</li> <li>Same support as hospital and ambulance customers</li> <li>Data download and clinical event review</li> <li>Optional onsite counseling services</li> </ul>	●	●	
<b>Dedicated Account Support</b> <ul style="list-style-type: none"> <li>Dedicated Physio-Control Account Support Representative (ASR)</li> <li>Program development and ongoing management</li> <li>Proactive maintenance and training reminders</li> </ul>	●	●	
<b>Premium Account Support</b> <ul style="list-style-type: none"> <li>Customizable program reporting</li> <li>Quarterly program and site compliance audit</li> <li>Exclusive Physio-Control compliance benchmarking</li> <li>Monthly status updates via ASR-customer call</li> <li>Additional post-event services: AED inspection/testing and immediate supply replenishment</li> </ul>		●	
<b>Automatic Supply Replenishment</b> <ul style="list-style-type: none"> <li>Automatic supply replenishment for Physio-Control AEDs</li> <li>Precise tracking of AED supplies status</li> <li>Automatic shipment of replacement pads and batteries before expiration</li> </ul>		●	
<b>Software updates</b> <ul style="list-style-type: none"> <li>Latest guidelines on Emergency Cardiac Care</li> </ul>		●	
<b>Premium Implementation Support</b> <ul style="list-style-type: none"> <li>Strategic AED placement evaluation for all locations</li> <li>Certified, highly trained industry experts</li> <li>Detailed implementation and record-keeping tools</li> </ul>		●	
<b>CPR/AED training</b> <ul style="list-style-type: none"> <li>Identification of appropriate curriculum (AHA, ARC, ASHI)</li> <li>Volunteer recruitment</li> <li>National network of certified trainers</li> </ul>			●

# Taking the next step

Making an AED program part of your workplace

Contact your Physio-Control representative and find how the right Heart Safe Solution can help your organization stay ready—and respond.

## References

- 1 Occupational Safety and Health Association (OSHA) Saving Sudden Cardiac Arrest Victims in the Workplace: Automated External Defibrillators. OSHA 3185-09N 2003.
- 2 Starr LM. The American College of Occupational and Environmental Medicine Policies (ACOEM) and Position Statements, Automated External Defibrillation in the Occupational Setting. *American College of Occupational and Environmental Medicine*. 2012;1170-1176.
- 3 Federal Aviation Administration, 14 CFR 121.803 Emergency Medical Equipment.
- 4 Mozaffarian D, Benjamin E, Go A et al. Heart Disease and Stroke Statistics—2017 Update A Report From the American Heart Association. *Circulation*. <http://circ.ahajournals.org> accessed June 15, 2016.

AEDs are indicated for use on victims of cardiac arrest who are exhibiting the following signs: unconscious, not breathing, and without circulation (without a pulse). Not everyone can be saved from SCA. AEDs are intended for use by personnel who have been trained in their operation. Users should have received training in basic life support/AED, advanced life support, or a physician-authorized emergency medical response training program. Federal (U.S.) law restricts this device to sale by, or on the order of, a physician. A brief summary of samaritan PAD information, including indications and important safety information, is available at [www.heartsine.com](http://www.heartsine.com) or 800.442.1142.

**Physio-Control is now part of Stryker.**

For further information, please contact Physio-Control at 800.442.1142 (U.S.) or visit our website at [www.physio-control.com](http://www.physio-control.com)

---

### Physio-Control Headquarters

11811 Willows Road NE  
Redmond, WA 98052  
[www.physio-control.com](http://www.physio-control.com)

### Customer Support

P. O. Box 97006  
Redmond, WA 98073  
Toll free 800 442 1142  
Fax 800 426 8049