



# Emergency Medical Services Agency Public Safety AED Service Provider Guide

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# PUBLIC SAFETY AED SERVICE PROVIDER GUIDE

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## **PUBLIC SAFETY AED SERVICE PROVIDER PROGRAM**

The County of San Luis Obispo Emergency Medical Services Agency (EMS Agency) is charged with approving and monitoring jurisdictional Automatic Defibrillation activity in accordance with the California Health and Safety Code Division 2.5, and Title 22 of the California Code of Regulations (CCR), Division 9, Chapters 1.5 and 2. **The County of San Luis Obispo Public Safety AED Service Provider Guide (AED Provider Guide)** was developed to assist qualified agencies in becoming authorized AED service providers and to maintain that authorization.

### **DEFINITIONS**

AED Program Coordinator: An individual assigned by an approved AED service provider to provide continuous program oversight and to function as the organization's liaison.

AED Patient Report: A form used to document patient data and care information for each patient on whom a defibrillator device is applied; this form is considered a medical record.

AED Authorized Personnel: Public safety personnel, including, firefighters, peace officers and lifeguards, trained to operate an AED and authorized by an approved AED service provider.

Automated External Defibrillator (AED): An external defibrillator, capable of cardiac rhythm analysis, that will charge and deliver a shock, automatically or by user interaction, after electronically detecting and assessing ventricular fibrillation or rapid ventricular tachycardia.

Emergency Medical Services Authority (EMS Authority): The state agency that establishes guidelines for local EMS Agencies.

Emergency Medical Services Agency (EMS Agency): The agency having primary responsibility for administration of emergency medical services in the County of San Luis Obispo.

Public Safety AED Service Provider (AED service provider): An agency or organization that employs individuals as public safety personnel and obtains AEDs for providing AED services to the public.

First Aid: The recognition of and immediate care for injury or sudden illness, including medical emergencies, prior to the availability of medical care by licensed or certified health care professionals.

Public Safety Personnel: Regularly employed public safety personnel (defined below) trained to administer first aid and CPR/AED according to the standards established by Title 22, Chapter 1.5 and Chapter 2 of the CCR.

- Firefighter means, a regularly employed and paid officer, employee or member of a fire department, fire protection district, firefighting agency of the State of California, or any city, county, city and county, district, other public or municipal corporation, political subdivision of California or any member of an emergency reserve unit of a volunteer fire department or fire protection district.
- Lifeguard means, a regularly employed and paid officer, employee, or member of a public aquatic safety department, marine safety agency of the State of California, or any city, county, city and county, district, other public or municipal corporation or political subdivision of California.
- Peace Officer means, any city police officer, sheriff, deputy sheriff, peace officer, member of the California Highway Patrol, marshal, deputy marshal or police officer of a district authorized by statute to maintain a police department, or other peace officer required by law to complete the training specified in the California Code of Regulations, Title 22, Chapter 1.5.

## **PROGRAM APPLICATION AND APPROVAL**

- A. Any agency or organization seeking approval as an AED service provider must submit an application packet to the EMS Agency that includes:
  - 1. AED Service Provider Application (Addendum A),
  - 2. A letter of intent to provide AED service from the agency or organization administrator expressing willingness to abide by the provisions and conditions of the AED program and all requirements established by state regulations and policies, procedures and protocols established by the EMS Agency, and proposed target date for implementing service.
  - 3. A description of applicant's AED training program, including an outline, objectives and the name of EMS Agency authorized AED instructor(s).
  - 4. The specifications of the AED equipment applicant proposes to use (an equipment brochure that specifies the brand name and model or other information that shows manufacturer's data will suffice).
  - 5. A description of applicant's continuous quality improvement (CQI) program for the AED program, including the name of the individual designated as the AED program coordinator and the name(s) of any other personnel responsible for the program.
  - 6. A copy of applicant's AED program policies and procedures, that include:
    - a. AED orientation for authorized personnel,
    - b. Maintenance of AED equipment, including updating, upgrading and repairing,
    - c. Initial and refresher AED training,
    - d. AED skills training sessions to ensure continued competency of AED authorized personnel,
    - e. Data collection and reporting to the EMS Agency,
    - f. Collection, disposition and retention of all pertinent medical records, and
    - g. Distribution of AED patient report forms.
- B. Any costs incurred creating, implementing and maintaining an AED program will be the sole responsibility of the AED service provider.
- C. The EMS Agency will notify the applicant of program approval or disapproval, within thirty (30) days following receipt of all required documentation.

## **PROGRAM IMPLEMENTATION REQUIREMENTS**

- A. The agency or organization seeking approval as an AED service provider must establish an AED program that complies with the provisions and conditions outlined in the *County of San Luis Obispo EMS Agency Prehospital Policy #204 Public Safety Automated External Defibrillator Program* and all applicable laws, regulations, policies, procedures and protocols. The EMS Agency must approve the program by prior to implementation.
- B. Prior to implementation of the AED program, an approved AED service provider must provide the following information to the EMS Agency:
  - 1. A list of all AED authorized personnel including the following information:

- a. Expiration date for each individual's Paramedic, EMT, EMR or public safety first aid as required for public safety personnel (see definition);
  - b. Expiration date of each individual's CPR/AED according to the professional rescuers standards of the American Heart Association or other course provider approved by the EMS Agency Medical Director.
- C. An approved AED service provider and its authorized personnel are recognized statewide.

## **PROGRAM REQUIREMENTS AND RESPONSIBILITIES**

### **A. AED service provider responsibilities**

1. AED service provider will ensure that AED authorized personnel comply with EMS Agency policies, procedures and protocols.
2. The AED service provider will maintain the AED skills check documentation record (Addendum B) for all AED authorized personnel that include:
  - a. Expiration date for each individual's EMR, EMT certification, Paramedic license, or public safety first aid as defined in Title 22, Chapter 1.5.
  - b. Expiration date of each individual's CPR/AED according to the professional rescuers standards of the American Heart Association or other course approved by the EMS Agency Medical Director.
3. The service provider must notify the EMS Agency, in writing, whenever there is a change to any of the following:
  - a. Names of individuals who have failed to maintain authorization requirements;
  - b. Names of authorized individuals no longer affiliated with the service provider agency;
  - c. Change in program instructor designation. All new instructors must meet/complete all program instructor requirements prior to providing course instruction.

### **B. Authorization of AED personnel**

1. To be eligible for initial authorization by an approved AED service provider, an individual must meet all of the following requirements:
  - a. Be affiliated with the approved AED service provider.
  - b. Possess a current and valid Paramedic license, EMT, EMR Certification, or proof of completion of first aid as required for public safety personnel (see definition).
  - c. Possess current CPR according to the professional rescuers standards of the American Heart Association, American Red Cross or other course approved by the EMS Agency Medical Director.
  - d. Provide proof of successful completion of an initial AED training program that is approved by the EMS Agency Medical Director.
2. To maintain authorization, an AED authorized individual must comply with all of the following requirements on an ongoing basis:
  - a. Maintain licensure as a state Paramedic, certification as an EMT, or EMR, or maintain first aid as required for public safety personnel (see definition).
  - b. Maintain certification in CPR according to the professional rescuers standards of the American Heart Association, or other course approved by the EMS Agency Medical Director.

- c. Participate in organized skills training sessions and/or AED program updates that comply with the number of hours commensurate with AED service provider's policy on skills training.
  - d. Maintain compliance with AED service provider's AED skill proficiency requirements.
3. An individual, who fails to meet and maintain AED authorization requirements, will not be allowed to utilize an AED until all requirements are met.
  4. Non-compliance with any criteria required for program approval or use of any unqualified teaching personnel may result in denial, probation, suspension or revocation of program.

## **TRAINING REQUIREMENTS**

- A. AED service provider must provide or allow access to initial training in first aid and CPR/AED for personnel that have not met this requirement. Training requirements may be satisfied by successfully completing any one of the following course options as determined by the employing agency:
  1. A course in public safety first aid, including CPR and AED, developed and/or authorized by California Department of Forestry and Fire Protection (CAL FIRE) and approved by the EMS Authority; or
  2. A course in public safety first aid, including CPR and AED, authorized by Peace Officer Standards and Training (POST) and approved by the EMS Authority; or
  3. A course in public safety first aid, including CPR and AED, developed and authorized by California Department of Parks and Recreation (DPR) and approved by the EMS Authority; or
  4. A course in public safety first aid, including CPR and AED, developed and authorized by the Department of the California Highway Patrol (CHP) and approved by the EMS Authority; or
  5. The U.S. Department of Transportation's emergency medical responder (EMR) course which includes first aid practices and CPR and AED, approved by the County of San Luis Obispo EMS Agency; or
  6. A course of at least 21 hours in first aid equivalent to the standards of the American Red Cross and healthcare provider level CPR and AED equivalent to the standards of the American Heart Association and approved by the County of San Luis Obispo EMS Agency; or
  7. An EMT course, which has been approved pursuant to Title 22, chapter 2 of the CCR; or
  8. An advanced EMT (AEMT) course, which has been approved pursuant to Title 22, chapter 3 of the CCR; or
  9. A Paramedic course, which has been approved pursuant to Title 22, chapter 4 of the CCR; or
  10. An EMR course approved by the EMS Authority, and developed and authorized by CAL FIRE, POST, DPR, CHP or other Statewide public safety agency, as determined by the EMS Authority.
  
- B. AED service provider must provide or allow AED authorized personnel access to first aid and CPR/AED retraining on an ongoing basis but not less than once every two years. This requirement may be satisfied by successfully completing any one of the following options:
  1. An approved(as listed in A above) retraining course, which includes a review of the topics and demonstration of skills prescribed in Title 22, chapter 1.5 of the CCR, which consists of no less than eight (8) hours of first aid and CPR including AED every two (2) years.
  2. By maintaining current and valid licensure or certification as an EMR, EMT, AEMT, Paramedic, Registered Nurse, Physician Assistant, Physician or by maintaining current and valid EMR, EMT, AEMT or Paramedic registration from the Nation Registry of EMTs.

3. Successful completion of a competency based written and skills pretest of the topics and skills prescribed in Title 22, chapter 1.5 of the CCR, with the following restrictions:
  - a. That appropriate retraining is provided on those topics indicated necessary by the pretest, in addition to any new developments in first aid and CPR.
  - b. A final test is provided covering those topics included in the retraining for those persons failing to pass the pretest.
  - c. The hours for the retraining may be reduced to those hours needed to cover the topics indicated necessary by the pretest.
  
- C. An AED service provider who is also an approved County of San Luis Obispo EMS CE provider will maintain training records according to the EMS Agency CE provider program.
  
- D. If the initial and refresher training is provided by an AED service provider that is not an approved EMS CE provider, the AED service provider will be responsible for maintaining the following documentation associated with the training:
  1. Course title (i.e., AED initial or refresher),
  2. Course objectives,
  3. Course outline,
  4. Attendance roster that includes topic/title, date, time, and instructor signature,
  5. Instructor qualifications.
  
- E. Provide all training equipment necessary to ensure a sound AED training program (i.e., manikins, AED devices, audiovisual aids, etc.).
  
- F. Approval for authorization to instruct AED personnel will be based on:
  1. Proficient in the skills taught; and
  2. Qualified to teach by education and /or experience.
  3. Validation of the instructor's qualifications shall be the responsibility of the agency whose training program has been approved by the approving authority (EMS Agency or EMS Authority).
  
- G. Provide system-wide training opportunities by allowing other AED service provider personnel to participate in your agency or organization's initial, refresher and skills AED training and AED continuing education courses.

## **RECORDS/DATA COLLECTION**

- A. The AED patient report form (Addendum C) must be completed for each patient on whom a defibrillator device is applied. A copy of the printout from the AED device and a copy of the patient care report must be attached to the AED patient report form and presented to the EMS Agency by the 15<sup>th</sup> day of the month following the date of the call.
  
- B. AED authorized personnel are responsible for providing clear, concise, complete and accurate documentation on the AED patient report form. The following data elements required by title 22 must be documented:

1. Time of patient collapse,
  2. Was cardiac arrest witnessed/unwitnessed,
  3. If cardiac arrest was witnessed, was the initial monitored cardiac rhythm either ventricular tachycardia or ventricular fibrillation,
  4. Was CPR administered prior to arrival of emergency medical care,
  5. Time of collapse to initiation of CPR,
  6. Documentation of AED use, and
  7. Documentation of response to treatment.
- C. The AED service provider must develop procedures for collection, disposition and retention of all pertinent medical records in accordance with the AED patient report form. Such records must include the AED patient report form and AED device printout for each patient on whom the automatic defibrillator device was applied.
- D. The AED service provider must retain all AED patient report forms for a minimum of four (4) years. Each AED service provider should check with their legal counsel regarding specific retention requirement for their agency.
- E. All relevant records for AED program monitoring and evaluation must be available for review by the EMS Agency.
- F. On an annual basis, an AED service provider must complete the following documentation based on the information from the previous calendar year and submit it to the EMS Agency by February 1 of each year:
1. Annual AED Program Update and Data Report (Addendum D)
  2. A list of all AED authorized personnel that includes the following:
    - a. First Aid, EMR, EMT or Paramedic License expiration date, and
    - b. American Heart Association Healthcare Provider CPR or other course approved by the EMS Agency Medical Director expiration date including AED proficiency requirements (Addendum B).

## **CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRAM REQUIREMENTS**

- A. An approved AED service provider must establish and maintain a continuous quality improvement (CQI) program that will ensure:
1. Timely and competent evaluation of AED managed cardiac arrest cases;
  2. Accurate logging of required data;
  3. Timely, accurate and informative statistical summaries of system performance;
  4. Recommendations for modifications of system design, performance protocols, or training standards designed to improve patient outcome, as indicated through quality improvement program.
- B. The AED service provider must collect, store, evaluate and analyze, for the purposes of CQI, at a minimum, the following data related to AED authorized personnel management of cardiac arrest patients:
1. Patient Data: age; sex; whether arrest was witnessed (seen or heard by anyone) or unwitnessed; whether initial cardiac rhythm was Ventricular Tachycardia or Ventricular Fibrillation, i.e., was shock indicated.

2. EMS System Data: estimated time from collapse to 911; was bystander CPR done, estimated time from collapse to initiation of CPR; response time; and estimated time of arrival of ALS personnel.
  3. Personnel Performance: time from arrival to initiation of CPR; time from arrival to initial defibrillation; time between defibrillation attempts; appropriateness of management for each rhythm encountered; general adherence to established protocol(s).
- C. The EMS Agency Medical Director or designee will review all AED patient report forms following an emergency response in which an AED was utilized. A copy of the ECG printout and a copy of the patient care report must be attached to all AED patient report forms and presented to the EMS Agency by the 15<sup>th</sup> day of the month following the date of the call.





# AED USE FORM

DATE	INCIDENT#	AGENCY	RESPONDING UNIT
INCIDENT LOCATION		PATIENT AGE	MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>
TIME OF PATIENT COLLAPSE	COLLAPSE TO 911 CALL (ESTIMATED MINUTES)	ARREST <input type="checkbox"/> YES <input type="checkbox"/> NO	WITNESSED <input type="checkbox"/> YES <input type="checkbox"/> NO
IF WITNESSED, WAS THE INITIAL MONITORED CARDIAC RHYTHM		CPR PRIOR TO ARRIVAL	
<input type="checkbox"/> VENTRICULAR TACHYCARDIA <input type="checkbox"/> VENTRICULAR FIBRILLATION		<input type="checkbox"/> YES <input type="checkbox"/> NO	
COLLAPSE TO INITIAL CPR (ESTIMATED MINUTES)	TIME 911 ACTIVATED	TIME OF DISPATCH	
TIME OF ARRIVAL FOR AED UNIT	TIME AED APPLIED TO PATIENT		
FIRST "PRESS TO ANALYZE" RESULTED IN		NUMBER OF SHOCKS PRIOR TO ALS	
<input type="checkbox"/> SHOCK <input type="checkbox"/> NO SHOCK			

PERFUSABLE RHYTHM POST DEFIBRILLATION  YES  NO  
 RETURN OF PULSE  YES  NO  
 PATIENT TRANSPORTED  YES  NO

IF SUCCESSFUL DEFIBRILLATION:

TIME	B/P	PULSE	RESPIRATORY RATE
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COMMENTS:

COMPLETED BY PRINT NAME	COMPLETED BY SIGNATURE
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**This report must be returned to the EMS Agency along with Patient Care Report and printout from the AED device by the 15<sup>th</sup> day of the month following the date of the call.**



ANNUAL AED PROGRAM DATA AND UPDATE REPORT  
JANUARY 1, \_\_\_\_\_ TO DECEMBER 31, \_\_\_\_\_

SERVICE PROVIDER			AED PROGRAM COORDINATOR				
ADDRESS			CITY		ZIP		PHONE#
FAX#		EMAIL		AED PROGRAM INSTRUCTOR			
EMAIL			AED BRAND NAME, MODEL IF UPDATED				

DATE	INCIDENT NUMBER	WAS ARREST WITNESSED?	WAS CPR IN PROGRESS PRIOR TO ARRIVAL?	WAS INITIAL CARDIAC RHYTHM V-FIB OR V- TACH?	WERE SHOCKS DELIVERED	DID PULSE RETRUN AFTER DEFIBRILLATION?	PATIENT TRANSPORT DESTINATION

Please document the requested information on all patients that meet the County of San Luis Obispo criteria for application of the AED as the incidents occur throughout the year.