



San Luis Obispo County Emergency Medical Services Agency EMT/Public Safety AED Service Provider Guide

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EMT/Public Safety AED Service Provider Guide

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EMT/Public Safety AED Service Provider Program

The San Luis Obispo County 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; Division 9, Chapters 1.5 and 2. **The San Luis Obispo County EMT/Public Safety AED Service 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 who is assigned by an approved EMT/Public Safety AED Service Provider to provide continuous program oversight and to function as the organization’s liaison.

AED Patient Report – a form utilized to document patient care information and data required by Title 22, Chapter 1.5, Article 3, Section 100021 and Chapter 2, Article 2, Section 100063.1 for each patient on whom a defibrillator device is applied; this form is considered a medical record.

AED Authorized Personnel – EMT and/or Public Safety personnel trained to operate an AED and authorized by an approved EMT/Public Safety AED Service Provider.

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

Emergency Medical Services Authority – the state agency authorized by Health and Safety Code, Division 2.5 that establish guidelines for local EMS Agencies.

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

Emergency Medical Technician (EMT) – An individual trained in prehospital and Basic Life Support (BLS) skills who possesses a valid Emergency Medical Technician (EMT) Certificate as prescribed by local and state regulations.

EMT/Public Safety AED Service Provider – an agency or organization that employs individuals as Public Safety or EMT personnel and who obtains AEDs for the purpose of providing AED services to the general 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 first aid is defined in CCR, Title 22, Chapter 1.5, Section 100018.)

First Responder – an individual who has successfully completed a San Luis Obispo County EMS Agency approved First Responder Program and is currently certified.

Public Safety Personnel – regularly employed public safety personnel (defined below) trained to administer first aid (15-hour initial first aid course) and CPR (6-hour initial CPR course) according to the standards established by the California Code of Regulations, Title 22, Chapter 1.5 and Chapter 2.

- Firefighter means a regularly employed and paid officer, employee or member of a fire department or fire protection district or firefighting agency of the State of California, or any city, county, city and county, district, or other public or municipal corporation, or 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 or marine safety agency of the State of California, or any city, county, city and county, district, or 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, or 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. EMT/Public Safety AED Program Application for Approval Requirements

1. Any agency or organization seeking approval as an EMT/Public Safety AED Service Provider must submit a completed EMT/Public Safety AED Service Provider Application Packet to the EMS Agency that includes:
 - a. EMS Agency EMT/Public Safety AED Service Provider **Application** (Addendum A), and
 - b. A **letter of intent** to provide EMT/Public Safety AED service from the agency or organization administrator expressing willingness to abide by the provisions and conditions of the EMT/Public Safety 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, and
 - c. A **description of applicant's EMT/Public Safety AED Program training program**, including an outline, objectives and the name of EMS Agency authorized AED instructor(s), and
 - d. 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), and
 - e. A description of applicant's written **Continuous Quality Improvement (CQI) Program** for EMT/Public Safety AED, including the name of the individual designated as the **AED Program Coordinator** and the name(s) of any other personnel responsible for the program, and
 - f. A copy of applicant's **EMT/Public Safety AED Service Provider policies and procedures**, that include:
 - 1) AED orientation for authorized personnel.
 - 2) Maintenance of AED equipment, including updating, upgrading and repairing.
 - 3) Initial and refresher AED training.
 - 4) AED skills training sessions to ensure continued competency of AED authorized personnel.
 - 5) Data collection and reporting to the EMS Agency.
 - 6) Collection, disposition and retention of all pertinent medical records.
 - 7) Distribution of AED Patient Report forms.

- B. Any costs incurred creating, implementing and maintaining an EMT/Public Safety AED Program shall be borne by the EMT/Public Safety AED Service Provider.
- C. Program approval or disapproval shall be provided, in writing, to the applicant within thirty (30) days following receipt of all required documentation.

PROGRAM IMPLEMENTATION REQUIREMENTS

- A. The agency or organization seeking approval as an EMT/Public Safety AED Service Provider must establish an AED Program that complies with the provisions and conditions outlined in the San Luis Obispo County EMS Agency Prehospital Policy #111 EMT/Public Safety Automated External Defibrillator Program and all applicable laws, regulations, policies, procedures and protocols. This Program must be approved by the EMS Agency prior to implementation.
- B. An approved San Luis Obispo County EMT/Public Safety AED Service Provider shall provide the following information to the EMS Agency prior to implementation of the AED Program:
 - 1. A list of all EMT/Public Safety AED Authorized Personnel including the following information:
 - a. Expiration date of each individual's EMT certification, First Responder Certification or First Aid Card as required for Public Safety Personnel (see definition);
 - b. Expiration date of each individual's American Heart Association Healthcare Provider CPR Card, American Red Cross Professional Rescuer CPR Card, or other course provider approved by the EMS Agency Medical Director;
 - c. Proof of successful completion of initial four (4) hour AED training program that has been approved by a local EMS Agency and successful completion of the written and skill examinations.

NOTE: An approved EMT/Public Safety AED Service Provider and its authorized personnel are recognized statewide.

PROGRAM REQUIREMENTS AND RESPONSIBILITIES

A. EMT/Public Safety Service Provider Responsibilities

1. EMT/Public Safety Service Provider shall ensure that AED Authorized Personnel comply with the EMS Agency policies, procedures and protocols approved by the EMS Agency Medical Director.
2. The service provider shall maintain the AED Skills Check Documentation Record (Addendum B) for all AED Authorized Personnel that includes:
 - a. First Responder or EMT Certification expiration date, or Public Safety Personnel's expiration date of required First Aid card as defined in Title 22, Chapter 1.5, Article 3, Section 100018.
 - b. American Heart Association Healthcare Provider, American Red Cross, or other course provider approved by the EMS Agency Medical Director expiration date.
 - c. Date of demonstration of skills proficiency training sessions and/or structured clinical experience (e.g., emergency room clinical observation) and name of instructor.
3. The service provider shall 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 shall meet/complete all program instructor requirements prior to providing course instruction.

B. Authorization of AED Personnel

1. Eligibility

To be eligible for initial authorization by an approved EMT/Public Safety AED Service Provider, an individual shall meet all of the following requirements:

- a. Be affiliated with the approved EMT/Public Safety AED Service Provider, and

- b. Possess a current and valid EMT or First Responder Certification; or proof of completion of First Aid as required for Public Safety Personnel (see definition), and
- c. Possess current and valid American Heart Association Healthcare Provider CPR or American Red Cross Professional Rescuer CPR, or other course provider approved by the EMS Agency Medical Director, and
- d. Provide proof of successful completion of an initial four (4) hour AED training program that is approved by the EMS Agency, and
- e. Provide proof of successful completion of an AED written and skills examination that is approved by the EMS Agency.

2. Maintaining Authorization

An AED authorized individual shall comply with all of the following requirements on an ongoing basis:

- a. Maintain certification as an EMT or First Responder; or maintain First Aid as required for Public Safety Personnel (see definition), and
- b. Maintain certification in American Heart Association Healthcare Provider CPR, or American Red Cross Professional Rescuer CPR, or other course provider approved by the EMS Agency Medical Director, and
- c. Participate in organized skills training sessions and/or structured clinical experience (e.g., emergency room clinical observation). Acceptable education topics include airway management, patient assessment, review of patient treatment protocols, run reviews and/or AED program updates that comply with the number of hours commensurate with AED Service Provider's policy on skills training, and
- d. Maintain compliance with AED Service Provider's AED skill proficiency requirements.

NOTE: An individual who fails to meet and maintain AED service provider authorization requirements shall not perform AED until all requirements are met.

TRAINING REQUIREMENTS

- A. Provide a minimum of four (4) hours of initial training in EMT/Public Safety AED to personnel that have not met this requirement, and administer the final written and skill examinations. The time required for these examinations should not be included as part of the 4 hours of initial training.
 - B. Provide or allow AED Authorized Personnel access to a minimum of two (2) hours of refresher training on an ongoing basis but not less than once every two years for the following individuals that have completed the required four (4) hour initial training and need to take the required refresher training:
 1. Public Safety Personnel who are trained to administer first aide (15-hour initial first aid course) and CPR (6- hour initial CPR course) must complete a two (2) hour AED refresher training and take final written and skill examinations every two (2) years following initial training. The time requirement for the examinations should not be included as part of the two (2) hour refresher training. Upon successful completion, each individual shall receive a course completion certificate, or if the AED Service Provider is an approved San Luis Obispo County EMS Continuing Education (CE) Provider, a CE certificate must be issued to each individual upon successful completion.
 2. For EMTs and First Responders, AED training is included in EMT and First Responder refresher programs. EMTs and First Responders are not required to participate in the two (2) hour AED refresher training for public safety personnel. However, an EMT or First Responder that is recertifying through Continuing Education courses may attend this training and receive two (2) hours of CE.
- NOTE:** An AED Service Provider who is also an approved San Luis Obispo County EMS CE Provider shall maintain training records according to the EMS Agency CE Provider Program. 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 shall be responsible for maintaining the following documentation associated with the training:
- a. Course title (i.e., AED initial or refresher)
 - b. Course objectives
 - c. Course outline
 - d. Attendance roster that includes topic/title, date, time, and instructor signature
 - e. Instructor qualifications that meet AED instructor requirements.
- C. Utilize an EMT/Public Safety AED Training Program with final written and skill examinations that is approved by the EMS Agency.

- D. Provide all training equipment necessary to ensure a sound EMT/Public Safety AED Training Program (i.e., manikins, AED devices, audiovisual aids, etc.).
- E. Utilize only EMS Agency authorized AED instructors. To be approved as an AED instructor, individuals shall submit an "AED Instructor Application" (Addendum C) to the EMS Agency. Approval for authorization to instruct AED personnel shall be based on either:
 - 1. Completion of an American Red Cross or American Heart Association recognized instructor course or other course provider approved by the EMS Agency Medical Director including instruction and training in the use of an AED; or
 - 2. Be approved by the EMS Agency Medical Director and meet the following requirements:
 - a. Be AED authorized or able to show competence in the proper utilization of an AED, and
 - b. Be able to demonstrate competence in adult teaching methodologies.
- F. Inform the EMS Agency of the dates, times, and locations of all initial and refresher AED training and AED continuing education courses at least two (2) weeks prior to the scheduled training.
- 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.
- H. EMT/Public Safety AED Skills Maintenance Requirements

AED Service Provider agencies shall provide training to meet AED skills maintenance requirements on an ongoing basis that includes the following:

- 1. AED skills training sessions and/or structured clinical experience (e.g., emergency room clinical observation) is required every six (6) months. AED Service Providers may choose to require skills training sessions on a more frequent basis (i.e., monthly or quarterly).
- 2. AED skills proficiency demonstrations to ensure continued competency of AED Authorized Personnel.

RECORDS/DATA COLLECTION

- A. The AED Patient Report form (Addendum D) shall 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 15th day of the month following the date of the call.

- B. AED Authorized Personnel shall be 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.

 - 7. Documentation of response to treatment.

- C. The AED Service Provider shall develop procedures for collection, disposition and retention of all pertinent medical records in accordance with the AED Patient Report form. Such records shall 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 shall retain all AED Patient Report forms for a minimum of four (4) years.

- E. All relevant records for EMT/Public Safety AED Program monitoring and evaluation shall be available for review by the EMS Agency.

- F. On an annual basis, AED Service Provider shall complete the following documentation based on the information from the previous calendar year and submit it to the EMS Agency by February 1st of each year:
 - 1. Annual AED Program Update (Addendum E)

2. Annual AED Program Data Report (Addendum F)
3. A list of all EMT/Public Safety AED authorized personnel that includes the following:
 - a. First Responder or EMT certification expiration date; or Public Safety Personnel's expiration date of required First Aid card as defined in Title 22, Chapter 1.5, Article 3, Section 100018;
 - b. American Heart Association Healthcare Provider, American Red Cross, or other course provider approved by the EMS Agency Medical Director expiration date;
 - c. Proof of compliance with AED skill proficiency requirements (Use the AED Service Provider Skills Check Documentation Record (Addendum B)).

CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRAM REQUIREMENTS

An approved EMT/Public Safety AED Service Provider shall establish and maintain a Continuous Quality Improvement (CQI) Program.

- A. The AED Service Provider shall ensure:
 1. Timely and competent evaluation of EMT/Public Safety 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 shall collect, store, evaluate and analyze, for the purposes of CQI, at a minimum, the following data related to EMT/Public Safety 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 call for help; 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 initial defibrillation; time between defibrillation attempts; appropriateness of management for each rhythm encountered; general adherence to established protocol(s).
 4. Patient Outcome: rhythm after each shock; return of pulse and/or spontaneous respirations in the field; whether patient was admitted to the hospital; whether patient was discharged from the hospital alive; patient health status on discharge.
- 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 15th day of the month following the date of the call.