

**Heart Safe Business**

**Accreditation Toolkit**

**2024**

**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 three minutes of collapsing, the chance of survival can increase to 80%.With an average EMS response time of eight 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 businesses to provide life-saving care to cardiac arrest victims until emergency medical personnel arrive. Not only can this preparation save lives in the work place, but staff trained in this program are also equipped to respond to a cardiac arrest that occurs in their homes or out in the community.

**Accreditation Criteria for Businesses**

There are 6 requirements to become accredited:

1. CPR and AED training for staff
2. AEDs on-site
3. Cardiac Emergency Response Plan in place
4. Cardiac Arrest Drills conducted quarterly
5. Cardiac Arrest Huddles before special events
6. 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**

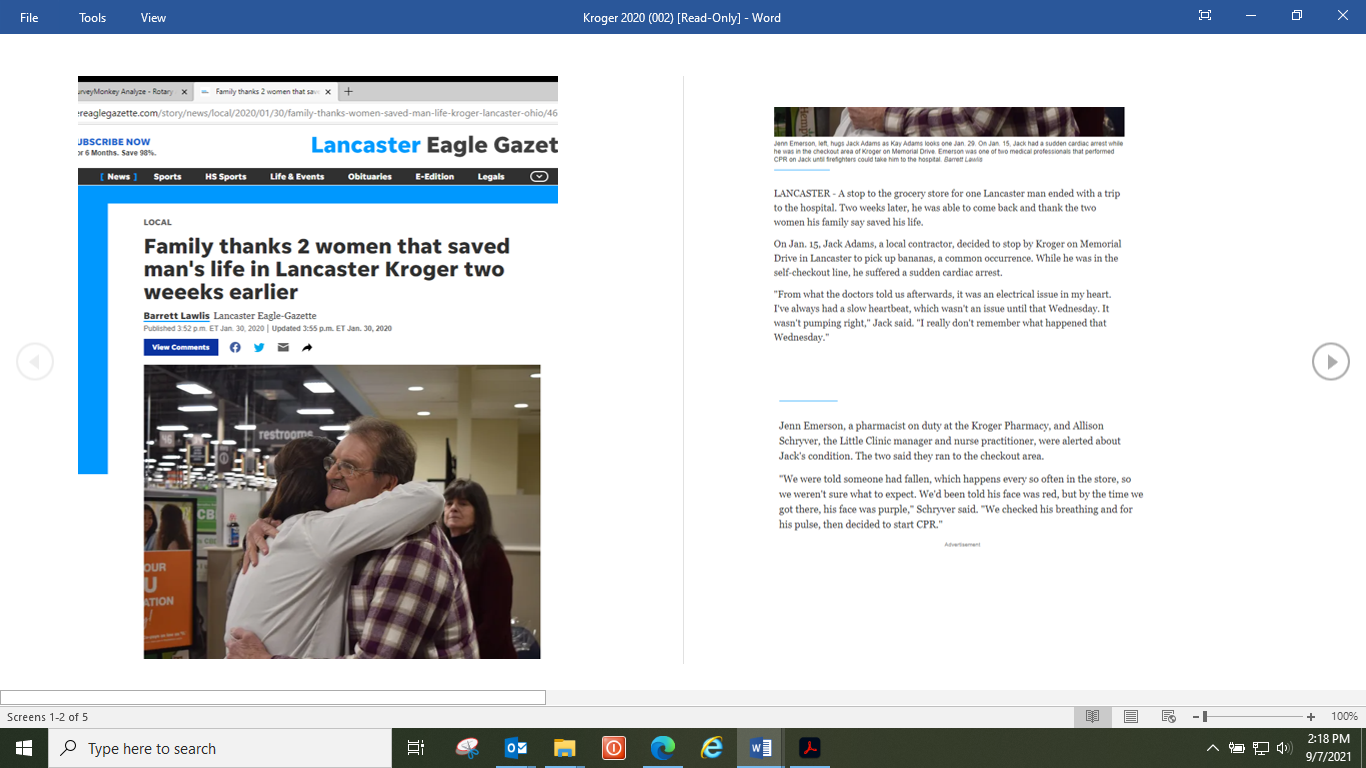
This toolkit provides information, forms and other resources for businesses to become accredited as Heart Safe. If you have any questions, please reach out to the Community Outreach Coordinator at Fairfield Medical Center (Teri Watson | [teri.watson@fmchealth.org](mailto:teri.watson@fmchealth.org) |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

**Cardiac Arrest Survivors in Local Businesses**

* **17 year old Hayden Voris**
* **Suffered a cardiac arrest in a culinary class at Stanbery Career Center**
* **Staff called 911, started CPR and used an AED**
* **EMS took Hayden to Nationwide Children’s where a permanent defibrillator was inserted**
* **Hayden hopes to be a chef and open his own restaurant some day**

**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. They were just about to use an AED when Greenfield Township EMS arrived. 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 defibrillated him. Jack was taken to Fairfield Medical Center where he received a pacemaker and an internal 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 arrest 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

1. **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 minutes. Details about AED placement and maintenance should be documented in the Cardiac Arrest 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 PulsePoint AED app
    - Monitoring AED condition, batteries and pads monthly
    - Attaching a rescue kit to each AED (scissors, razor, cloth)
    - A sample AED Maintenance Log is in Appendix 2

1. **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 Arrest 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 minutes
  + Someone meets EMS to escort them to the scene
  + Participants debrief to assess what went well and what could be improved
  + A Cardiac Arrest Drill form is completed (see example in Appendix 4)

1. **Cardiac Arrest Huddles**

A Cardiac Arrest Huddle should be conducted immediately before a special event where there may be a large number of people on site and/or unique circumstances. The purpose of the huddle is to:

* Review the location of AEDs
* Review the Cardiac Arrest Action Plan
* Assign responsibilities should an emergency occur
* Identify any unique challenges that may need to be addressed (loud noise, dim lights, etc)
* A Cardiac Arrest Huddle form is located in Appendix 5

**6) 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
  + Hosting a CPR/AED training event for the community

**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 Arrest Response Plan and performance of 1 cardiac arrest drill

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**Appendix 2**

**Sample: AED Maintenance Log**

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
* If battery or pad expiration is within two months, order replacements
* A rescue kit is attached to the AED and includes a scissors, razor and cloth

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Initial when monthly inspection is complete | | | | | | | | | | | |
| AED Location | Serial # | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
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**Appendix 3**

**Cardiac Emergency Response Plan: Template**

**PURPOSE**

Cardiac arrest can happen to any person at any age at any time. When cardiac arrest occurs, the heart suddenly stops beating and the brain and vital organs are deprived of oxygen. Brain damage starts in four minutes and death occurs in ten minutes. However, if chest compressions are started immediately and an AED is used while waiting for EMS to arrive, survival increases dramatically. This plan is designed to ensure fast and effective care in the event a cardiac arrest occurs at [insert business name]. The four main goals in an emergency are to:

1. Quickly identify there is a cardiac arrest (unresponsive + not breathing normally)
2. Call 911
3. Start chest compressions immediately
4. Use an AED within 3 minutes

**AED SPECIFICS**

* The AED is located [insert location]
* A rescue kit is attached to each AED and includes: scissors, razor and cloth
* The AED is checked every month by [insert position] and documented in the AED Maintenance Log
* The AED is registered in the PulsePoint AED app
* A copy of the Cardiac Arrest Action Plan is located near the AED (posted on wall, in cabinet, etc.)

**CPR and AED TRAINING**

Hands-only CPR/AED training will provided every two years or as needed

**RECOGNIZING CARDIAC ARREST**

When a person has a cardiac arrest, the heart suddenly stops beating and they collapse, they are:

* Unresponsive to verbal stimuli
* Not breathing normally – may be gasping or gurgling and look like a “fish out of water”
* May have seizure-like activity and be twitching, shaking or quivering
* Eyes may be open and rolled back

**RESPONDING TO CARDIAC ARREST**

Since staff are trained in cardiac emergency response and familiar with the *Cardiac Arrest Action Plan*, the first staff member on the scene will serve as the leader and will coordinate the overall response (unless someone with more experience arrives and takes over). This person will ensure the following actions are taken:

1. Confirm cardiac arrest (unresponsive + not breathing normally)
2. Call 911 and send someone to meet EMS
3. Start chest compressions
4. Retrieve and use the AED
5. Ensure a safe environment – reduce noise, turn up lights, clear onlookers from the scene, etc

**CARDIAC ARREST DRILLS**

Cardiac arrest drills will be conducted every quarter at various times and locations to ensure staff are comfortable with the process and potential issues are addressed prior to an actual cardiac emergency occurring

**CARDIAC ARREST HUDDLES**

A Cardiac Arrest Huddle will be conducted immediately before a special event where there may be a large number of people on site and/or unique circumstances. The purpose of the huddle is to review the location of AEDs, review the Cardiac Arrest Action Plan and assign responsibilities should an emergency occur.

**Cardiac Arrest Action Plan**

The first person to arrive should lead the response until someone with more experience takes over

|  |
| --- |
| 1. **CONFIRM CARDIAC ARREST**     * Unresponsive – tap shoulder firmly, ask if they are OK, shout name    * Not breathing normally – chest does not rise/fall, are gasping or gurgling    * May have seizure-like activity such as twitching or shaking    * Eyes may be open and rolled back |
| 1. **CALL 9-1-1**  * Tell dispatcher there is a collapsed person, possibly cardiac arrest   + Indicate location of the victim and which entrance/gate EMS should use   + Stay on the line and maintain communication with dispatcher   + Send someone to meet EMS and guide them to the scene |
| 1. **START CHEST COMPRESSIONS**  * Lock hands in the center of the chest * Press fast (2 per second) and deep (2 inches) * Change out when AED analyzes heart rhythm (every 2 minutes) * Do not stop until instructed by AED or EMS |
| 1. **USE AED**  * Send someone to get AED * Turn on AED and follow instructions * Cut clothing or sports pads to expose chest * Apply pads as shown to bare, dry skin – shave or dry chest if necessary |
| 1. **CREATE SAFE ENVIRONMENT**  * Move onlookers away from the scene * Reduce noise, turn up lights, clear onlookers from area, address other environmental challenges |

**Appendix 4**

**Cardiac Arrest Drill Report**

Name of person conducting the drill:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 (goal is 3 minutes or less) |  |
|  |  |
|  |  |
| Activity | **√** if yes |
| Confirmed that victim was not responsive and not breathing normally |  |
| Appropriate others were notified per Emergency Action Plan (office, security, etc.) |  |
| Someone performed “crowd control” to manage onlookers |  |
| Phone was placed on speaker near the victim |  |
| 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?

**Appendix 5**

**Cardiac Arrest Huddle**

**Participants**

Event organizer, staff, volunteers, chaperones and others as appropriate

**Goal**

To have the person defibrillated within 3 minutes

**Early Recognition is Crucial**

When a person has a cardiac arrest, the heart suddenly stops beating and they collapse – they will:

* Not respond to verbal stimuli
* Not be breathing normally – may be gasping, gurgling or look like a “fish out of water”
* May have seizure like activity such as twitching or shaking
* Eyes may be open and rolled back

**Note: assume cardiac arrest in any athlete who is unresponsive after a sudden collapse**

**Locations of AEDs**

The closest AED is [insert location] and other AEDs are [insert locations]

**Rescue Actions**

Let’s review the actions to take in a cardiac arrest and assign roles -- keep in mind every emergency will be different and we may need to make changes in the moment

|  |  |
| --- | --- |
| **Actions when someone suddenly collapses or is found collapsed** | **Assigned** |
| Leader – the rescue leader will oversee the rescue and direct others as needed |  |
| Confirm cardiac arrest   * + Unresponsive – tap shoulder firmly, ask if they are OK, shout name   + Not breathing normally – chest is not rising and falling or they are gasping or gurgling   + May have seizure-like activity such as twitching or shaking, eyes may be open and rolled back   **Note: for athletes, assume cardiac arrest if unresponsive after sudden collapse** |  |
| Call 911 and tell them there is a cardiac arrest   * + Indicate location of victim and which entrance/gate EMS should use   + Stay on the line and maintain communication with dispatcher |  |
| Meet EMS and escort to the scene |  |
| Start chest compressions immediately – DO NOT stop until instructed by AED or EMS   * Press fast (2 per second) and deep (2 inches) * Change out when AED analyzes heart rhythm (every 2 minutes) * Continue compressions when pads are placed , do not stop until EMS arrive |  |
| Retrieve AED |  |
| Use AED – turn on and follow instructions   * Apply pads to bare, dry skin – if necessary, cut clothing, sports pads or bra, dry or shave chest * Apply pads as instructed – work around rescuer performing chest compressions |  |
| Safe Environment – clear onlookers from scene, reduce noise, turn on lights and address any unique environmental challenges |  |

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**Heart Safe 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**

* + 50-75% of staff are trained in CPR/AED use (attach roster)
  + Participants downloaded the PulsePoint AED app
  + All staff know where AEDs are located
  + A cardiac arrest drill was performed (attach completed Cardiac Arrest Drill report)

**2) 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 rescue kit is attached to each AED
  + Each AED is registered in the PulsePoint AED app
  + AEDs are checked every month to ensure they are operational and documented in a maintenance log

**3) Cardiac Emergency Response Plan**

* + A Cardiac Emergency Response Plan is in place (attach copy)
  + The Cardiac Emergency Response Plan is shared with staff annually via: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4) Cardiac Arrest Drills**

* + 1 emergency drill was observed by CHW staff (in person or via video)
  + Plans are in place to conduct drills every quarter

**5) Cardiac Arrest Huddles**

* + Cardiac Arrest Huddles are held before special events

**6) Awareness Event**

* + Date of annual awareness activity: \_\_\_\_/\_\_\_\_/\_\_\_\_\_\_\_\_\_
  + Name and brief description of activity: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***THANKS FOR MAKING OUR COMMUNITY MORE HEART SAFE!***