

Heart Safe Solution

CASE STUDY

L-3 Saves Eleven Employees With Company-wide AED Program

L-3 is the sixth largest defense company in the United States and a prime contractor in government services, aircraft modernization and maintenance, specialized products, and homeland defense products and services. It is also a leading provider of command, control and communications, intelligence, surveillance and reconnaissance (C³ISR). With corporate headquarters based in Manhat-



Dr. Richard Moggio, medical director, was instrumental in setting up the company-wide AED program for L-3.

tan and about 50 business units and more than 250 sites in the U.S. and Canada, it was no small undertaking when Dr. Richard Moggio, medical director for L-3, recommended to the company CEO that L-3 roll out an official automated external defibrillator (AED) program. Even more daunting was the fact that business units operate autonomously, with varying facility layouts that can be sprawling and have top-secret and restricted areas with potentially hazardous equipment. Additionally, an employee population of 60,000 needed AED coverage.

“It all started out with an elevator conversation with our CEO,” Dr. Moggio said. “I brought up the idea of an AED program for employees and visitors, and he was immediately supportive. He authorized rolling out a company-wide program and decided that funding should come from the central office, making the CPR/AED program the first corporate-wide program for L-3.” Dr. Moggio added, “Because the CEO gave it [the program] the okay to start with, and cost was capitalized, people focused on the value of the program rather than the cost.”

The investment of time and resources L-3 made has paid off more than anyone could have imagined. Since L-3 implemented the AED program in 2005, eleven employees have been saved because an AED was on-site and people were trained to respond to someone in sudden cardiac arrest.

“A few business units already had an AED, but there was no program to go with it, or the assurance that people knew where the AED was and were prepared to use it confidently if needed, Dr. Moggio said. “A box is fine, but we needed a program.” Originally L-3 anticipated purchasing about 100 AED units. That number quickly grew to more than 500 devices once the various facilities were assessed for AED placement.

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Dr. Moggio credits Physio-Control and its Heart Safe Solution for helping the rollout go so smoothly. “Although I am partial to the escalating energy Physio-Control provides in its defibrillators because I think it works better, it was their Solution that sold the program to us. It was plain the program they had was mature. We wanted responsiveness when we called,” he said. “People could answer all our questions, and everything was managed for us, including arranging the site assessments to determine the number and placement of AEDs, setting up training, online tracking of training and device location, and downloading data if needed.”

L-3 decided they would purchase an AED for locations with 25 or more employees, with special consideration given to high-stress or restricted areas and those with dangerous equipment. Environmental and facilities personnel were especially helpful in providing this information, and could easily identify these areas within their facilities, with the goal of having an AED shock administered within three minutes of collapse if needed. Business units with fewer than 25 employees often bought their own LIFEPAK CR[®] Plus AEDs and those who had already purchased other AEDs swapped them out for LIFEPAK[®] AEDs to standardize the program. “Physio-Control took care of arranging the assessments or it couldn’t have happened,” Dr. Moggio said. “They also used their extensive training network to set up training for each facility.” At the time this article was written, L-3 had deployed over 500 AEDs in more than 230 sites and has trained more than 2100 employees in CPR and use of the AED.

“We approached the program rollout systematically,” said Lawrence Franchetti, national account manager for the Heart Safe Solution. “It really worked to offer two to three web presentations a week over five weeks so people could learn more about the program. We gave each business unit options about assessment, training and AED cabinets. L-3 treated us as a true partner, and involved us closely in all communications.”

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—Richard Moggio, MD
Medical Director, L-3

Mary Cavanaugh, manager, human factors for L-3’s Army Fleet Support at Fort Rucker, Alabama, and her colleagues have experienced three lives saved since implementing their on-site AED program. All sudden cardiac arrests occurred in the same building, about a year apart. Quick action on the part of nearby employees, the on-site command center and the division’s emergency medical response team helped save these three people. “People lined up to assist when others got tired [of providing chest compressions],” she said. “All employees have recovered and are back at work....The AED program provides peace of mind for us, knowing our employees are taken care of. We conducted an analysis to determine if any sort of exposure risk was in-

involved with these events, but could find nothing except the employees were in the age range when heart problems can occur.”

“We had already had an incident that drove us to purchase an AED, and the event did not have a good outcome,” Cavanaugh said. “We were already into the purchasing process, and wanted to have the same AEDs recommended by our corporate office, so now we have 45 LIFEPAK CR Plus AEDs. The implementation went smoothly, thanks to Lawrence Franchetti and Physio-Control.”

The rollout could have been otherwise without the well organized approach offered by the Heart Safe Solution. L-3’s Army Fleet Support has facilities in four towns, including Rucker, Enterprise, Daleville and Ozark. The 3800 L-3 employees inhabit seven different sites that include five airfields and 64 buildings.

“Employees are very positive about the program,” Cavanaugh said. They have stopped me and said it was the best thing we had ever done. We initially trained 200 people in CPR/AED use and are now training another 400.”

Dr. Moggio noted that L-3 features stories about saves in employee publications to help demonstrate the value of employees to the company. “It’s all for them,” he said. “We want to protect them. When we roll out a new program or add a new subsidiary, people are excited and say “thank you.”

Although sudden cardiac arrest comes on suddenly and without warning, L-3 is prepared to help defend its employees against delays in receiving potentially lifesaving treatment—CPR and defibrillation with a LIFEPAK AED. For this, L-3 employees are very grateful.

Dr. Moggio said, “We owe many thanks to the trained volunteer responders throughout L-3 who are the backbone of the program and who are ready to serve and respond. I also observed the dedication of the Physio-Control team when I visited their site a few months ago. Sometimes the fact that our work can save the lives of others fades into the background. However, each lifesaving event reminds us of the unique and rewarding opportunity we have—the program, the equipment and the people behind it become very real.”



Survivor Clifton Ledbetter, also known as “Led,” (wearing cap) receives his 50-years “alive” on the contract award at L-3. He was the first person saved by an AED on-site, and the event inspired the company to train even more personnel as first responders. When two additional employees later experienced SCA, there were not only plenty of responders, there was also a second set of responders observing and waiting to assist. According to Mary Cavanaugh, manager, human factors at L-3’s Army Fleet Support, “...the event worked like a well-oiled machine.” Pictured with Ledbetter are colleagues, from left, Fred Duff, Sonny Moore and Bill Purvis.

LIFEPAK AEDs are prescription devices. Please consult your physician. AED users should be trained in CPR and use of the AED. LIFEPAK AEDs are intended for use on adults and children of all ages. For infants and children less than 8 years of age or 55 lbs. (25 kg) use Infant/Child Reduced Energy Defibrillation Electrodes (available separately). Although not everyone can be saved from sudden cardiac arrest, studies show that early defibrillation can dramatically improve survival rates. For more information call Physio-Control at 1.800.442.1142 or visit www.physio-control.com.

Statements attributed to individuals in this case study reflect the opinion of the individual and do not necessarily reflect the opinions of Physio-Control. For information about specific product claims and labeling, refer to the device operating instructions.

Photographs courtesy of L-3.



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