

February 2018

To Whom It May Concern:

The American Heart Association / Anthem Foundation Hands-only CPR kiosk has been an absolutely positive experience for the Indianapolis International Airport.

IND has an extensive PAD (Public Access Defibrillation) program with numerous AED units placed throughout the airport campus. The CPR kiosk has been the perfect complement to our AED program because it has provided a means for the traveling public to learn the basics of CPR. Additionally, it has served as a means of “refresher training” for airport personnel such as police, terminal services, TSA and retailers to keep their CPR skills up-to-date. At IND we have several documented cases of cardiac arrest saves utilizing the AEDs, and some have been a direct tribute to the preparation and training that the CPR kiosk has provided.

During the placement process for the kiosk we took into consideration several things. Most importantly were factors such as passenger traffic areas, ease of access and visibility. The objective was to place the kiosk in an area where passenger traffic would be maximized. In doing so, we also wanted to make sure it was not in an area where it would be overlooked simply because of passengers trying to either get through security or trying to leave the terminal building. At IND we have a quite elaborate Civic Plaza with retail shops and restaurants. Although this was a viable location, it was determined that even though there was a significant number of people passing through the area, it was not ideal. The majority of these people were either in a hurry to get through the security check points or they were leaving the terminal altogether. Consequently, we ultimately chose a location on one of the concourses near one of our busiest airlines, and it has proven to be ideal in terms of the number of passengers (and others) who actually take the time to visit the kiosk.

Public awareness of the kiosk in the Airport is very important and we were able to accomplish this by contacting the local media outlets who were present at our “Launch Ceremony”. The media was able to feature the importance of the general public knowing CPR, and they promoted the event with live coverage including testimonials of actual cardiac arrest survivors. The impact of the launch event was immeasurable.

Regarding the cleaning and maintenance of the kiosk, we asked our Terminal Services department to be involved in the entire process from the beginning. The kiosk is on the “daily cleaning” checklist for the concourse and includes dusting and wiping down the components with anti-bacterial agents. Replacement supplies such as wipes that are used by the public are ordered directly through the AHA on an as-needed basis to insure there is no interruption to the availability of the kiosk. Our IT department was also involved in the project from the beginning and they provided a “hard-wired” internet access for dependable software uploads from the kiosk’s technical support team. With 24/7 monitoring of the kiosk’s performance we have experienced very little down time resulting from malfunctions or computer issues.

Over the course of almost two years that the kiosk has been at IND, we have logged nearly 10,000 actual visits to the kiosk, and almost 50% of those individuals have completed the entire training course the kiosk offers. We are now in the process of securing a second kiosk and we trust these numbers will increase accordingly.

Overall, our experience with the American Heart Association staff and the support from Anthem has been nothing short of excellence. We are quite pleased with our data results to date and we are encouraged to know there are many, many more people who now understand the importance of early bystander CPR in a critical cardiac event. Every life that is saved as a direct result of this program is justification for the energy and effort we have put into it. We highly encourage any establishment that has the opportunity to secure a hands-only CPR kiosk to do so without hesitancy.

If we can be of any assistance or answer any questions, please feel free to contact us.

Regards,

A handwritten signature in black ink that reads "Jerry R. Guise". The signature is written in a cursive style with a large initial "J" and "G".

Jerry R. Guise

Battalion Chief / EMS Coordinator
Indianapolis International Airport Fire Department