



## Program Support Center



### ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in five key markets: administrative operations, real estate and logistics, financial management, occupational health, and procurement management.

In 2001, PSC acquired Federal Occupational Health (FOH). Created by Congress in 1946, FOH has over 65 years of experience serving federal employees and their families worldwide to improve their health, safety, and productivity.



For more information contact  
**(301) 492-4600**  
[www.psc.gov](http://www.psc.gov)

## AUTOMATED EXTERNAL DEFIBRILLATOR

### Save More Lives

Approximately 325,000 Americans die of sudden cardiac arrest every year and up to 25 percent of these deaths could have been prevented if an Automated External Defibrillator (AED) were available<sup>1</sup>. The **Program Support Center (PSC)**, through its **Federal Occupational Health (FOH)** services, equip customers with life-saving AED devices and train staff to be ready to respond during an emergency.

### Increase Cardiac Survival Rates

AEDs are small computerized devices that analyze heart rhythm and prompt a rescuer to deliver an electrical shock if needed. Having the device readily available at the customer's office location makes it possible for non-medically trained employees to rapidly respond. In fact, survival rates increase nearly 40 percent for cardiac arrest victims when an AED is used with Cardiopulmonary Resuscitation (CPR)<sup>2</sup>.

### Custom AED Program to Meet Agency Requirements

PSC collaborates with customers to develop AED protocols that comply with industry standards and their specific needs. PSC provides:

- **Industry proven experts** with over ten years of experience to design effective AED programs based on federal guidelines.
- **Customized, high-quality programs** that adhere to federal Occupational Safety and Health Administration (OSHA), industry, and site-specific protocols according to each customers' policies and procedures.
- **Board-certified physicians** who provide medical expertise, oversight, and quality assurance.
- **Simple and flexible service delivery method** through the use of Interagency Agreements (IAAs).

### Equip and Train Employees for Rapid Response

PSC ensures customers have the right tools for an effective AED program with the proper personnel, equipment, and training. PSC's team of medical experts and AED program specialists provide full consultation to customers. They offer physician oversight to determine the type, number, and locations of AEDs

#### Trusted AED Provider

- **Awarded the Corporate Health Achievement Exemplary Practice Citation** by the American College of Occupational and Environmental Medicine (ACOEM).
- **Installed and currently monitors over 4,000 AED units** in federal buildings worldwide.



## FEDERAL SHARED SERVICES

### Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

### Acquisition Management Services

- Acquisitions

### Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

### Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

### Clinical Health Services

- FedStrive
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

### Cost Allocation Services

- Indirect Cost Negotiations

### FedResponse Services

- Customer Contact Center

### Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

### Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

### Payment Management Services

- Grants Management

### Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

### Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

### Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

### Wellness and Health Promotion Services

- Wellness and Fitness

required for optimal response. PSC experts are available throughout the duration of the entire program should needs, technology, standards, or any other requirements change.

PSC can also assist in identifying qualified and willing employees as designated AED responders. They receive extensive, annual training on how to use AEDs, including situational scenarios so responders can provide the most appropriate care. Responders also receive a certificate of course completion and annual recertification.

## Eliminate the First Responders Gap

In times of a cardiac arrest, local Emergency Medical Services (EMS) are usually the first to arrive on the scene. That is why PSC works with EMS and customers to tailor an AED responder activation system according to the office building, location, and number of staff. Having a clear, effective, and coordinated AED plan directly with all parties result in faster response and provide the right medical care at the scene of the emergency.

In the event of an emergency requiring AED response, a qualified PSC physician also reviews the cardiac event. They conduct a follow-up analysis for quality assurance, prepare a report, and provide recommendations for improvements to ensure customer preparedness for future responses.

## Start Your Agency's AED Lifesaving Program

PSC AED service is sometimes the difference in providing life-saving equipment for customers. It is the assurance to staff that they have life-saving tools close by with specially trained colleagues to take medical action prior to the arrival of EMS — to save the life of their co-worker, associate, or friend.

## Improving the Health, Safety, and Productivity of Federal Employees

**Federal Occupational Health (FOH)**, a part of the Program Support Center (PSC), is the largest provider of occupational health services in the federal government, serving 1.8 million employees in more than 360 federal agencies worldwide. FOH works in partnership with agencies to design and deliver comprehensive occupational health solutions to improve their health, ensure their safety, and increase workplace productivity of federal employees.

#### Sources:

<sup>1</sup> Sudden Cardiac Arrest Foundation (2015). Sudden Cardiac Arrest: A Healthcare Crisis.

<sup>2</sup> American Heart Association (2013). FACTS: Every Second Counts Rural and Community Access to Emergency Devices.