



Zens First Responder Training (FRT)

Zens Medical Centre Pte Limited

CELEBRATING 25 YEARS IN HEALTHCARE

25



VISION :
“Caring as family”



MISSION :

We **innovate** to deliver an excellent high **quality** healthcare system that embodies virtues to preserve health through **compassion, kindness & respect.**



Introducing Zens First Responder Training Program

Bridging Knowledge Gaps in
Emergency Medical Response

In 2022, Zens Medical Centre Pte Limited pioneered Fiji's inaugural private and certified emergency unit, heralding the birth of the EMERGENCY MEDICAL RESPONSE (EMR) TEAM.

To complement the Chain of Survival model, we envisioned and implemented the First Responder Training program. This initiative aims to address critical knowledge gaps within the community pertaining to medical emergencies.

Our goal is simple yet profound: empower individuals with the skills and knowledge necessary to act swiftly and effectively in emergency situations. By bridging these gaps, we pave the way for a safer and more resilient community, where every member is equipped to contribute to the chain of survival.

Need Analysis

Lack of immediate response:

Many communities face challenges related to delayed or inadequate responses to medical emergencies due to a lack of trained individuals nearby.

Inadequate knowledge and skills: There is a prevalent lack of knowledge and skills among the general population regarding how to effectively respond to medical emergencies, leading to suboptimal outcomes.



Meeting the Needs

The creation and execution of the robust First Responder Training (FRT) program has yielded:

- Immediate response expertise and capability
- Mechanisms for high-quality training
- Issuance of certificates of attainment
- Community empowerment through educational initiatives
- Specialized knowledge in equipment use
- Fulfillment of corporate social responsibility obligations

Key Target Audience

- The aim of this course is to provide a life saving education through:
 - Healthcare Sector
 - High Risk Industries (Exposed to higher OHS risk)
 - Large Corporates
 - Tourism Industry
 - Education Sector
 - Sporting Community (FAIR & ICIR)
 - Entertainment Industry
 - General Public



Objectives & Outcomes

1. Educate the greater community on the fundamentals of:

- First Aid
- CPR
- AED Application

2. To accurately and confidently apply the above techniques with effective communication.

3. To promote recovery and preserve life till help arrives.





Key Training Concepts

1. FIRST AID

- Early Recognition
- Access
- Assessment tools (DRSABCD & SAMPLE)
- Communication tools (IMIST)



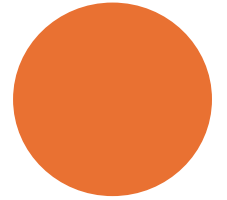
2. CARDIO-PULMONARY RESUSCITATION (CPR)

- Effective Compression Techniques
 - - Positioning
 - - Depth
 - - Rate

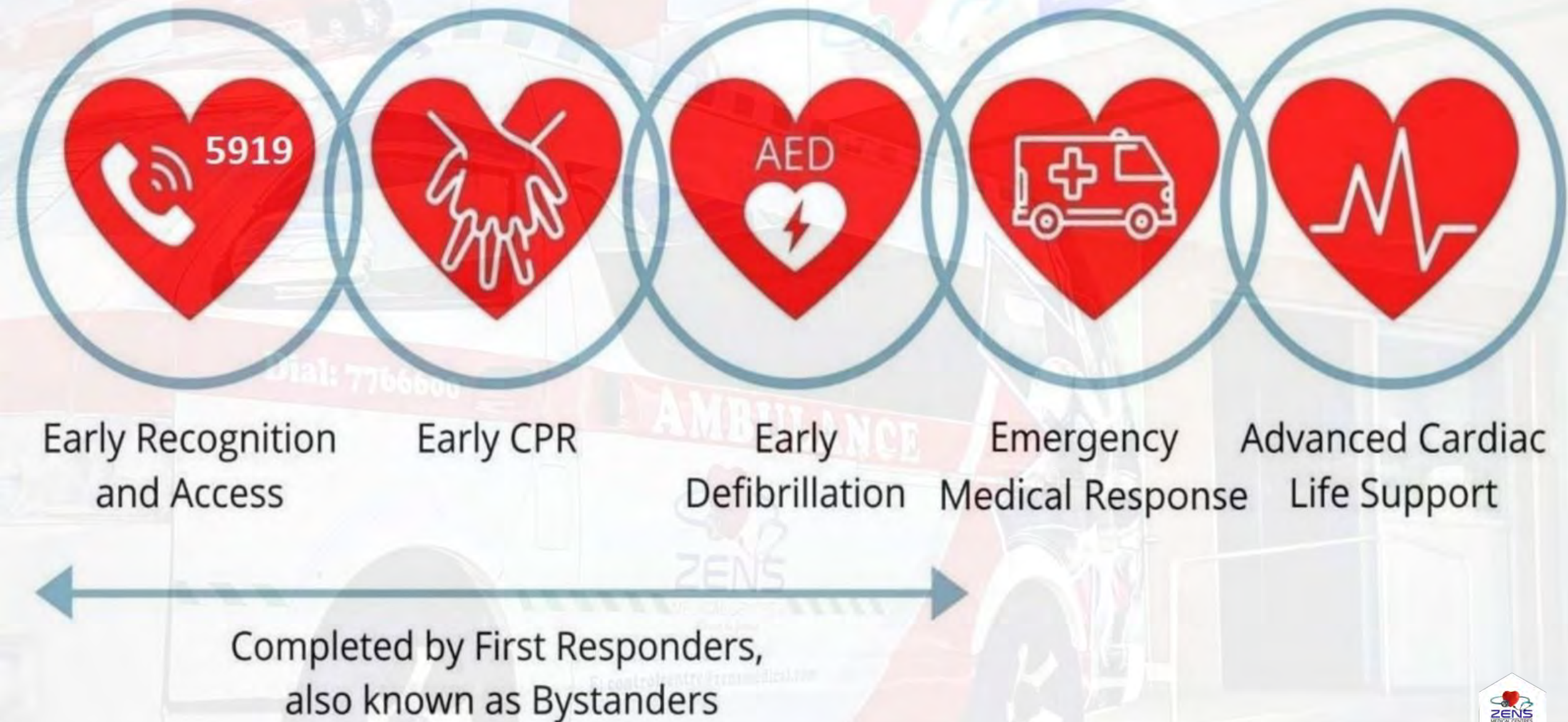


3. AED APPLICATION

- Availability
- Viability
- Technique



Chain of Survival



Zens First Responder Training Structure

Host – Zens Medical Centre Pte Ltd

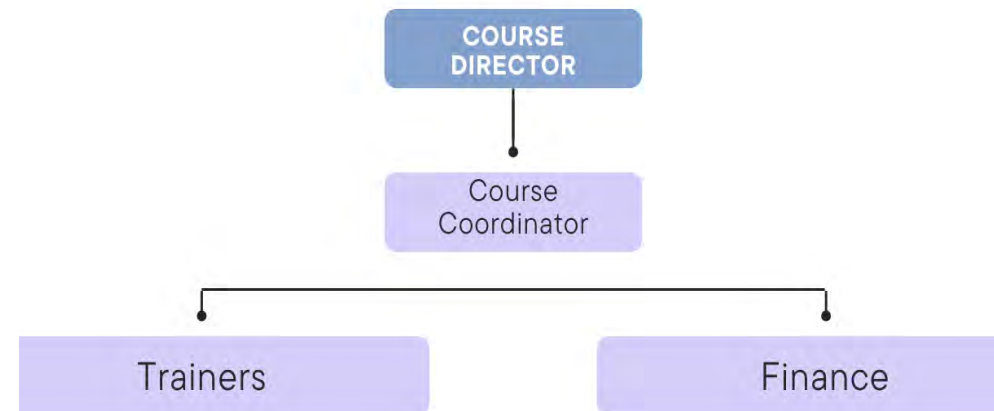
Course Director – Dr Zen Min Low

Course Coordinator – Donasiano Waikula

Trainers –

- Donasiano Waikula
- Daisy Karishma Chand
- Training Instructors
- Resource Personnels

Zens First Responder Program Structure



Course Content

Introduction

Literature Review

Methodology

PART A - CHAIN OF SURVIVAL

Step 1 - Early recognition and activation of the emergency response system

STEP 2 - Performing CPR with a focus on chest compressions

Step 3 – Defibrillation

Step 4 - Advanced resuscitation

Step 5 - Post-cardiac arrest care

PART B – COMMON MEDICAL EMERGENCIES

1. Heart attack

2. Stroke

3. Wounds

4. Bleeding

5. Fracture

6. Concussion

7. Spinal injury

8. Asthma

9. Allergic reactions

10. Epilepsy

11. Choking

12. Drowning

13. Burns

14. Electrocution

Conclusion – part A

Conclusion – part B

1. Training Workflow



Confirmation of the training dates



Communication of training dates - 24hrs



Registration and payments (Online & Manual) - 7days



Logistics confirmation



Reading materials – shared 24hrs prior to training day.



Training

Dates TBC

Duration – 8hrs

2. Training Timetable

Confirmation of attendance & welcome (0800hrs – 0830hrs)
Pre-test - MCQ (online or manual)
Theoretical Component
Water break (1030hrs – 1045hrs)
Practical Component
Lunch Break (1330hrs – 1400hrs)
Assessments – Practical and Post-Test
Results – minimum score 60% through our structured matrix
Certificate Presentation
Online Evaluation/ Feedback
Group Photo

3. Training Evaluation (Reaction Evaluation Method)

Comprehensive training report

- Debrief
- Results analysis
- Learning outcome
- Feedback analysis
- Opportunity for improvement
- Recommendation of champions (90 percentile)
- Schedule for mock drills

Report sharing

- Host
- Referring Organization

Facilitate grant claims

- Training fees - \$120.00 VIP pp | \$100.00 VIP pp (50 pax or more per annum) | \$90.00 VIP pp (100 pax or more per annum)
- In house catering available
- Fees are negotiable with corporates who refer larger volume of employees or associates for training.

Instruction Techniques (Methodologies)

- Face to Face learning (Power point presentations)
- e-copies of reading material (course manual)
- Pre –Test- (online portal facilitated via QR code)
- Group discussion – Problem Based Learning
- Practical sessions
- Audio and Visual Aids
- Training and Simulated Medical Equipment – Manikins and training AED
- Post test (online portal facilitated via QR code)
- Practical Assessment (Final Test)
- Multimedia
- Laptop, Note Pads, Stationery and Bottled Water (Trainee Obligation)

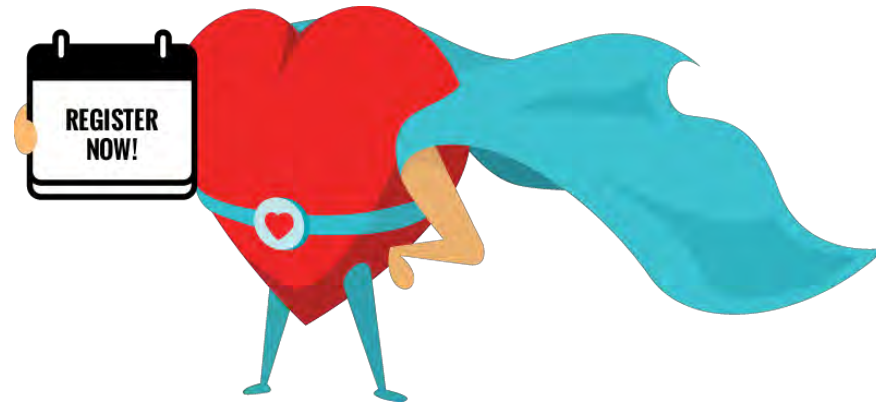


Training Facility

- Training rooms at Zens HQ – 40 Lodhia Street, Nadi
- Vunilagi Conference Room - 30 pax
- Navatulevu Training Room – 16 pax
- Training facility may also be provided by the referring organization



"SAVE A LIFE, BE A HERO:
Master First Aid, CPR and
AED Application today!"



Biodata – Course Director

Dr. Zen Min Low

- Founder, Executive Director and General Practitioner at Zens Medical Centre Pte Limited
- Passionate about Community Services
- Transformational Leader
- Advanced Care Planning Instructor
- FRT Mentor
- Driver of “**Caring as Family**” vision and culture



Biodata – Course Coordinator

Donasiano Waikula

- Clinical Support Manager
- Registered Training Officer (FNU) – 24/TO 22
- 10 years of Pre-Hospital Care experience

Certifications include :

- Advanced Cardiac Life Support (ACLS)
- Basic Life Support (BLS)
- Primary Trauma Care (PTS)
- First Aid In Rugby (FAIR) – Level 1
- Major Incident Medical Management and Support (MIMMS)



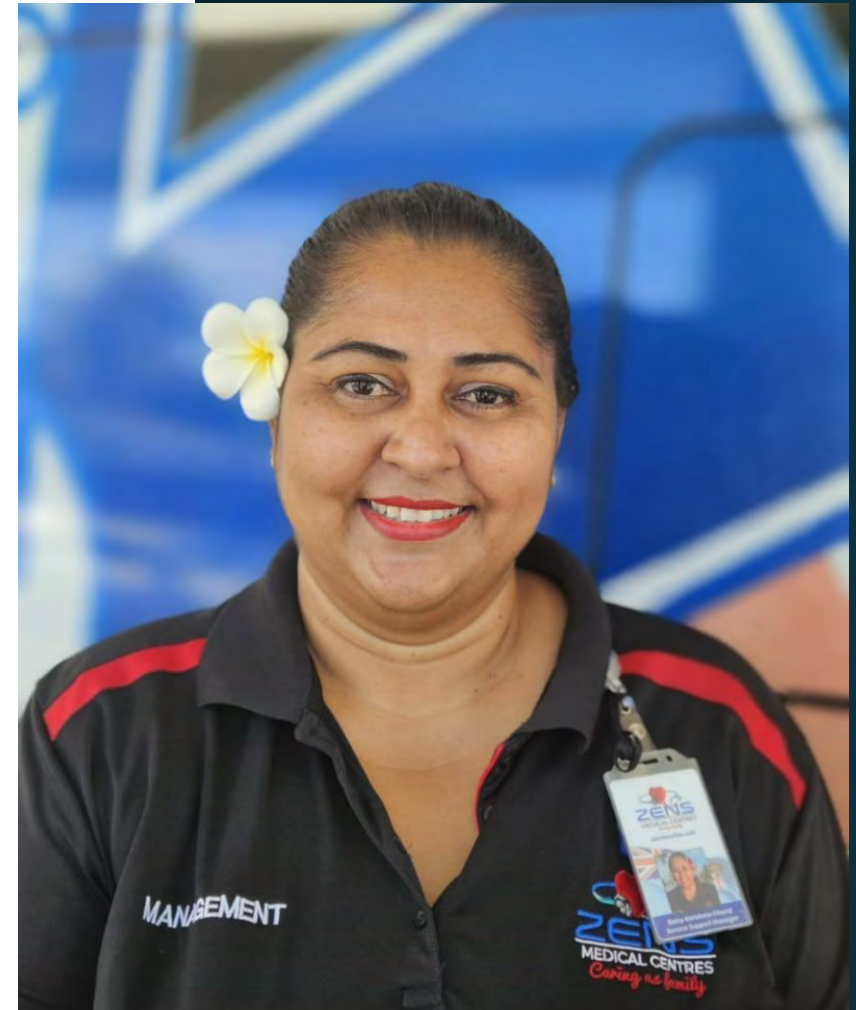
Biodata – Training Officer

Daisy Karishma Chand

- Service Support Manager
- Registered Training Officer (FNU) – 24/TO 20
- 5 years of Pre-Hospital Care experience
- Community Services background

Certifications include :

- Advanced Cardiac Life Support (ACLS)
- Basic Life Support (BLS)
- First Aid In Rugby (FAIR) – Level 1





Contacts

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- [Zens Medical Centre | Homepage](#)
- <https://www.facebook.com/me/>

Our Partners

Over 2000 participants have been trained through this program since 2022 across the corporate and public sectors.

- Marriott Group
- Raffe Group of Hotels
- Wyndham Fiji
- Shangri- La Fiji
- KPMG
- Outrigger Fiji
- Lion One

