



Resusci Anne Skills Station

Frequently Asked Questions



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FAQ Chapter

Please be aware that an online up-to-date FAQ is available at <http://laerdal-sophus.dk>

FAQ – Content

What are the basic components of RA Skills Station?

The basic components of RA Skills Station are:

1. A RA Skillreporter manikin (without the Skillreporter)
2. Measurement and Feedback software to be installed on a the PC connected to the manikin (the PC is not part of the product and must be sourced by the customer)
3. A RS-232 cable to connect the manikin to the PC
4. Laerdal Competence Management System (CMS) and License Server (software)
5. 200 licenses

How does it work?

In its simplest form the performance on the manikin is measured and voice feedback is given. The software gives positive and supportive feedback when the performance is within the set parameters, and corrective feedback is given when corrections to the performance are needed.

If utilised to its fullest capabilities, the RA Skills Station provide a fully self-running 24/7 CPR skills training and certification station. This means that the system can be integrated with an organisation's e-mail system, and interval-based invitations to train and certify can be sent to each individual automatically.

Certificates will also be sent to each individual's e-mail address when the test is passed, and all performance will be registered in the CMS so that a Resuscitation Training Officer can monitor both individual and collective performance.

Several Skills Stations can be deployed in an organisation to facilitate training in a distributed fashion, and also to accomodate the fact that some organisations have many people to train and certify.

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How many users are recommended per RA Skills Station

In an organisation where the RA Skills Station can be utilised on a 24/7 basis, typically hospitals where personnel work shifts, it is recommended that one RA Skills Station is deployed per 1000-1200 trainees. Obviously if the personnel are only at the location during regular working hours, one should set this number much lower. The number recommended is 400-500 personnel per RA Skills Station

How does the licenses work?

The RA Skills Station facilitates "one license per user per interval". This means that there are no time-restrictions on how long a license remains valid. However, two notions are important to remember:

1. Once a user has logged in to the system, he also reserves a license. In other words, this license can not be used by other trainees.
2. Once a user has passed the CPR test, the license is used and can never be used again.

Also, once a trainee has logged on to the system and thus effectively reserved a license, he needs to pass the test within 3 months . After 3 months the license is considered used and can never be used again. Once an organisation reaches a critical low level of licenses, an e-mail will be sent to the internal administrator of the system stating that new licenses must be ordered from Laerdal.

Can RA Skills Station be integrated with some sort of user database so that the customer will not have to write in name and e-mail address of every single user?

Yes, RA Skills Station can be integrated with an existing Active Directory.

RA Skills Station can also import users from a spreadsheet so very little manual work is needed to create a new user database.

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FAQ – Technical

I am having trouble connecting to / receiving licenses from the License Server
Check these items if you are experiencing problems with connecting to the License server

- o Has the License server been installed correctly?
 - Is the service running?
 - Are there licenses available in the License server?
 - If yes, have these licenses been made available to a user either by giving access while creating the user or by creating a license policy?
- o Is there a Firewall blocking the License server?
 - RA Skills Station must be able to communicate with License server on port 56246

Will the system work with Active Directory?

Yes, the system can integrate with Active Directory which enables a site to keep their user administration centralized and will ease the administrative burden.

There are however some limitations to the current integration since the Resusci Anne Skills Station at this point doesn't support Unicode logins.

What is the network impact? Does this product utilize streaming media or other bandwidth intensive technology (does it need Gigabit Ethernet or will 100MB Ethernet work fine)?

Answer: Provided that the LAN was not congested before the CMS installation, then you should not experience any problems. The clients have all the graphical and audio components installed locally and only need to communicate with the CMS to update module progress and the user database.

How well does the CMS play with a multi-function server, such as a file server running a couple of applications already?

Answer: The CMS server functions both as an LDAP server and JBOSS app server. In addition to this, the Course Administration module requires Apache and MySQL.

It is therefore recommended that the system is installed on a dedicated server. The degree of server load depends on the number of current users as well as the overall user base.

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Where can I get support?

Answer: There is a phone on the product box with the Resusci Anne Skills Station number for technical support. The support website can be found at: <http://www.laerdal-sophus.dk>

My client will not talk to the CMS

To get a connection from The RA Skills Station to the CMS, the client must be configured correctly for the License server. In addition the License server must be correctly configured for the CMS. Detailed technical information regarding this can be found in the CMS and License Server installation Guides