

# NON-PROFESSIONAL FIRST RESPONDERS: ORGANIZATIONAL EFFICIENCY CRITERIA IN TICINO (SOUTHERN SWITZERLAND)

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## PURPOSE

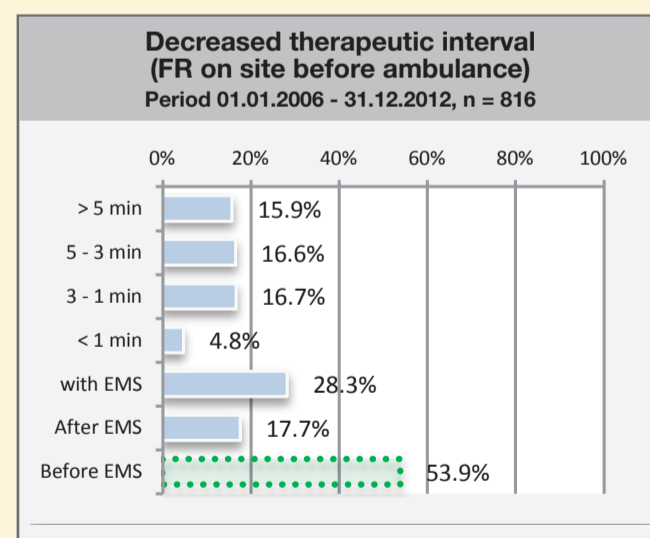
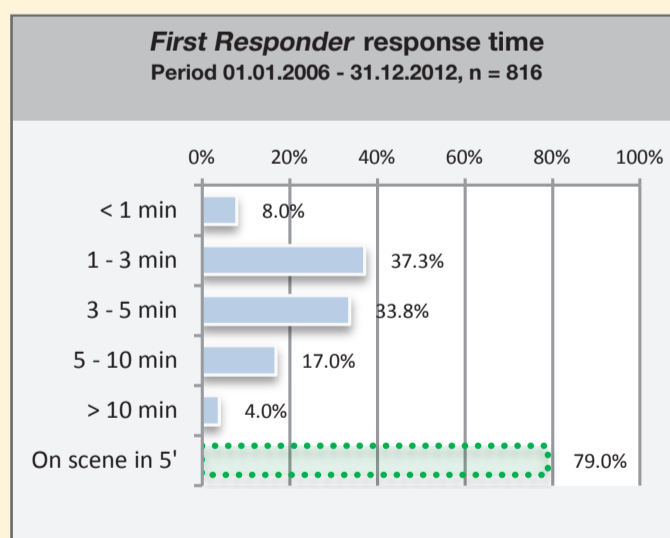
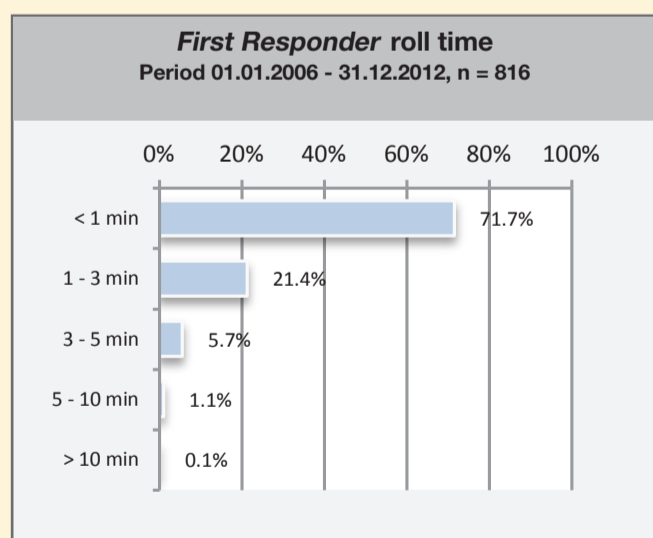
Assess the efficiency of the organizational model which has been developed in Ticino as of 2006 and is characterized by an alarm system and non-professional "First Responder" (FR) (police, fire brigade, border patrol, citizens, etc.) interventions which are **complementary** to professional emergency services whose intervention time in average is of about 9 minutes. The service is managed and coordinated by "Ticino Soccorso 144", counts approx. 2'500 members and is activated through short text messages (SMS) in case of a suspected heart attack. The FR's response is thus based on the principles of **randomness** and **voluntariness**.

## METHODOLOGY

Measurements of the hereafter listed indicators through the analysis of 816 questionnaires filled in on-line by the FR following their interventions during the period 1.1.2006 - 31.12.2012:

- Roll time (SMS Alert – FR starts to move)
- Response time (FR starts to move – Arrival on scene)
- Decreased therapeutic interval (at-patient time without EMS).

## RESULTS



## CONCLUSIONS

The results show the roll and response time are optimal, although the number of cases in which the FR can perform cardiopulmonary resuscitation before the ambulance's arrival might be improved. The effectiveness of the FR alarm system should be assessed and measured in the future.