

# WHAT DO WE KNOW ABOUT FAMILY & BYSTANDER EXPERIENCES OF PARAMEDIC CARE?

Natalie Anderson Eilish Satchell Melissa Carey Bridget Dicker  
Haydn Drake Merryyn Gott Tess Moeke-Maxwell



## Why is this important?

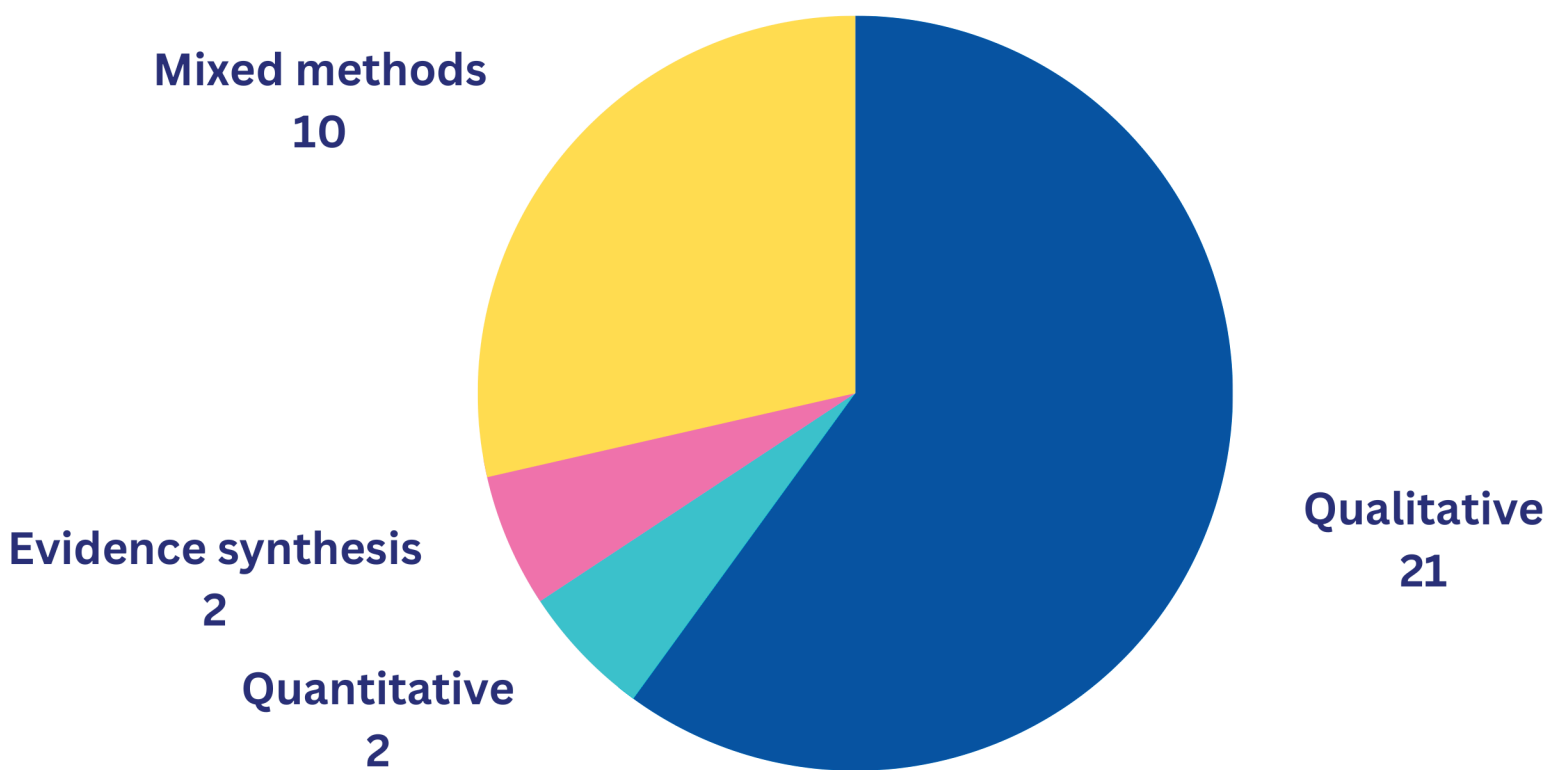
- Paramedics frequently encounter patient family, friends, caregivers, colleagues & bystanders at the scene of medical emergencies
- Those present may have witnessed a distressing event & provided first aid or reassurance
- How those present on scene fit into the patient's social network can be unclear
- Family caregivers are key emergency ambulance service users

## What did we do?

- Scoping review guided by JBI & PRISMA(ScR)
- Medline, CINAHL, Scopus & PsycINFO searched May 22

We located 35 published studies exploring family & bystander experiences of emergency ambulance care. Most studies (77%) focused on care of family or bystanders' experiences during cardiac arrest or end-of-life events.

### Included study designs



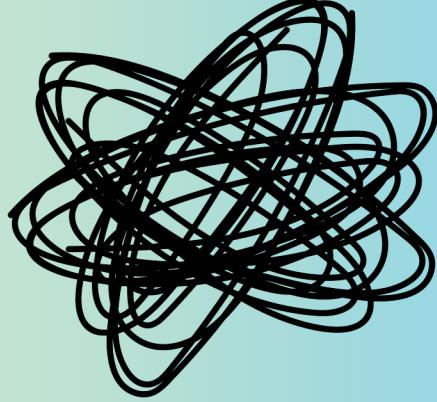

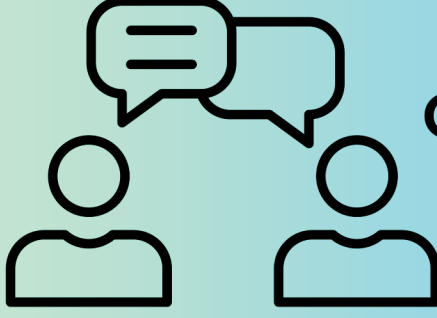
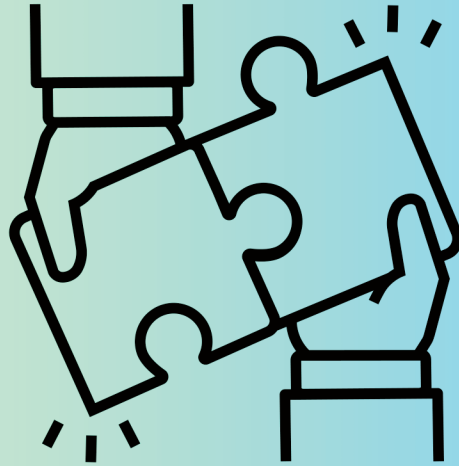

## So what does this mean?

Family members appreciate it when paramedics take time to:

- establish their relationship to the patient
- listen to concerns & witness accounts
- provide reassurance & clear information
- include family in care & decision-making, where appropriate

More research is needed to understand how best to meet family & bystander needs in the event of an emergency ambulance attendance

## What does the research tell us?

Thematic synthesis	Description
 <b>A world in chaos</b>	A medical emergency is a stressful and chaotic time
 <b>Emotional extremes</b>	Responses can swing wildly from hope to hopelessness
 <b>Communication is key</b>	Clear communication with emergency ambulance personnel is highly valued
 <b>Family as partners</b>	Family members want to be present, acknowledged & involved, not sidelined
 <b>Alone without answers</b>	Family & bystanders need access to post-event support

## Want to know more?

This review is now published in BMC Emergency Medicine – scan QR code for free access

