

Experience reveals value of real-time feedback



On her return from a meeting with a local business partner, Lyndsey Westcott witnessed firsthand what she'd always known to be true about ZOLL® products—that they are easy to use, provide invaluable feedback during an emergency, and offer features that allow anyone to help save lives.

Lyndsey's journey took her during peak traffic across England's A628, a major single-lane road from greater Manchester to Sheffield. She was travelling two cars behind a lorry when something in the distance suddenly caught her eye.

"I was straight behind a traffic collision involving a pedestrian and his two children. The pedestrian collided with a lorry, falling into the road. We all quickly slammed the breaks on to avoid hitting the man and his 18-month-old daughter in her push chair, overturned in the road," explains Lyndsey.

Because she's in automated external defibrillator (AED) sales, Lyndsey had several AEDs in her car. Without hesitation, she grabbed the ZOLL AED 3® defibrillator and ran to help.

Heroes emerge

The man was conscious but severely injured and bleeding. A bystander immediately called 999. Someone else found the victim's address and set off to locate a family member. Still another bystander took the two children away from the scene and checked them over for injuries. Lyndsey and another individual—a nurse trainee—followed instructions from emergency services.

"I could see the man was badly injured. He was bleeding, his bone had penetrated his left arm, and he was breathing with difficulty," Lyndsey explains. Very quickly, his breathing went from labored to gasping, and his eyes rolled into the back of his head. Lyndsey recognized the agonal breathing and other signs that can precede sudden cardiac arrest (SCA). The bystanders gently moved the victim out of the roadway and onto his back. "At this point, everything kicked into place," says Lyndsey.

She turned on the ZOLL AED and pulled the electrode package from the pocket on the back of the device housing. She opened the Uni-padz™ CPR electrodes along with the enclosed kit of gloves and scissors. Lyndsey cut off the victim's t-shirt and asked another bystander to use the shirt to wrap his arm and hold it up to help slow the bleeding. Next, Lyndsey connected the electrodes to his chest. She and the nurse trainee took turns following the AED guidance to deliver CPR and allowed the AED to analyze his heart rhythm.

Additional help arrives

Lyndsey and her partner delivered CPR for three rounds before an ambulance reached the scene of the accident. The paramedics took over, intubating the victim and continuing CPR. Thankfully, by the time they loaded him into the air ambulance he was breathing on his own.

One of the children suffered minor injuries and thanks to the quick actions of a bystander, the children's mum and uncle were at the scene to care for them.

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Lessons learned

Much stands out about this day for Lyndsey. While she was focused on stopping the bleeding and starting CPR, the other members of the public who stopped to help all took on vital roles—ones that didn't cross Lyndsey's mind. She believes there are several important reasons that this rescue had a positive outcome.

- **Real-time feedback.** The Real CPR Help® technology on the ZOLL AED 3 defibrillator was invaluable to bystanders in that loud, chaotic environment. “Seeing how deep our compressions were on the AED screen gave me confidence. I told the nurse trainee, ‘Push and watch the screen. It will tell you if you don't push hard enough,’” says Lyndsey.

“I've done CPR before. I've delivered shocks with an AED — but all in a training environment with an EMS professional instructing me,” Lyndsey explains. That day, Lyndsey and the others who stopped to help were on their own until emergency services personnel could get to them.

- **Access to the right tools.** Lyndsey believes the AED allowed the bystanders to step in and successfully help that afternoon.

Surprisingly, several passersby stopped to offer their AEDs before the ambulance arrived. A driver had one, people in a house nearby came to offer the use of theirs, and someone from a nearby business offered the use of their AED. Lyndsey was encouraged to see that the importance of publicly accessible AEDs— a message she believes so strongly — is spreading.

For Lyndsey, though, it was a small item that really stood out that afternoon. “The scissors were amazing. Just being able to use the ZOLL scissors that come in their own pouch was very helpful. Not having to hunt for something saved valuable time. I wouldn't have been able to tear a t-shirt. My hands weren't shaking but they weren't feeling normal either,” recalls Lyndsey. “If I had a ZOLL Mobilize™ trauma kit, it would have been brilliant.”



- **Brave and willing bystanders.** Six strangers came together to lend a hand in a situation for which they had little or no training. Because the A628 is a single-lane road, getting help to the scene was challenging with traffic stopped in both directions. But fear and a lack of training didn't dissuade those individuals from stepping in to help and the tools they had helped guide their efforts.



Lyndsey Westcott

“The biggest thing I took away from it all was the courage and teamwork of everyone there. We were all from different walks of life. Everyone assumed a role without discussing it. The kindness was so amazing. A bunch of strangers worked together to do what needed doing,” explains Lyndsey.

For more information about ZOLL AEDs and Mobilize trauma kits, contact your local ZOLL representative.

