

## ATENDIMENTO PRÉ-HOSPITALAR: FATORES FACILITADORES E DIFICULTADORES DA ASSISTÊNCIA PRESTADA POR UM GRUPO DE REGASTE VOLUNTÁRIO

### PRE-HOSPITAL CARE: ENABLING AND HINDERING FACTORS OF CARE PROVIDED BY A VOLUNTEER RESCUE GROUP

### ATENCIÓN PREHOSPITALARIA: FACTORES QUE FACILITAN Y DIFICULTAN LA ASISTENCIA PRESTADA POR UN GRUPO DE RESCATE VOLUNTARIO

Allana dos Reis Corrêa<sup>1</sup>, Bárbara Pequeno Andrade Rasslan Silva<sup>2</sup>, Patrícia Sarsur Nasser Santiago<sup>3</sup>

#### RESUMO

**Objetivo:** Identificar os fatores facilitadores e dificultadores dos atendimentos realizados pelas equipes do grupo de resgate voluntário, "Anjos do Asfalto". **Método:** Estudo quantitativo descritivo, realizado com 16 integrantes do resgate voluntário "Anjos do Asfalto", em Minas Gerais. Os dados foram coletados por meio de um questionário estruturado autoaplicável com questões sociodemográficas e sobre fatores que facilitam ou dificultam a atuação da equipe. **Resultados:** A maioria dos respondentes (75,0%) foi do sexo masculino. A idade variou de 30 a 51 anos, com média de 38,3 anos. Quanto à formação profissional, a maioria (46,1%) é composta por enfermeiros. A média do tempo de atuação no serviço é de 3,3 anos. Os principais fatores facilitadores foram: experiência e conhecimento profissional dos integrantes, apoio de outras entidades e trabalho e integração em equipe. Já os fatores dificultadores foram: alto custo para manutenção do projeto e a escassez de recursos financeiros. **Conclusão:** O estudo mostrou que os fatores facilitadores destacados pelo grupo são uma junção de conquistas alcançadas durante os anos de atuação. Em contrapartida, a falta de verba, patrocínio e apoio governamental podem comprometer a atuação desse grupo que traz grandes contribuições para o atendimento das vítimas em situação de urgência e emergência.

**Descritores:** Serviços médicos de emergência; Assistência pré-hospitalar; Voluntários; Causas externas.

#### ABSTRACT

**Objective:** To identify the factors facilitating and hindering the attendance of the teams of the voluntary rescue group, "Anjos do Asfalto". **Method:** Descriptive quantitative study, carried out with 16 members of the voluntary rescue "Anjos do Asfalto", in Minas Gerais. The data were collected through a self-administered structured questionnaire with sociodemographic questions and factors that facilitate or hinder the team's performance. **Results:** The majority of respondents (75.0%) were male. The age ranged from 30 to 51 years, with a mean of 38.3 years. Regarding vocational training, the majority (46.1%) are nurses. The average duration of the service is 3.3 years. The main facilitating factors were: experience and professional knowledge of the members, support of other entities and work and integration in a team. On the other hand, the difficult factors were: high cost to maintain the project and scarce financial resources. **Conclusion:** The study showed that the facilitating factors highlighted by the group are a combination of accomplishments achieved during the years of performance. On the other hand, the lack of funds, sponsorship and government support can jeopardize the performance of this group that brings great contributions to the care of the victims in a situation of urgency and emergency.

**Descriptors:** Emergency medical services; Prehospital care; Volunteers; External causes.

#### RESUMEN

**Objetivo:** Identificar los factores que facilitan y dificultan los atendimientos realizados por los equipos de rescate voluntario "Ángeles del Asfalto". **Método:** Estudio cuantitativo descriptivo, realizado con 16 integrantes del rescate voluntario "Ángeles del Asfalto", en Minas Gerais, Brasil. La recolección de datos ha sido realizada por medio de un cuestionario estructurado auto aplicable con cuestiones sociodemográficas y sobre factores que facilitan o dificultan la actuación del equipo. **Resultados:** La mayoría de las personas que respondieron (75,0%) son varones. La edad ha variado entre los 30 y los 51 años, y la edad media ha sido de 38,3 años. En relación a la formación profesional, el grupo reúne en su mayoría, enfermeros (46.1%). El tiempo medio de estancia en el trabajo es de 3.3 años. Los participantes han dicho que los principales factores para facilitar su trabajo han sido la experiencia y el conocimiento profesional de los integrantes, apoyo de otras organizaciones y trabajo e integración en equipo. Sin embargo, la mayor y más predominante dificultad ha sido el alto coste para mantener el proyecto y la falta de recursos financieros. **Conclusión:** El estudio mostró que los factores facilitadores apuntados por el grupo son una suma de conquistas logradas a lo largo de los años de trabajo del equipo. Sin embargo, la falta de verba, patrocínio y apoyo gubernamental pueden comprometer la actuación de ese grupo que contribuye muchísimo en lo que se refiere a la atención a las víctimas en situaciones de urgencia y emergencia en el estado de Minas Gerais.

**Descritores:** Servicios médicos de urgência; Atención prehospitalaria; Voluntarios; Causas externas.

<sup>1</sup>Graduada em Enfermagem. Doutora em Enfermagem pela Universidade Federal de Minas Gerais. Docente na Universidade Federal de Minas Gerais. <sup>3</sup>Graduada em Enfermagem. Mestrado em Enfermagem pela Universidade Federal de Minas Gerais. Docente na Pontifícia Universidade Católica de Minas Gerais.

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## INTRODUCTION

In the last two decades, there has been an intense and rapid process of urbanization and metropolization in Brazil without the due follow-up of policies focused particularly on the safety and well-being of those living in cities. Among the problems related to this fact is the significant increase in deaths due to external causes, which include homicides, suicides, traffic accidents, drownings, among others<sup>(1)</sup>. These occurrences have a greater impact on the male population aged between 15 and 39 years<sup>(1)</sup>.

Deaths from external causes are defined as injuries, injuries or any other health problems that have occurred intentionally or unintentionally, with sudden onset and as an immediate consequence of some violent act or other exogenous motives. Since 1980, external causes have become the second leading cause of death in Brazil and the leading cause of death for individuals aged five to 39 years<sup>(2)</sup>. This abrupt increase in deaths from external causes in Brazil in the 1980s has dragged on until the present day, since then, external causes have oscillated between the second or third cause of death in the country<sup>(3)</sup>.

One of the most important factors related to the prognosis of the victim of external causes is the time spent between the event and the definitive care that this patient receives<sup>(4)</sup>. "Golden Hour" is defined by the first 60 minutes following the traumatic event. The one-hour interval is defined as the time limit for implementing the first service<sup>(5)</sup>. "Golden Hour" was created by Dr. Adams Cowley, founder of one of the first trauma centers in the United States. Based on their research, it was concluded that patients who received definitive care in a timely manner had a much higher survival rate than those who received care with some delay<sup>(6)</sup>.

In a global context, it is noted that France and the United States were the pioneers of mobile prehospital care. France instituted, in the 1960s, an emergency service conducted and regulated by a medical professional who regulates ambulances through a unified telephone number, available to the entire population. Such a communication system is also linked to the Fire Department<sup>(7)</sup>.

Since the 1960s, the United States has instituted a mobile PHC system that promotes efficient and rapid transportation by properly trained professionals who are legalized by the US

Constitution<sup>(7)</sup>. In Brazil, SAMU is based on the French model of care in which ambulances of advanced models must have the presence of a medical professional, a situation that does not occur in the USA, since such action is performed by paramedics (a profession that does not exist in Brazil)<sup>(8)</sup>.

The impact of external causes on global and Brazilian morbidity and mortality contributed to the creation of the National Emergency Care Policy (NECP), which was established through Administrative Rule no. 1863/2003, in all federated units, respecting the competencies of the three spheres of management<sup>(9)</sup>.

In July 2011, the Ministry of Health reformulated the NECP through ordinance 1600 and established the Emergency Care Network. The Emergency Care Network aims to organize, articulate and integrate all health equipment in order to expand and qualify the humanized and integral access to emergency and emergency users in the health services in a timely and agile way<sup>(10)</sup>.

The pre-hospital mobile component was instituted on September 29, 2003, through Administrative Rule no. 1864/2003, and the Mobile Emergency Care Service (SAMU-192) was established in municipalities and regions throughout Brazil. In 2012, SAMU regulations were revised and currently regulated by Administrative Rule No. 1,010/2012, established by the Ministry of Health, which in art. 2, defines the SAMU 192 as the "mobile assistance component of the Emergency Care Network, which aims to reach the victim early after having suffered a health problem (of a clinical, surgical, traumatic, obstetric, pediatric, psychiatric, among others) that can lead to suffering, sequelae or even death, by sending manned vehicles by trained personnel, accessed by the number "192" and activated by an Emergency Regulation Center"<sup>(11)</sup>.

Prior to the creation of the SAMU-192, prehospital care was provided by the Fire Department in partnership with the Municipal or State Health Secretariats. This situation changed after the standardization determined by the Ministry of Health, which characterized prehospital care as a health service under the coordination of a doctor<sup>(12)</sup>. The new reorganization of prehospital care made military firefighters move from protagonists to

coadjuvants in prehospital care, along with other non-health professionals<sup>(12)</sup>.

According to data released by the Ministry of Health, Brazil currently has approximately 5,570 municipalities and a population of 201,062,789 people, and until February 2015, only 153,962,865 (75.9%) of the people were assisted by SAMU-192<sup>(13)</sup>.

In the State of Minas Gerais, there is a lag in the population coverage by SAMU-192. Data released by the General Emergency and Emergency Coordination (GEEC) show that only 104 (12%) municipalities and 38.4% of the population of Minas Gerais are assisted by this system<sup>(14)</sup>.

In view of this reality, it can be seen that access to the pre-hospital service by the SAMU-192, both in the federative unit and in the state of Minas Gerais, does not reach the entire population. From this, it is possible to measure the importance that other support services, such as the Fire Department and voluntary rescue groups, have in this context.

Specifically, in the state of Minas Gerais, the Angels of Asphalt group was created in February 2004, a non-governmental, non-profit organization (NGO), made up of volunteers that attend calls to the BR-381 highway. This is popularly known as the Death Highway, since, in just 100 km, there are approximately 200 sinuous curves that contribute to the occurrence of numerous accidents in this route<sup>(15)</sup>.

The NGO Angels of Asphalt does not transport the victim to any health service and its function is to stabilize the sick until the arrival of the SAMU-192 and / or the Fire Department at the scene of the accident. Because it is a voluntary service, the NGO receives no government aid, and all the necessary materials and supplies are needed to care for the victims through donations. The volunteers participating in the rescue group have a variety of professional backgrounds, consisting of nurses, nursing technicians, civilian firefighters and professionals who do not come from the health area but who have lifeguard courses<sup>(15)</sup>.

PHC practitioners are known to demonstrate a strong relationship to the profession, as it is a practice that requires improved and continuous knowledge as well as the ability to deal with unexpected and challenging situations. Because it is a type of work in which the professional is very exposed, he

suffers from the population, being constantly evaluated in the accomplishment of his tasks<sup>(16)</sup>.

Studies that investigated the daily routine of nursing professionals who work in PHC showed that the work environment can provide positive and negative feelings for them. The authors emphasize that the association of negative feelings to the daily work of caring for the next one, since, a great part of these professionals put at risk his health, being able to be, that fact, it is harmful to both the rescuer and the patient<sup>(16-18)</sup>.

The daily life of members of the volunteer rescue group Angels of Asphalt is quite diverse. Despite the organization of materials, inputs and constant concern with training of professionals, the factors that facilitate and/or hinder the performance of this group are not known. Thus, one questions the factors that facilitate and impede the daily life of the professionals who work in the voluntary rescue group Angels of Asphalt.

The identification of the facilitating factors may contribute to the evaluation of the group's work process and the identification of the factors that might be difficult to support, such as the elaboration and implementation of proposals aimed at improving care which will consequently imply a better outcome for the people assisted by the voluntary rescue.

The objective of this study was to identify the factors facilitating and hindering the care provided by the teams of the voluntary rescue group Angels of Asphalt.

## METHODS

It is a descriptive study, carried out with the components of the voluntary rescue group Anjos do Asfalto, which have a base of service to the banks of BR 381, near the clover of the municipality of Caeté - MG.

The group consists of 18 members who have varied professional backgrounds: civilian firefighters, nursing technicians, nurses and non-professionals from the health area (merchant and businessman) who have a basic level of life of at least 40 hours.

As inclusion criteria, volunteers belonging to the Angels of Asphalt group, who had been working for more than six months in the service and who agreed to participate in the study after being duly clarified on the subject and signing the informed consent form, were chosen as inclusion criteria (FICT). Members who were on leave during the collection period were excluded.

At the time of the study, of the 18 members of the group, two were away on leave. Thus, 16 members composed the sample of this study.

Data were collected through a self-administered structured questionnaire, which included the variables of the study. It was elaborated by researchers and consists of two parts. The first one considers sociodemographic data of the subjects of the research and the second, two questions open to the respondents to indicate the factors that are difficult and facilitating factors related to the services performed by the teams. Before the questionnaire was applied to the study participants, the questionnaire was submitted to the evaluation of four nurses who worked in prehospital care services and the suggestions were incorporated in the final version of the instrument.

The variables analyzed were: age, gender, naturalness, marital status, educational level, vocational training, occupation, volunteer recovery time (measured considering the date of entry into the group until questionnaire application), refresher courses certified by international companies, duration of the specific course, and factors that make it difficult for volunteer members to attend.

The collection occurred in the period from September to November 2016, at the place where the members of the group remain on the days of on call, waiting for service requests. In order for all the members to participate in the survey, alternate visits were made to different shifts and holidays. The researchers, after exposing the objectives of the study and signing the FICT, distributed the questionnaire that was completed and delivered on the same date by the respondents.

After the data was collected, the information was entered into a Microsoft Office

Excel® 2007 program database and the descriptive analysis was performed by calculating the absolute and relative simple frequencies and measures of central tendency.

The research was authorized by the coordination of the voluntary rescue group Angels of Asphalt and initiated after appreciation and favorable opinion of the Research Ethics Committee of the Pontifical Catholic University of Minas Gerais, CAAE: 48713515.8.00005137, opinion number: 1,236,916, in compliance with Resolution 466/2012 of the National Health Council<sup>(16)</sup>.

## RESULTS AND DISCUSSION

The 16 components of the Angels of Asphalt group that composed the study sample corresponded to 88.8% of the total number of volunteers. Of these, the majority (12-75.0%) were male. The age ranged from 30 to 51 years, with a mean of 38.3 years.

A study that analyzed the vision of the professionals involved in a mobile prehospital care service (PHC), showed a similar result regarding gender and age, showing that 61.8% of the members of the service were men and the average age of the members of the service. group was 36.2 years<sup>(17)</sup>.

The questionnaire was recorded in 10 (62.5%) questionnaires, being the majority of these (8-80.0%), natural of the city of Belo Horizonte - MG and metropolitan region, citing the municipalities of Contagem and Nova Lima. Two members are from other localities: municipalities of São Paulo and Itabira.

Data related to marital status, schooling and professional training/performance are presented in Table 1.

Table 1: Sociodemographic characteristics of members of the volunteer rescue Anjos do Asfalto. Minas Gerais, Brazil, 2015.

Variables	N	%
<b>Marital status (N=16)</b>		
Married	08	50.0
Single	04	25.0
Stable union	02	12.5
Divorced	02	12.5
<b>Education (N=14)</b>		
Complete Basic education	02	14.3
Complete highschool	04	28.6

Complete Higher education	02	14.3
Post-graduation	06	42.9
<b>Training/Professional field (N=13)</b>		
Nurse	06	46.1
Businessperson	03	23.1
Civil firefighter	02	15.4
Nursing technician	01	7.7
Merchant	01	7.7

Source: Study data, 2015.

In relation to marital status, it was observed that the majority were married. A study carried out with 18 nursing technicians, who work in a pre-hospital care service in a city in the interior of Minas Gerais, showed a different reality, where 50% of the professionals were single<sup>(19)</sup>.

Table 1 showed that almost half of the interviewees have some postgraduate course and 14.3% have complete higher education. Thus, 57.2% of the volunteers in the Angels of Asphalt rescue group have higher education.

A study developed in Ribeirão Preto (19) found that 55.5% of the professionals who composed the sample had a specialization course, a fact that matches the data of this research. The professional preparation makes the service more agile and efficient, a situation that provides a better prognosis to the victim.

Regarding the training/professional performance, it was observed that almost half of the members are nurses. A research developed in Ribeirão Preto - SP, with members of an Advanced Support Unit (ASU) of SAMU, showed that the majority of the team was composed of physicians<sup>(19)</sup>.

This difference is possibly attributed to the fact that the SAMU is regulated by an ordinance of the Ministry of Health, which defines the professional category and the minimum amount of this professional to compose the teams of each type of ambulance. In the case of USA, the minimum composition is a physician, a nurse and an emergency vehicle driver<sup>(11)</sup>.

Three members of the NGO Angels of Asphalt did not specify their training and reported that they act as rescuers. The rescuers course is offered in the state of Minas Gerais by the Red Cross in partnership with the Military Fire Brigade of Minas Gerais. The program is intended for both health professionals and the general public of any area or professional training. The course teaches, in a systematic way, about prehospital care for all who aim to save lives and act correctly in extreme situations<sup>(20)</sup>. It should be noted that people from markets other than health may be interested in providing this type of care, and not only specialized people can effectively take basic measures in emergency situations.

The duration of the professionals in the voluntary rescue group ranged from seven to 104 months, with a mean of 39 months, that is, 3.3 years. It is noteworthy that two volunteers did not answer this question, totaling 14 questionnaires answered on this topic.

A study developed in Fortaleza showed that 43.8% of the sample had APH time between one and five years<sup>(17)</sup>. It was observed that adherence to voluntary work in HPA involves a commitment similar to that of professionals formally hired to carry out this activity.

The variable participation in training courses was answered by 15 members. The results related to the accomplishment of qualification by immersion courses with international certification and other courses are presented in Table 2.

Table 2: Participation of the Angels of Asphalt Group members in training courses. Minas Gerais, Brazil, 2015.

Variables	n	%
<b>Immersion Courses with International Certification</b>		
BLS <sup>®</sup>	08	53.3
PHTLS <sup>®</sup>	07	46.7
ACLS <sup>®</sup>	03	20.0
PALS <sup>®</sup>	-	-
Other courses	11	73.3

Nota: BLS<sup>®</sup>: Basic life Support PHTLS<sup>®</sup>: Pre-hospital Life Support; ACLS<sup>®</sup>: Advanced Cardiac Life Support; PALS<sup>®</sup>: Pediatric Advanced Life Support.

The category "other courses" refers to courses without certification of specific societies, these being given by the Fire Department, Red Cross and private training companies in emergencies and emergencies. It should be noted that the same member may have completed more than one course, which makes it impossible to total the result at 100%. This question was answered by 15 professionals.

The group members' investment in internationally recognized immersion courses was

observed. The training of professionals working in Pre-Hospital Care services is intended to improve urgency and emergency guidelines, to qualify professionals against technical procedures, and to establish relationships among the teams through case discussions in order to improve care and, consequently, their outcomes<sup>(16,21)</sup>.

The results related to the time of accomplishment of the last training course are presented in Table 3.

Table 3: Time of accomplishment of the last training course carried out by the Members of the Angels of Asphalt Group. Minas Gerais, 2015.

Variables	n	%
<b>Time of Completion of the Last Training Course</b>	14	100.0
<4years	12	85.7
4 to 8 years	01	7.1
>8years	01	7.1

Source: Study data, 2015.

Most of the members underwent training course with time less than four years. It is inferred that, in addition to the dedication to volunteer service, there is a concern with updating the knowledge in urgent and emergency care. It is emphasized that prehospital care is a practice that requires improved and continuous knowledge, since it demands the capacity to deal with stressful situations and a team that needs specific training, since many circumstances differ from the hospital practice<sup>(21)</sup>.

For the analysis of the answers obtained in the open questions about factors that facilitate and make difficult the voluntary rescue work, the most cited answers of the 16 questionnaires evaluated were delimited, being calculated the percentage of each one of them. The answers with less incidence (only one citation) were included in the category "others".

The factors that facilitate the services performed by the volunteer Angels of Asphalt rescue are presented in Table 4.

Table 4: Factors that facilitate the performance of the members of the Angels of Asphalt Group. Minas Gerais, Brazil, 2015.

Factors that facilitate the performance of the Angels of Asphalt Group	n	%
Experience and professional knowledge of the members	08	50.0
Support from other entities	08	50.0
Teamwork and team integration	08	50.0
Available salvage materials	05	31.3
Agility in victim care	04	25.0
Recognition of the group by the residents of the region and other entities	04	25.0
Trainings	03	18.8
Location of the group support base	02	12.5
Team with various professional backgrounds	02	12.5
Others	04	25.0

Source: Study data, 2015.

The facilitating factors that made up the category "others" were: pleasure in dealing with situations of stress, desire to do good, group goodwill and road signaling. It should be noted that the results presented in Table 4 refer to the number of facilitating factors cited by each of the volunteers, making it impossible to total the result in 100%.

"Teamwork", "group integration" and "members' work experience" were the facilitators most cited by the respondents.

A study carried out in Porto Alegre, RS, Brazil, aimed at characterizing teamwork in prehospital care for victims of traffic accident trauma, emphasizes the importance of teamwork and stresses that all actors who provide basic life support to victims of trauma in PHC, regardless of technical training, perform the same functions and organize themselves with the ultimate purpose of recovery and stability of the patient<sup>(12)</sup>. The work process takes place in an integrated and articulated way, a fact that characterizes a collective and team work and, even in the face of differences related to professional formation and hierarchization due to knowledge, it is possible to guarantee the space

of each team member during the pre-hospital care<sup>(12,17)</sup>.

"Support from other services" of PHC was another facilitating factor cited by respondents. This result differs from another research, which pointed to a divergent reality and pointed out that the two prehospital care services analyzed (SAMU and Fire Department) were not very integrated<sup>(12)</sup>.

Another factor cited was "the recognition of intangible benefits that voluntary work can provide." A study that aimed to analyze the relationship of commitment to work design according to the perception of voluntary workers from Non Governmental Organizations (NGOs) showed that volunteering has no economic interest in the activity performed and that, in fact, its greatest satisfaction are the achievements of being able to help others or become part of a group of people who have the same goals<sup>(22)</sup>.

The factors that make it difficult to attend to the volunteer rescue Angels of Asphalt are presented in Table 5.

Table 5: Factors hindering the performance of the members of the Angels of Asphalt Group. Minas Gerais, Brazil, 2015.

<b>Factors that make it difficult for the Angels of Asphalt Group</b>	<b>n</b>	<b>%</b>
Cost to maintain the project / lack of money	11	68.8
Lack of government support	10	62.5
Lack of sponsorship	05	31.3
Hazard and lack of road structure	03	18.8
Lack of materials and structure for care	03	18.8
Lack of own base	02	12.5
Time between the first service and the arrival of the official services that perform the prehospital care	02	12.5
Hospital Distance	02	12.5
Safety of the rescuer and access to the accident site	02	12.5
Others	12	75.0

Source: study data, 2015.

It should be noted that the results presented in Table 5 refer to the number of hindering factors cited by each of the volunteers,

making it impossible to totalize the result in 100%.

In the category "others" were included the difficulties factors mentioned only once being:

"accident risk"; "Lack of ethical and legal support of professionals in carrying out some interventions"; "Lack of staff and people working in the official services (SAMU and COBOM) who perform pre-hospital care and support the NGO"; "Lack of organization of the stock of materials"; "Difficulty of communication via radio"; "Inadequate information of the applicant"; "Inability to transport the victims"; "Lack of committed rescuer"; "Tension with displacement"; "High incidence of multi-victim accidents"; "Lack of unity/companionship" and "high demand for care in the region".

The main factors that the respondents pointed out were "the high cost", "the limitation of financial resources to maintain the group" and "the absence of government support." This study aimed to describe and understand the vision of health professionals in relation to voluntary services provided in the hospital context showed that the performance of voluntary health services in relation to various demands ranging from curative, preventive, promotion and development are not served efficiently by the state. It has also shown that there are numerous health needs that can be minimized through the provision of voluntary services<sup>(23)</sup>.

Other complicating factors cited were: "dangerousness" and "lack of structure of the highway" and "the tension with the displacement and safety of the rescuer". A qualitative study, developed in Porto Alegre, with nine nurses working at SAMU, showed that the greatest difficulties experienced by this group during prehospital care were "insufficient academic preparation", "adversity of the scenario", "exposure to risks of the scenes" and "lack of psychological support"<sup>(24)</sup>.

## CONCLUSION

From the results obtained in the study, it was possible to observe that the main facilitating factors pointed out by members of the volunteer Angels of Asphalt rescue were: "the experience and professional knowledge of the group members", "support received from other entities", "teamwork and team integration". These factors are a sum of circumstances that were created during the years of operation and that facilitate and enable an agile and quality assistance to the victim attended by all the team. Thus, an organized group is shown that seeks, at each opportunity, to optimize the unity of the

team and the assistance provided to the victims rescued.

On the other hand, "lack of funds to maintain the group", "lack of government support and sponsorship" were listed as the main factors that hamper the performance of the NGO. In order to provide a more efficient service to the victim, it is essential that the group be able to raise more money for its maintenance and growth.

Knowing the facilitating and hindering factors reported by the professionals that work in the PHC as volunteers contributes to rethinking flows and support for the exercise of an activity that, even if filled with challenges, shows the commitment of a team to assist people in emergency situations and emergency, regardless of the presence of employment relationship.

It is possible that private and public financial incentives contribute to the improvement of material resources and the continuous training of members of volunteer rescue groups, enabling a more effective and qualified service to the victims initially assisted by them.

Despite the relevance of studying a topic that is not very well covered in the literature, this study presented a restricted "N" that limited the correlation between the study sample and the actual situation of a specific volunteer rescue group operating in the State of Minas Gerais. The investment in studies that approach this topic in a more comprehensive way can contribute to broaden the knowledge about the performance of voluntary rescue groups and rethink the possibilities of early prehospital care with qualified initial care, aiming at better outcomes for the people who demand this attendance.

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**Mailing address:**

Allana dos Reis Corrêa

Av. Alfredo Balena - nº 190 Santa Efigênia

ZIP CODE: 30.130.100 - Belo Horizonte/MG - Brazil

**E-mail:** [allanareiscorrea@gmail.com](mailto:allanareiscorrea@gmail.com)