

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: April Year: 2013

&

Financial Year 2013-2014

Table of Contents

Page No

1. Sense - Activities of the Emergency Response Center (ERC)	3
2. Reach – Ambulance Trip Data.....	3
3. Life saved Data.....	3
4. Care - Emergencies Handled.....	3 - 4
5. AN Mother & Neo-natal cases Data	4
6. Financial Performance	5 -6

Annexure:

Annexure A: Ambulance Details.....	7
Annexure B: District Wise Distribution of Ambulances.....	8
Annexure C: District Wise Trip Details.....	9
Annexure D: Hospital Case Admission Details	10
Annexure E: District Wise Emergency Cases Handled.....	11 - 12
Annexure F: District Wise Kilometre Run & Kilometre / Litre Details...	13
Annexure G: Human Resources Details.....	14
Annexure H: District Wise Hospital MoU Details.....	15
Annexure I: Call and Dispatch Average Handle Time.....	15
Annexure J: Interesting Emergency Cases.....	16-18
Annexure K: Important Events & Photographs.....	19
Annexure L: AN Cases Monthly report.....	20
Annexure M: Neonatal ambulance cases.....	21 -23
Annexure N : Issues to be sorted out.....	24

GOVERNMENT OF TAMIL NADU
TAMIL NADU HEALTH SYSTEMS PROJECT
108 - EMERGENCY AMBULANCE SERVICES
Monthly performance report
(FORM A)

Month : Apr 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	602221	100.00%	649818	100.00%	649818	100.00%
1.1.2	Number of Unattended Calls (UAC)	3678	0.61%	3951	0.61%	3951	0.61%
1.1.3	Number of calls answered	598523	99.39%	645866	99.39%	645866	99.39%
1.2	Types of Calls						
1.2.1	Emergency Calls	73692	12.31%	91986	14.24%	91986	14.24%
1.2.2	Non Emergency Calls	96273	16.09%	80653	12.49%	80653	12.49%
1.2.3	Ineffective Calls *	428558	71.60%	473227	73.27%	473227	73.27%
1.2.4	Total Number of Calls (Ref.1.1.3)	598523	100.00%	645866	100.00%	645866	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	70699	95.94%	88908	96.65%	88908	96.65%
1.3.2	Number Police Emergency Calls	1395	1.89%	1436	1.56%	1436	1.56%
1.3.3	Number fire Emergency Calls	1598	2.17%	1642	1.79%	1642	1.79%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	73692	100.00%	91986	100.00%	91986	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	69587	98.43%	69302	77.95%	69302	77.95%
1.4.2	Number of repeated Emergency calls	1112	1.57%	19606	22.05%	19606	22.05%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	70699	100.00%	88908	100.00%	88908	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	95.00%	NA	95.00%	NA	95.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	2.00%	NA	2.00%	NA	2.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	3.00%	NA	3.00%	NA	3.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	69587	NA	69302	NA	69302	NA
2.2	Total Number of Ambulance Trips	67511	NA	66904	NA	66904	NA
2.3	Number of Ambulance Services utilized	62958	90.47%	62422	90.07%	62422	90.07%
2.4	Number of Ambulance Services not utilized	4553	6.54%	4482	6.47%	4482	6.47%
2.5	Number of Ambulance Services busy **	2076	2.98%	2398	3.46%	2398	3.46%
2.6	Number of Trips per ambulance	107.33	NA	106.37	NA	106.37	NA
2.7	Number of Trips per ambulance/day	3.46	NA	3.55	NA	3.55	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	62958	NA	62422	NA	62422	NA
3.2	Total number cases transported per ambulances	100.09	NA	99.24	NA	99.24	NA
3.3	Total number cases transported per ambulances per day	3.23	NA	3.31	NA	3.31	NA

Note: Total Lives Saved from 15th Sep 2008 to 30th April 2013 = 87,500

SL. No.	Details	Prev Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	3170	5.04%	3203	5.13%	3203	5.13%
4.2	Acute Abdomen	3343	5.31%	3595	5.76%	3595	5.76%
4.3	Allergic Reactions	28	0.04%	43	0.07%	43	0.07%
4.4	Animal Attack	1654	2.63%	1745	2.80%	1745	2.80%
4.5	Assault	2779	4.41%	3287	5.27%	3287	5.27%
4.6	Behavioral	2	0.00%	2	0.00%	2	0.00%
4.7	Cardiac/Cardio Vascular	3437	5.46%	3296	5.28%	3296	5.28%
4.8	Diabetes	471	0.75%	430	0.69%	430	0.69%
4.9	Disasters due to Natural elements	7	0.01%	4	0.01%	4	0.01%
4.10	Epilepsy	1589	2.52%	1501	2.40%	1501	2.40%
4.11	Fevers / Infections	1421	2.26%	1576	2.52%	1576	2.52%
4.12	Fire/Burns	793	1.26%	695	1.11%	695	1.11%
4.13	Hazmat (Hazardous Material)	4	0.01%	0	0.00%	0	0.00%
4.14	Industrial	19	0.03%	15	0.02%	15	0.02%
4.15	Neonatal(upto 1 month)	1599	2.54%	1681	2.69%	1681	2.69%
4.16	Paediatric(1-12years)	66	0.10%	61	0.10%	61	0.10%
4.17	Pregnancy related	15842	25.16%	15573	24.95%	15573	24.95%
4.18	Respiratory	2084	3.31%	1984	3.18%	1984	3.18%
4.19	Road Traffic Accident - Trauma	14776	23.47%	14170	22.70%	14170	22.70%
4.20	Stroke/Cerebro Vascular Accidents	681	1.08%	888	1.42%	888	1.42%
4.21	Suicide attempt	339	0.54%	339	0.54%	339	0.54%
4.22	Trauma	2466	3.92%	2652	4.25%	2652	4.25%
4.23	Unconscious	1241	1.97%	1223	1.96%	1223	1.96%
4.24	Others	5147	8.18%	4459	7.14%	4459	7.14%
	Total Medical Emergencies (1.4.1/2.3)	62958	100.00%	62422	100.00%	62422	100.00%
5	AN Mother and Neonatal – Emergencies Care						
5.1	Inter Facility Transfer of AN Mothers						
5.1.1	Number of cases lifted thro' ERC to Hospital	7176	45.30%	7024	45.10%	7024	45.10%
5.1.2	Number of cases lifted from Hospital	8666	54.70%	8549	54.90%	8549	54.90%
5.1.3	Number of cases re-referred by Hospital to Higher Level	4	0.03%	3	0.02%	3	0.02%
5.1.4	Number of cases re-referred by referred institutions	1	0.01%	2	0.01%	2	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	5	0.03%	5	0.03%	5	0.03%
5.1.6	Total Number of AN Cases	15842	100.00%	15573	100.00%	15573	100.00%
5.2	IFT others						
5.2.1	Neonatal (upto 1 month)	1406	6.72%	1484	7.13%	1484	7.13%
5.2.2	Road Traffic Accident - Trauma	2307	11.02%	2237	10.74%	2237	10.74%
5.2.3	Accidental Poisoning	1256	6.00%	1248	5.99%	1248	5.99%
5.2.4	Cardiac/Cardio Vascular	1038	4.96%	973	4.67%	973	4.67%
5.2.5	Others	6263	29.91%	6331	30.41%	6331	30.41%
5.2.6	Total number of IFTs (5.1.2+5.2)	20936	100.00%	20822	100.00%	20822	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	4	0.03%	7	0.04%	7	0.04%
5.3.2	Number of Infant Mortality at Hospital	9	0.05%	10	0.06%	10	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	277	17.32%	358	21.30%	358	21.30%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1599	100.00%	1681	100.00%	1681	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1338	NA	1336	NA	1336	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	400	NA	1984	NA	1984	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	86	NA	59	NA	59	NA

Financial Performance

10	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
10.1	108 Call center Salary Expenditure	22.38	22.38	20.09	20.09	2.29	-	2.29	-	
10.2	Ambulance Personnel Cost	375.13	375.13	278.49	278.49	96.64	-	96.64	-	
10.3	Care Personnel Cost	9.57	9.57	2.48	2.48	7.09	-	7.09	-	
10.4	Fuel Cost	151.80	151.80	172.88	172.88	-	(21.08)	-	(21.08)	The excess is due to the more distance travelled by the ambulance per trip against the envisaged kms per trip
10.5	Repairs and Maintenance	23.63	23.63	19.65	19.65	3.98	-	3.98	-	
10.6	Medical Consumables	17.51	17.51	1.29	1.29	16.21	-	16.21	-	
10.7	Ambulance Mobile Telephone Expenditure	2.84	2.84	-	-	2.84	-	2.84	-	
10.8	Replacement of Tyres	21.00	21.00	0.46	0.46	20.54	-	20.54	-	
10.9	Refurbishment of Ambulances	5.57	5.57	3.62	3.62	1.95	-	1.95	-	
10.1	Uniform	-	-	0.19	0.19	-	(0.19)	-	(0.19)	The excess is due to the settlement of bills pertaining to preceding month
10.11	Vehicle Insurance	2.42	2.42	-	-	2.42	-	2.42	-	
10.12	Training Cost	23.28	23.28	3.92	3.92	19.36	-	19.36	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	2.00	2.00	0.39	0.39	1.61	-	1.61	-	
10.15	Other Salaries- Support Staff	28.24	28.24	38.13	38.13	-	(9.89)	-	(9.89)	The excess is due to the statutory payment relating to preceding month
10.16	Marketing Expenditure	2.66	2.66	0.30	0.30	2.36	-	2.36	-	
10.17	Travelling Cost	14.36	14.36	5.88	5.88	8.48	-	8.48	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	24.81	24.81	18.21	18.21	6.60	-	6.60	-	
	Sub Total	727.20	727.20	566.00	566.00	192.37	(31.16)	192.37	(31.16)	

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	Non Recurrent Cost									
1	Sense - Call Center Equipment	-		-	-	-	-	-	-	
2	Reach - Ambulance Modifications	-	-	-	-	-	-	-	-	
3	Infrastructure - Emergency Response Center	-	-	-	-	-	-	-	-	
	Sub Total	-	-	-	-	-	-	-	-	
	Grand Total	727.20	727.20	566.00	566.00	192.37	(31.16)	192.37	(31.16)	

* Budget based on the Extension proposal submitted to GOTN

Note: Budgeted during month : 727.20 No. of line items under utilized during month 15

Budget released during month : 700.00 No. of line items over utilized during month 3

Expenditure during month : 566.00

Savings during month : 161.21

Note: Budgeted upto month : 727.20 No. of line items under utilized upto month 15

Budget released upto month : 700.00 No. of line items over utilized upto month 3

Expenditure upto month : 566.00

Savings upto month : 161.21

Annexure A – Ambulance Details

S No	Ambulance Distribution Data	Phase I Ambulance Count and GH Vehicles (Force Motors)	Phase II Ambulance Count and GH Vehicles(Swaraj Mazda & Eicher)	Total
1	Number of Ambulances Supplied	430	199	629
2	Number of Ambulances modified	430	199	629
3	Number of Ambulances Launched during the month	0	0	0
4	Number of modified ambulances awaiting launch	8	0	8
5	Number of Ambulance on road for the month	410	188	598
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/Manpower shortage)	4-Chennai 1-Coimbatore 2-Kancheepuram 1-Kanyakumari 3-Madurai 2-Ramanathapuram 1-Thiruvallur 1-Thiruvarur 1-Thoothukudi 1-Tiruchirapalli 1-Tirupur 1-Vellore 1-Virudhunagar	1-Ariyalur 1-Erode 5-Villupuram 1-Thoothukudi 3-Vellore	31
7	Spare ambulances used in Districts	1-Ariyalur 3- Chennai 3-Coimbatore 1-Cuddalore 3-Kancheepuram 2-Madurai 2-Nagapattinam 1-Perambalur 2-Pudukkottai 2-Ramanathapuram 1-Theni 2-Thiruvallur 2-Thiruvanamalai 1-Thiruvarur 1-Tiruchirapalli 1-Thoothukudi 2-Tirunelveli 1-Tirupur 2-Virudhunagar 1-Vellore	1-Chennai 1-Coimbatore 1-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 2-Krishnagiri 1-Karur 1-Namakkal 1-Salem 2-Sivagangai 1-Thanjavur 2-The Nilgrs 2-Thoothukudi 1-Villupuram	53

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	12
CHENNAI	34+ 3 Neonatal ambulances
COIMBATORE	25
CUDDALORE	27 + 1 NN
DHARMAPURI	16 + 1 NN
DINDIGUL	16
ERODE	19
KANCHEEPURAM	36 + 1 NN
KANYAKUMARI	10
KARUR	9
KRISHNAGIRI	16
MADURAI	21 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15
RAMANATHAPURAM	17
SALEM	22
SIVAGANGAI	14
THANJAVUR	19
THE NILGIRIS	11
THENI	11
THIRUVALLUR	32
THIRUVANAMALAI	28
THIRUVARUR	15
THOOTHUKUDI	14
TIRUCHIRAPALLI	20
TIRUNELVELI	21
TIRUPUR	17
VELLORE	35 + 1 NN
VILLUPURAM	32
VIRUDHUNAGAR	16
Grand Total	629

Annexure C: District Wise Trip Details

1st - 30th Apr 2013						
Districts	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
TIRUPUR	17	2252	4.42	97795	192	43
THENI	11	1345	4.08	53384	162	40
TIRUCHIRAPALLI	20	2368	3.95	84831	141	36
MADURAI	22	2604	3.95	89162	135	34
TIRUNELVELI	21	2434	3.86	137720	219	57
PUDUKKOTAI	15	1738	3.86	73893	164	43
DHARMAPURI	17	1950	3.82	110039	216	56
THANJAVUR	19	2175	3.82	84038	147	39
CUDDALORE	28	3154	3.75	140023	167	44
KANCHEEPURAM	37	4108	3.70	187875	169	46
COIMBATORE	25	2755	3.67	97532	130	35
SALEM	22	2405	3.64	103597	157	43
THIRUVALLUR	32	3498	3.64	157866	164	45
NAMAKKAL	14	1530	3.64	63181	150	41
THIRUVANNAMALAI	28	3050	3.63	156460	186	51
ERODE	19	2025	3.55	83894	147	41
KARUR	9	954	3.53	46088	171	48
CHENNAI	37	3860	3.48	66365	60	17
SIVAGANGAI	14	1457	3.47	73922	176	51
DINDIGUL	16	1646	3.43	77229	161	47
VELLORE	36	3702	3.43	217507	201	59
KRISHNAGIRI	16	1607	3.35	89306	186	56
THIRUVARUR	15	1500	3.33	76829	171	51
THOOTHUKUDI	14	1390	3.31	64091	153	46
VILLUPURAM	32	3108	3.24	175635	183	57
ARIYALUR	12	1165	3.24	56236	156	48
NAGAPATTINAM	18	1746	3.23	91243	169	52
VIRUDHUNAGAR	16	1516	3.16	80598	168	53
KANYAKUMARI	10	936	3.12	32559	109	35
PERAMBALUR	9	833	3.09	37776	140	45
RAMANATHAPURAM	17	1527	2.99	87845	172	58
THE NILGRIS	11	566	1.72	43195	131	76
TOTAL	629	66904	3.55	3037714	161	45

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – April'13	
		Count	%
1	Number of cases admitted in Government Hospitals	53,793	86.18%
2	Number of cases admitted in Private Hospitals	2,884	4.62%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,745	9.20%
TOTAL		62,422	100.00

Annexure E: District Wise Emergency Cases Handled (Apr 2013)

Apr'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURAM	DINDIGUL	ERODE	KANCHEEPURAM	KANNIYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	12	37	25	28	17	16	19	37	10	9	16	22	18	14	9	15	17	22
Accidental Poisoning	97	65	143	220	124	75	82	165	34	24	98	147	109	83	35	95	80	115
Acute Abdomen	97	181	113	276	93	55	77	220	26	42	80	112	127	70	76	105	104	80
Allergic Reactions	1	1	2	3			1	1	1			3	4			1	2	2
Animal Attack	62	12	25	146	59	39	35	87	13	26	40	56	74	47	31	69	59	53
Assault	79	127	105	189	106	83	91	138	65	65	54	118	122	63	64	106	72	112
Behavioral									1	1								
Cardiac/Cardio Vascular	67	240	163	154	105	58	106	168	38	43	37	118	88	79	40	81	91	108
Diabetes	4	37	20	19	8	3	20	24	9	2	7	25	7	13	3	3	12	19
Disasters due to Natural elements		1					1						1					
Environmentals						1		1										
Epilepsy	11	179	69	58	41	24	40	124	11	22	32	58	47	44	17	39	27	53
Fevers / Infections	18	80	47	57	30	17	23	56	22	29	13	51	72	19	24	29	84	21
Fire/Burns	11	39	32	20	10	12	14	57	7	5	8	35	24	12	8	19	14	22
Industrial			1	1	1			1								1		1
Neonatal(upto 1 month)	29	135	43	45	102	61	45	104	21	25	39	74	23	35	24	26	43	66
Others	58	517	194	211	100	82	145	277	76	76	58	141	129	87	59	96	76	154
Paediatric(1-12years)		3	4	2	3		1	6			5	1		1	1		3	1
Pregnancy related	314	268	466	695	581	355	384	838	198	241	589	646	279	310	193	442	323	662
Respiratory	23	204	108	82	40	30	66	136	31	16	30	50	60	65	21	23	30	53
Stroke/Cerebro/vascular Accidents	11	52	36	33	26	9	27	65	11	7	10	31	28	38	16	18	25	36
Suicide attempt	8	27	13	20	8	4	14	17	4	4	6	7	13	8	7	5	14	13
Trauma (non Vehicular)	35	267	144	121	53	71	108	163	73	38	37	100	73	73	20	51	55	99
Trauma (Vehicular)	184	816	694	586	331	540	569	1006	212	184	327	546	358	350	163	447	306	522
Unconscious	13	208	83	28	16	15	50	97	16	14	23	46	27	23	13	16	29	35
Grand Total	1122	3459	2505	2966	1837	1534	1899	3751	869	864	1493	2365	1665	1420	815	1672	1449	2227
Number of cases/ ambulance	94	93	100	106	108	96	100	101	87	96	93	108	93	101	91	111	85	101
Number of cases/ Ambulance/day	3.1	3.1	3.3	3.5	3.6	3.2	3.3	3.4	2.9	3.2	3.1	3.6	3.1	3.4	3.0	3.7	2.8	3.4

District Wise Emergency Cases Handled...contd (Apr 2013)

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	19	11	11	32	28	15	14	20	21	17	36	32	16	629
Accidental Poisoning	58	110	21	112	121	169	108	68	67	109	110	140	167	52	3203
Acute Abdomen	68	153	29	85	247	184	103	51	124	95	101	156	219	46	3595
Allergic Reactions					4	3	1	3	3	2	1	2	2		43
Animal Attack	75	70	2	36	56	118	45	28	70	56	30	77	115	34	1745
Assault	81	166	27	105	83	152	103	70	157	125	113	148	129	69	3287
Behavioral															2
Cardiac/Cardio Vascular	83	109	40	85	236	123	99	64	110	114	156	136	116	41	3296
Diabetes	6	9	3	9	27	14	8	11	13	16	18	32	19	10	430
Disasters due to Natural elements									1						4
Environmentals															2
Epilepsy	28	48	11	16	88	56	33	34	41	43	58	67	56	26	1501
Fevers / Infections	15	25	13	31	60	33	43	69	79	245	66	29	66	110	1576
Fire/Burns	12	28	6	13	36	41	28	9	23	27	18	39	44	22	695
Industrial					1		1					2	2	3	15
Neonatal(upto 1 month)	29	35	30	19	45	90	21	40	60	46	49	176	73	28	1681
Others	104	151	55	69	272	139	111	75	149	132	192	203	175	94	4457
Paediatric(1-12years)	3			1	5		1	5	3		2	7	1	2	61
Pregnancy related	356	465	144	303	772	994	330	323	571	548	355	1298	855	475	15573
Respiratory	23	54	22	31	150	75	55	35	71	94	74	99	99	34	1984
Stroke/CerebroVascular Accidents	10	20	19	18	61	17	33	27	32	44	42	38	33	15	888
Suicide attempt	5	12	1	4	25	18	12	5	10	4	16	22	11	2	339
Trauma (non Vehicular)	47	63	30	77	138	98	65	45	94	88	81	102	96	47	2652
Trauma (Vehicular)	383	494	73	250	729	534	217	322	507	464	583	630	539	304	14170
Unconscious	20	30	10	16	83	38	17	27	44	38	36	44	45	23	1223
Grand Total	1406	2042	536	1280	3239	2896	1434	1311	2229	2290	2101	3447	2862	1437	62422
Number of cases/ambulance	100	107	49	116	101	103	96	94	111	109	124	96	89	90	99
Number of cases/Ambulance/day	3.3	3.6	1.6	3.9	3.4	3.4	3.2	3.1	3.7	3.6	4.1	3.2	3.0	3.0	3.3

Annexure F: District Wise Kilometre Run & Kilometre / Litre Details

Sl.No	District	Ambulance Count	During the month April 2013		Ambulance Count	Upto the month Apr' 2013	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	12	56236	9.38	12	56236	9.38
2	CHENNAI	37	66365	8.31	37	66365	8.31
3	COIMBATORE	25	97532	9.08	25	97532	9.08
4	CUDDALORE	28	140023	10.11	28	140023	10.11
5	DHARMAPURI	17	110039	8.04	17	110039	8.04
6	DINDIGUL	16	77229	8.34	16	77229	8.34
7	ERODE	19	83894	8.55	19	83894	8.55
8	KANCHEEPURAM	37	187875	9.13	37	187875	9.13
9	KANYAKUMARI	10	32559	7.62	10	32559	7.62
10	KARUR	9	46088	8.31	9	46088	8.31
11	KRISHNAGIRI	16	89306	8.00	16	89306	8.00
12	MADURAI	22	89162	10.17	22	89162	10.17
13	NAGAPATTINAM	18	91243	8.37	18	91243	8.37
14	NAMAKKAL	14	63181	8.82	14	63181	8.82
15	PERAMBALUR	9	37776	10.00	9	37776	10.00
16	PUDUKOTTAI	15	73893	9.64	15	73893	9.64
17	RAMANATHAPURAM	17	87845	10.87	17	87845	10.87
18	SALEM	22	103597	9.02	22	103597	9.02
19	SIVAGANGAI	14	73922	9.00	14	73922	9.00
20	THANJAVUR	19	84038	8.46	19	84038	8.46
21	THE NILGIRIS	11	43195	6.57	11	43195	6.57
22	THENI	11	53384	11.13	11	53384	11.13
23	TIRUPUR	17	97795	10.05	17	97795	10.05
24	THIRUVALLUR	32	157866	9.76	32	157866	9.76
25	THIRUVANNAMALAI	28	156460	10.36	28	156460	10.36
26	THIRUVARUR	15	76829	10.22	15	76829	10.22
27	THOOTHUKUDI	14	64091	8.50	14	64091	8.50
28	TIRUCHIRAPPALLI	20	84831	9.55	20	84831	9.55
29	TIRUNELVELI	21	137720	10.73	21	137720	10.73
30	VELLORE	36	217507	9.48	36	217507	9.48
31	VILLUPURAM	32	175635	8.89	32	175635	8.89
32	VIRUDHUNAGAR	16	80598	10.65	16	80598	10.65
TOTAL		629	3037714	9.22	629	3037714	9.22

Annexure G: Human Resources Details- Manpower count and Attrition Count

S. No	Associate Classification	Head Count								
		During the month (New joinees)			Upto the month			Current Month		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Emergency Response Officers (CO/DOs/EROs)	5	8	13	5	8	13	60	75	135
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	12	11	23	12	11	23	946	393	1339
5	EMT (Under Training)									
6	Pilot (Trained)	49	0	49	49	0	49	1329	0	1329
7	Pilot (Under Training)									
8	Operations Staff	0	0	0	0	0	0	63	0	63
9	Support Staff	5	0	5	5	0	5	77	24	101
Total		71	19	90	71	19	90	2475	492	2967

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	2	4	6	2	4	6
2	EMT	11	8	19	11	8	19
3	Pilot	37	0	37	37	0	37
4	Operations Staff	1	0	1	1	0	1
5	Support Staff	1	1	2	1	1	2
Total		52	13	65	52	13	65

Annexure H: District Wise Hospital MoU Details


The number of MoU's signed with private hospital in Apr 2013 is zero.

Total MoU's signed with private hospitals from 15th Sep '08 to 30th Apr 2013 =1806.

Annexure I – Call and Dispatch Average Handle Time

S No	Call / Dispatch Time Break-Up	During the Month Time (HH:MM:SS)	Greater than Average in %	Up to the Month Time (HH:MM:SS)
1	Average Call Handling Time	0:01:23	38%	0:01:23
2	Average Ambulance Dispatch Time	0:02:28	38%	0:02:28
3	Average Time taken from Base to Scene/Incident	0:15:52	40%	0:15:52
4	Average Time taken at the Scene / Incident Location	0:10:42	40%	0:10:42
5	Average Time taken from Scene to Hospital	0:34:04	40%	0:34:04
6	Average Time taken from Call to Hospital	1:06:21	42%	1:06:21

Annexure J: Interesting Emergency Case**Emergency case 1**

Case ID	1780845	
Date	08.04.2013	
Assign Time	11:07	
Ambulance Location	Triplicane Neonatal Ambulance	
District	Chennai	
Name of EMT	Mrs.V.Usharani	
ID Number	35283	
Name of Pilot	Mr.Rajasekaran Manikandan	
ID Number	34821	
Patient details		
Age	1 day	
Gender	Male	
Name	B/o Hussamia Banu	
Emergency Type	Congenital anamoly- Gastroschsis	
Level of Consciousness	Active	
Case Details (Description)	<p>On 8th April our Triplicane Neonatal ambulance received a call from DO stating that B/o Hussamia Banu one day male baby with 2kg birth weight was referred to stanley hospital for the complaints of mild respiratory distress and congenital anamoly. Immediately our NEMT reached the scene, assessed the neonate and the vital signs were HR- 164b/m, RR-58b/m, CRT- <3sec, CBG- 71mg/dl, SpO2- 96% without oxygen. Our NEMT recieved the neonate after prehospital stabilization and warmth was provided through Incubator. IV line started with 10% D, As per NERCP Dr.R.Vidhya, O2 2litres was administered through nasal cannula. Then the neonate was safely shifted to stanley G.H. But the neonate was re- referred to ICH, Egmore, then wet dressing was done to the neonate, O2 was administered and 10% D was maintained. then the neonate was safely shifted to ICH- Egmore for surgical opinion.</p>	
Photographs/Media		
Report/ Appreciation Letter		

Emergency Case – 2

Case ID	2179801
Date	26.04.2013
Assign Time	14:42:00 PM
Ambulance Location	Harur IFT
District	Dharmapuri
Name of EMT	Mr.S.Karthikeyan
ID Number	24609
Name of Pilot	Mr.Muniyappan
ID Number	35524
Patient details	
Age	27 years
Gender	Female
Name	Mrs.Kavitha
Emergency Type	PPH
Level of Consciousness	Conscious
Case Details (Description)	<p>On April 26th our Harur IFT location ambulance received a call from DO informing that an IFT case from Harur GH to Dharmapuri medical college and hospitals for the compliants a 27yrs female was having severe bleeding - PPH. On reaching scene EMT performed initial assessment of the mother and the vitals were HR-130b/m, RR:22b/m,BP-90/60,spo2:92%.EMT found that the victim was having Previous LSCS with PPH. Immediately our EMT used scoop stretcher to shift the victim from GH to Ambulance.As per ERCPC advice Dr.Anand EMT adminstered O2 5lit/mins, IV RLwas given. During transportation to the hospital victim had severe blood loss. There is severe need for blood to save the life of the mother. Immediately our EMT on the basis of humanitarian was ready to donate blood to the patient. The victim and baby was safely transported and admitted to Dharmapuri medical college CEMONC care ward . During 12 hrs followup it is found both mother and baby were safe.While handing over the mother and baby, doctors & patient atteners appreciated the 108 service and helping mind.</p>
Photographs/Media	
Report/ Appreciation Letter	



Our EMT donating blood after admitting the victim at Dharmapuri Med college

Emergency Case – 3

Case ID	2079203
Date	22.4.2013
Assign Time	4:47am
Ambulance Location	Poonamallee
District	Thiruvallur
Name of EMT	Mr.Sathishkumar A
ID Number	28340
Name of Pilot	Mr.Leelaman
ID Number	42171
Patient details	
Age	33 years
Gender	Male
Name	Mr Kannan
Emergency Type	RTA
Level of Consciousness	Concious
Case Details (Description)	<p>On 22nd April, our poonamallee ambulance received a call from DO stating that a RTA case in porur high road near kattupakkam. Immediately our EMT reached the scene and done the initial asessment of the victim. The vitals were HR-98b/m, RR-20b/m, BP-100/60mmhg and SpO2-97%. The victim got stuck inside the lorry. immediately our pilot and EMT used our extrication tools kit and rescued the victim. while rescuing the victim condition was stabilized by EMT. After rescuing EMT done the initial assessment and the victim found to be severe head injury and regional multiple lacerations. EMT controlled the bleeding and as per ERCP advice Dr. Preethi, sterile dressing done, IV RL fluid administered. Inj.Tramadol was addministered.Oxygen 6litres was administered. Then the victim was safely shifted to KMC, Chennai.</p>
Photographs/Media	
Report/ Appreciation Letter	



Annexure K – Important Events & Photographs

Event: EMT Day celebrated on 2nd April, 2013 in all the districts. At the district level Medical officers and Staff Nurses from PHC/GH appreciated our EMT's.



Event: Participating in Block level VHN/SHN meet across the state and also educating AN mothers on Safe transportation by 108. Such Block level VHN/SHN meet done at Keela eral PHC in Tuticorin district on 30th April 2013.



Other Events:

- Friend of "108" activity continued in every districts
- EDD/HRP data follow up thro VHN/Preg Mothers in every districts
- Hot Spot analysis done in all locations to identify zero call villages and demo carried out in that villages to improve the utilisation.

Annexure L: AN – Cases Monthly Report (Apr '13)

AN - Cases Monthly Report									
For the month of Apr 2013									
S No	District Name	Number of cases lifted thro' ERC to PHC	Number of cases lifted thro' ERC to GH/MC	Number of cases referred by PHC	Number of cases referred by GH	Total Pregnancy Cases	Number of cases re-referred by FRU to Higher Level Institutions	Number of cases re-referred by referred institutions	Total Cases Re-referred
1	ARIYALUR	81	79	91	38	314	-	-	-
2	CHENNAI	4	46	135	22	268	-	-	-
3	COIMBATORE	111	97	203	34	466	-	-	-
4	CUDDALORE	113	275	170	120	695	-	-	-
5	DHARMAPURI	151	72	320	26	581	-	-	-
6	DINDIGUL	72	53	203	25	355	-	-	-
7	ERODE	94	52	137	29	384	1	-	1
8	KANCHEEPURAM	159	132	404	108	838	-	-	-
9	KANYAKUMARI	8	12	134	18	198	-	-	-
10	KARUR	67	65	92	19	241	-	-	-
11	KRISHNAGIRI	141	118	280	35	589	-	-	-
12	MADURAI	96	104	302	66	646	-	-	-
13	NAGAPATTINAM	21	102	86	41	279	1	1	2
14	NAMAKKAL	94	44	135	17	310	-	-	-
15	NILGIRIS	26	23	42	34	144	-	-	-
16	PERAMBALUR	35	61	80	16	193	-	-	-
17	PUDUKOTTAI	115	131	140	36	442	-	-	-
18	RAMANATHAPURAM	60	67	122	28	323	-	-	-
19	SALEM	154	101	308	49	662	1	-	1
20	SIVAGANGA	74	103	118	58	356	-	-	-
21	THANJAVUR	63	194	151	42	465	-	-	-
22	THENI	14	55	170	52	303	-	-	-
23	THIRUVALLUR	127	148	347	91	772	-	-	-
24	THIRUVANNAMALAI	300	177	367	63	994	-	-	-
25	THIRUVARUR	28	115	88	96	330	-	-	-
26	THOOTHUKUDI	29	81	156	60	323	-	-	-
27	TIRUCHIRAPPALLI	206	112	181	40	571	-	1	1
28	TIRUNELVELI	53	87	283	94	548	-	-	-
29	TIRUPUR	83	105	127	23	355	-	-	-
30	VELLORE	209	150	562	255	1298	-	-	-
31	VILLUPURAM	214	185	356	71	855	-	-	-
32	VIRUDHUNAGAR	142	105	171	39	475	-	-	-
Total		3144	3251	6461	1745	15573	3	2	5

Annexure M: Neonatal ambulance cases (Apr '13)

Neonatal Cases Admission -April'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	MADURAI NEONATAL	Arupukotai PHC	1	Madurai GH
			Devakottai GH	1	
			Kallupatti.T.PHC	2	
			Karaikudi PHC	1	
			Keelavalavu	1	
			Manamadurai GH	1	
			Melur GH	12	
			Nilayur PHC	1	
			Otakadai PHC	1	
			Piranmalai PHC	1	
			Pudupatti.T.PHC	1	
			Rajkoor PHC	1	
			Sattur GH	1	
			Sedapatti PHC	1	
			Sivagagai GH	7	
			Soorkadi PHC	2	
			Srivilliputhur PHC	1	
			Subbulapuram PHC	1	
			Thirumangalam GH	4	
			Usilampatti PHC	1	
			Valayankulam PHC	2	
			tharaiyup PHC	1	
			Virathanur PHC	1	
			Virudhunagar GH	1	
			ESI hospital	1	Meenakshi mission hospital
			Sivangangi PHC	1	Sivagangai GH
			MADURAI Neonatal Total	49	
2	Dharmapuri	DHARMAPURI MC NEONATAL	Alapatti PHC	1	Dharmapuri GH
			Bhandalli PHC PHC	1	
			Belrampatty PHC	1	
			Chinnakuppam PHC	2	
			Chinthalapadi PHC	2	
			Dharmapuri GH	1	
			Eriyur PHC	2	
			Hanumanthapuram PHC	1	
			Harur GH	9	
			Indur PHC	5	
			KadathurPHC	2	
			Kambainallur PHC	4	
			Karimangalam PHC	2	
			Kottapatti PHC	3	
			Krishnagiri GH	2	
			Laligam PHC	6	
			Noolali PHC	3	
			Papparapatti PHC	3	
			Periyampatti PHC	1	
			Perumpalai PHC	1	
			Remiyanahali PHC	3	
			Pulikarai PHC	3	
			Thurinipatti PHC	3	
			Sholakottai PHC	2	
			Dharmapuri MCH	1	Salem GH
			Harur GH	1	
			Mallapuram PHC	1	Baby already expired
			Dharmapuri MCH Neonatal Total	66	
3	cuddalore	CUDDALORE GH NEONATAL	Chidambaram GH	1	Cuddalore GH
			Ampallavarampettai PHC	1	Cuddalore GH
			Arasakuli PHC	2	
			Elleri PHC	1	
			Karaikudu PHC	2	
			Kundiyamallur PHC	1	
			Kurinipadi PHC	4	
			Meikumaramangalam PHC	1	
			Parangipettai GH	1	
			Tiruchopuram PHC	1	
			Virudhachalam GH	4	
			Veeraperumanalur PHC	1	
			Cuddalore GH	3	JIPMER
			Kurinipadi PHC	1	Service not required
			Chidambaram GH	1	
			Cuddalore GH Neonatal Total	25	

4	kancheepuram	CHENGALPATTU NEONATAL	Adi annamalai PHC	1	ICH
			CMCH	7	
			Kanchipuram GH	4	
			T.V.Malai GH	7	
			Tirupathur GH	3	
			Acharapakkam PHC	1	Chengalpattu MCH
			Cheyyar GH	1	
			CMCH	5	
			Thirukalukundram	2	
			Uthiramerur GH	1	
			Kaliampoondi PHC	1	
			Kunnavakkam PHC	1	
			Nandhivaram PHC	5	
			Ottivakkam PHC	1	
			Padur PHC	1	
			Polambakkam PHC	1	
			Thiruporur PHC	1	
			Vallipuram PHC	1	
			Walajabad PHC	2	
			Zamin endathur PHC	1	
			Krukari PHC	1	
			Sholinganallur PHC	1	Sholinganallur PHC
			CMCH	1	Service not required
			Chengalpattu Neonatal Total	50	
5	Chennai	ICH- Egmore	Angaputhur PHC	1	ICH- Egmore
			Andhra mahila sabha hospital	1	
			Andiappanur PHC	1	
			Arakonam GH	5	
			Ayanavaram CHC	3	
			Baby hospital	1	
			KMCH	1	
			RSRM	1	
			IOG	4	
			Kodambakkam CHC	1	
			Perambur railway station	2	
			Saidapet CHC	2	
			Shenoy nagar PHC	2	
			Sollaiappan PHC	1	
			Villivakkam PHC	2	
			Enampakkam PHC	1	
			Kavarapettai PHC	1	
			Tambaram GH	1	
			Kundrathur PHC	1	
			Mangadu PHC	1	
			Minjur PHC	3	
			perumalpattu PHC	1	
			Pulianthope CHC	2	
			Purasaiwakkam PHC	1	
			Thiruvallur GH	6	
			T.V.Malai GH	1	
			Gummidipoondi GH	2	
			Poonamallee GH	1	
			Ponneri GH	3	
			Arani PHC	2	
			Madarapakkam PHC	1	
			Vellore GH	2	
			Madarapakkam PHC	1	IOG
			ICH	1	GOSHA
			Sriperambudhur PHC	1	Service not required
			Vadapalani PHC	1	
			ICH Egmore Total	62	

6	Chennai	Triplicane- Neo II	Adayar CHC	3	ICH- egmore
			Arakonam GH	7	
			Gosha	4	
			RSRM	3	
			Perambur railway station hospital	2	
			Saidapet CHC	5	
			Thoraipakkam PHC	1	
			Isabel hospital	1	
			Katoor PHC	1	
			Kavarapettai PHC	2	
			CMCH	1	
			Kanchipuram GH	3	
			Tambaram GH	3	
			Medavakkam PHC	1	
			Mirshib pet PHC	1	
			Nemam PHC	1	
			Pulianthope CHC	1	
			Pondi bazaar CHC	1	
			Thoraipakkam PHC	1	
			T.V.Malai GH	1	
			Thiruvallur GH	3	
			Poonamallee GH	1	
			Minjur PHC	1	
			Ponneri GH	1	
			Panchatti PHC	1	
			Porur PHC	1	
			Stedford hospital	1	
			RSRM	4	
Sanjeevarayan pet PHC	1	Stanley- GH			
Stanley GH	1	Baby already expired			
Adayar CHC	1	Service not required			
Chakra private hospital	1				
		TriplicaneNEO Total	60		
7	Chennai	RSRM*	RSRM	1	ICH
			Panchatti PHC	1	
			RSRM Neo Total	2	
8	Chennai	Tirupathur CIFT Neonatal ambulance	Alangayam PHC	2	Tirupathur - GH
			Andiappanur PHC	2	
			Jamanathur PHC	1	
			Jolarpettai PHC	4	
			Kadirampattu PHC	1	
			Kajalnaickenpatti PHC	2	
			Kakanampalayam PHC	1	
			Koratti PHC	1	
			Kunichi PHC	2	
			Natrampalli PHC	4	
			NimmiPettai PHC	1	
			Perampattu PHC	1	
			Pitchanur PHC	2	
			Pudupettai.PHC	2	
			Pudurnadu	1	
			Singarapettai PHC	1	
			Vaniyampadi GH	4	
			Tirupathur - GH	2	Vellore GH
			Singarapettai PHC	2	Krishnagiri GH
			Tirupathur - GH	1	
			Tirupathur - GH	3	ICH- Egmore
			Vaniyampadi GH	1	Service not required
			Andiappanur PHC	3	Baby already expired
		Tirupathur Neo total	44		
		Total Neonatal cases admitted in Hospital	358		

* Amby met with an accident

Annexure N: Issues to be sorted out

- Co-ordination meeting with DDHS/JDHS/DPMU co-ordinators at the district level to improve Home to PHC/GH utilisation
- Suggested that police out-post at Govt. Hospitals being utilized for getting unaccompanied patients admitted.
- Speedy admission for all cases at Govt. hospitals
- GIS Data for entire state of Tamil Nadu

Legend:

NA – Not Applicable

* - Ineffective Calls – Calls falling under the category of No Response call , Wrong call , Nuisance, Disconnected call , Missed call , General Enquiry call, and Silent Call are classified as Ineffective calls. These calls land in the call center and when attended by the Communication Officer it would either be a nuisance call or disconnected call or any one of the category as mentioned above.

** - Ambulance Busy – Whenever all the ambulances closer to the area have been assigned for an emergency case, and a new emergency case comes in the same area, the Dispatch Officer will enquire with the caller, if he/she can assign a ambulance from the nearby location. The Dispatch Officer will also tell them about the distance the ambulance has to travel and the approximate time it will take to reach the incident location. If the caller is not willing to wait till the specified time, then the Dispatch officer will close this case as “Ambulance Busy” after confirming with the caller.

*** - Life Saved count is an update that is received on a daily basis after verification of PCR and confirmation after 48 hour follow-up, there will be a change in the numbers reported as they keep on adding to the earlier reported life save count, based on the date the case was handled by the team.

Place: Chennai – Tamil Nadu

B.N.Sridhar
Chief Operating Officer