

**Government of Tamilnadu**  
**Tamil Nadu Health Systems Project**

**108 Emergency Management Services**  
**Performance Report**

**Month: Aug    Year: 2013**

**&**

**Financial Year 2013-2014**

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**GOVERNMENT OF TAMIL NADU**  
**TAMIL NADU HEALTH SYSTEMS PROJECT**  
**108 - EMERGENCY AMBULANCE SERVICES**

Monthly performance report  
(FORM A)

Month : Aug 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month - July'13		During the Month - Aug'13		Up to the Month - (Apr'13 - Aug'13)	
		Performance	%	Performance	%	Performance	%
<b>1</b>	<b>Sense - Activities of the Emergency Response Center</b>						
<b>1.1</b>	<b>Details of the Calls</b>						
1.1.1	Number of Calls Landed	474941	100.00%	505653	100.00%	2851569	100.00%
1.1.2	Number of Unattended Calls (UAC)	4705	0.99%	7689	1.52%	35234	1.24%
1.1.3	<b>Number of calls answered</b>	<b>470236</b>	<b>99.01%</b>	<b>497964</b>	<b>98.48%</b>	<b>2816334</b>	<b>98.76%</b>
<b>1.2</b>	<b>Types of Calls</b>						
1.2.1	Emergency Calls	92294	19.63%	96324	19.34%	475335	16.88%
1.2.2	Non Emergency Calls	82467	17.54%	82265	16.52%	417634	14.83%
1.2.3	Ineffective Calls *	295475	62.84%	319375	64.14%	1923365	68.29%
1.2.4	<b>Total Number of Calls (Ref.1.1.3)</b>	<b>470236</b>	<b>100.00%</b>	<b>497964</b>	<b>100.00%</b>	<b>2816334</b>	<b>100.00%</b>
<b>1.3</b>	<b>Classification of Emergency Calls</b>						
1.3.1	Number of Medical Emergency Calls	89869	97.37%	94191	97.79%	461265	97.04%
1.3.2	Number Police Emergency Calls	1157	1.25%	1098	1.14%	6456	1.36%
1.3.3	Number fire Emergency Calls	1268	1.37%	1035	1.07%	7614	1.60%
1.3.4	<b>Total Emergency Calls (Ref. 1.2.1)</b>	<b>92294</b>	<b>100.00%</b>	<b>96324</b>	<b>100.00%</b>	<b>475335</b>	<b>100.00%</b>
<b>1.4</b>	<b>Classification of Medical Emergency Calls</b>						
1.4.1	Number of Medical Emergency calls	68779	76.53%	71346	75.75%	355309	77.03%
1.4.2	Number of repeated Emergency calls	21090	23.47%	22845	24.25%	105956	22.97%
1.4.3	<b>Total Medical Emergency Calls (Ref. 1.3.1)</b>	<b>89869</b>	<b>100.00%</b>	<b>94191</b>	<b>100.00%</b>	<b>461265</b>	<b>100.00%</b>
<b>1.5</b>	<b>Call Handling Data</b>						
1.5.1	Percentage of calls attended within 1 <sup>st</sup> Ring	NA	94.00%	NA	94.00%	NA	93.00%
1.5.2	Percentage of calls attended within 2 <sup>nd</sup> Ring	NA	2.00%	NA	2.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 <sup>rd</sup> Ring	NA	4.00%	NA	4.00%	NA	4.00%
<b>2</b>	<b>Reach - Ambulance Service utilized</b>						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	68779	NA	71346	NA	355309	NA
2.2	Total Number of Ambulance Trips	67902	NA	70105	NA	345832	NA
2.3	Number of Ambulance Services utilized	64294	93.48%	67326	94.37%	325850	91.71%
2.4	Number of Ambulance Services not utilized	3608	5.25%	2779	3.90%	19982	5.62%
2.5	Number of Ambulance Services busy **	877	1.28%	1241	1.74%	9477	2.67%
2.6	Number of Trips per ambulance	107.95	NA	111.45	NA	549.81	NA
2.7	<i>Number of Trips per ambulance/day</i>	<i>3.48</i>	<i>NA</i>	<i>3.60</i>	<i>NA</i>	<i>3.59</i>	<i>NA</i>
<b>3</b>	<b>Care</b>						
3.1	<i>Total number of cases transported (Ref. 2.3)</i>	<i>64294</i>	<i>NA</i>	<i>67326</i>	<i>NA</i>	<i>325850</i>	<i>NA</i>
3.2	Total number cases transported per ambulances	102.22	NA	107.04	NA	518.04	NA
3.3	<i>Total number cases transported per ambulances per day</i>	<i>3.30</i>	<i>NA</i>	<i>3.45</i>	<i>NA</i>	<i>3.39</i>	<i>NA</i>

**Note:** Total Lives Saved from 15<sup>th</sup> Sep 2008 to 31<sup>st</sup> Aug 2013 = 1, 03,366

SL. No.	Details	Prev Month - July'13		During the Month - Aug'13		Up to the Month - (Apr'13 - Aug'13)	
		Performance	%	Performance	%	Performance	%
<b>4</b>	<b>Types of Emergencies handled</b>						
4.1	Accidental Poisoning	3292	5.12%	3310	4.92%	16337	5.01%
4.2	Acute Abdomen	5607	8.72%	5308	7.88%	24609	7.55%
4.3	Allergic Reactions	67	0.10%	49	0.07%	225	0.07%
4.4	Animal Attack	1502	2.34%	2045	3.04%	8343	2.56%
4.5	Assault	2751	4.28%	2881	4.28%	15239	4.68%
4.6	Behavioral	8	0.01%	10	0.01%	35	0.01%
4.7	Cardiac/Cardio Vascular	3577	5.56%	3655	5.43%	17389	5.34%
4.8	Diabetes	581	0.90%	647	0.96%	2770	0.85%
4.9	Disasters due to Natural elements	3	0.00%	3	0.00%	17	0.01%
4.10	Epilepsy	1926	3.00%	1870	2.78%	8669	2.66%
4.11	Fevers / Infections	1477	2.30%	1764	2.62%	7657	2.35%
4.12	Fire/Burns	684	1.06%	720	1.07%	3481	1.07%
4.13	Hazmat (Hazardous Material)	4	0.01%	0	0.00%	6	0.00%
4.14	Industrial	23	0.04%	16	0.02%	88	0.03%
4.15	Neonatal(upto 1 month)	1860	2.89%	1989	2.95%	9482	2.91%
4.16	Paediatric(1-12years)	79	0.12%	71	0.11%	430	0.13%
4.17	Pregnancy related	16249	25.27%	17867	26.54%	82906	25.44%
4.18	Respiratory	1913	2.98%	1968	2.92%	9554	2.93%
4.19	Road Traffic Accident - Trauma	14407	22.41%	14704	21.84%	75056	23.03%
4.20	Stroke/Cerebro Vascular Accidents	2184	3.40%	2124	3.15%	9385	2.88%
4.21	Suicide attempt	334	0.52%	388	0.58%	1827	0.56%
4.22	Trauma	2876	4.47%	3087	4.59%	14772	4.53%
4.23	Unconscious	1324	2.06%	1367	2.03%	6746	2.07%
4.24	Others	1566	2.44%	1483	2.20%	10827	3.32%
	<b>Total Medical Emergencies (1.4.1/2.3)</b>	<b>64294</b>	<b>100.00%</b>	<b>67326</b>	<b>100.00%</b>	<b>325850</b>	<b>100.00%</b>
<b>5</b>	<b>AN Mother and Neonatal – Emergencies Care</b>						
<b>5.1</b>	<b>Inter Facility Transfer of AN Mothers</b>						
5.1.1	Number of cases lifted thro' ERC to Hospital	7100	43.69%	7936	44.42%	36758	44.34%
5.1.2	Number of cases lifted from Hospital	9149	56.31%	9931	55.58%	46148	55.66%
5.1.3	Number of cases re-referred by Hospital to Higher Level	5	0.03%	5	0.03%	25	0.03%
5.1.4	Number of cases re-referred by referred institutions	3	0.02%	0	0.00%	8	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	8	0.05%	5	0.03%	33	0.04%
5.1.6	Total Number of AN Cases	16249	100.00%	17867	100.00%	82906	100.00%
<b>5.2</b>	<b>IFT others</b>	13711	59.98%	13711	57.99%	66778	59.13%
5.2.1	Neonatal (upto 1 month)	1638	7.17%	1775	7.51%	8353	7.40%
5.2.2	Road Traffic Accident - Trauma	2707	11.84%	2755	11.65%	13542	11.99%
5.2.3	Accidental Poisoning	1372	6.00%	1466	6.20%	6732	5.96%
5.2.4	Cardiac/Cardio Vascular	1188	5.20%	1243	5.26%	5548	4.91%
5.2.5	Others	6806	29.77%	6472	27.38%	32603	28.87%
5.2.6	Total number of IFTs (5.1.2+5.2)	<b>22860</b>	<b>100.00%</b>	<b>23642</b>	<b>100.00%</b>	<b>112926</b>	<b>100.00%</b>
<b>5.3</b>	<b>AN Mother/Infant Mother - Follow-Up Data</b>						
5.3.1	Number of Maternal Mortality at Hospital	10	0.06%	9	0.05%	46	0.06%
5.3.2	Number of Infant Mortality at Hospital	15	0.08%	13	0.07%	58	0.06%
<b>5.4</b>	<b>Neo-natal transport Data</b>						
5.4.1	Neonatal cases transported in Neo-natal ambulances	418	22.47%	503	25.29%	2120	22.36%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1860	100.00%	1989	100.00%	9482	100.00%
<b>6</b>	<b>Availed Tribal case count</b>						
6.1	Total number of cases taken from Tribal areas	1423	NA	1335	NA	6931	NA
<b>7</b>	<b>Critical Life Saved</b>						
7.1	Total Number of Lives Saved***	2144	NA	2561	NA	14985	NA
<b>8</b>	<b>Death En-route Case Details</b>						
8.1	Total number of cases where victims "Vitals were not recordable"	61	NA	58	NA	291	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	17.49	87.62	15.54	86.53	1.95	-	1.09	-	
10.2	Ambulance Personnel Cost	335.25	1,584.42	302.66	1,448.43	32.60	-	135.99	-	
10.3	Care Personnel Cost	12.60	63.02	3.65	10.47	8.95	-	52.55	-	
10.4	Fuel Cost	198.75	928.58	194.80	928.06	3.95	-	0.52	-	
10.5	Repairs and Maintenance	38.87	201.26	65.70	206.98	-	(26.83)	-	(5.72)	The excess is due to the settlement of bills pretains to preceeding month
10.6	Medical Consumables	20.97	99.42	36.49	80.78	-	(15.52)	18.64	-	
10.7	Ambulance Mobile Telephone Expenditure	3.30	20.29	9.19	18.81	-	(5.89)	1.47	-	
10.8	Replacement of Tyres	20.17	92.47	8.79	79.81	11.38	-	12.66	-	
10.9	Refurbishment of Ambulances	8.45	63.31	15.14	34.59	-	(6.69)	28.71	-	
10.10	Uniform	1.00	2.38	2.23	10.50	-	(1.22)	-	(8.12)	The excess is due to the settlement of bills pretains to preceeding month
10.11	Vehicle Insurance	4.86	18.06	0.38	20.00	4.48	-	-	(1.94)	The excess is due to the settlement of bills pretains to preceeding month
10.12	Training Cost	66.15	162.85	5.85	18.38	60.30	-	144.47	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	0.61	1.32	-	5.88	0.61	-	-	(4.56)	The excess is due to the settlement of bills pretains to preceeding month
10.15	Other Salaries- Support Staff	39.29	192.81	31.24	176.76	8.05	-	16.05	-	The excess is due to the settlement of bills pretains to preceeding month
10.16	Marketing Expenditure	5.17	17.83	1.85	25.37	3.31	-	-	(7.53)	The excess is due to the settlement of bills pretains to preceeding month
10.17	Travelling Cost	12.78	63.91	13.66	40.79	-	(0.88)	23.12	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	30.45	148.94	40.16	151.42	-	(9.71)	-	(2.48)	The excess is due to the settlement of bills pretains to preceeding month
	<b>Sub Total</b>	<b>816.18</b>	<b>3,748.49</b>	<b>747.32</b>	<b>3,343.57</b>	<b>135.59</b>	<b>(66.73)</b>	<b>435.28</b>	<b>(30.36)</b>	

	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	
	<b>Non Recurrent Cost</b>									
1	Sense - Call Center Equipment	27.69	71.39	0.12	10.81	27.58	-	60.57	-	
2	Reach - Ambulance Modifications ( Budget 2012-13)	2.67	13.37	0.51	21.56	2.16	-	-	(8.18)	The excess is due to the settlement of bills pretains to preceeding month
3	Infrastructure - Emergency Response Center	80.79	303.82	13.61	24.79	67.18	-	279.04	-	
	<b>Sub Total</b>	<b>111.16</b>	<b>388.58</b>	<b>14.24</b>	<b>57.15</b>	<b>96.92</b>	<b>-</b>	<b>339.61</b>	<b>(8.18)</b>	
	<b>Grand Total</b>	<b>927.34</b>	<b>4,137.07</b>	<b>761.57</b>	<b>3,400.72</b>	<b>232.51</b>	<b>(66.73)</b>	<b>774.89</b>	<b>(38.54)</b>	

**Note:** Budgeted during month : 927.34 No. of line items under utilized during month 16  
 Budget released during month : 1,006.30 No. of line items over utilized during month 5

Expenditure during month : 761.57  
**Savings during month : 165.77**

**Note:** Budgeted upto month : 4,137.07 No. of line items under utilized upto month 14  
 Budget released upto month : 3,606.30 No. of line items over utilized upto month 7  
 Expenditure upto month : 3,400.72  
**Savings upto month : 736.35**

## 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	426	203	629
2	Number of Ambulances modified	426	203	629
3	Number of Ambulances Launched during the month	0	0	0
4	Number of ambulances handed over to IRCS	0	0	0
5	Number of Ambulance on road for the month	404	188	592
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Chennai 1-Dharmapuri 7-Kancheepuram 2-Thiruvallur 2-Thiruvanamalai 1-Vellore 2-Villupuram 1-Tiruchirapalli 1-Tirupur 1-Pudukkotai 1-Ramanathapuram 1-Thiruvarur 1-Tirunelveli	2-Nagapattinam 3-Vellore 1-Villupuram 1-Ariyalur 1-Erode 1-Karur 1-The Nilgris 1-Dindigul 1-Thanjavur 3-Thoothukudi	37
	A)Down due to Condemnation	11		11
	B)Down due to Refurbishment /Accident	14		14
	C)Down due to Manpower shortage	12		12
7	Spare ambulances used in Districts	1-Chennai 1-Cuddalore 4-Kancheepuram 1-Nagapattinam 2-Vellore 1-Villupuram 1-Ariyalur 2-Coimbatore 1-Dharmapuri 1-Karur 1-Perambalur 1-Salem 2-Tiruchirapalli 1-Tirupur 1-Dindigul 3-Madurai 1-Pudukkotai 2-Ramanathapuram 1-Sivagangai 1-Thanjavur 1-Theni 1-Thiruvarur 4-Thoothukudi 1-Tirunelveli 1-Virudhunagar	1-Nagapattinam 2-Thiruvallur 3-Vellore 2-Villupuram 1-Dharmapuri 1-Erode 2-Krishnagiri 1-Namakkal 1-Salem 2-The Nilgris 2-Dindigul 1-Kanyakumari 1-Sivagangai 2-Thanjavur	59

**Annexure B: District Wise Distribution of Ambulances**

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	31+ 3 Neonatal ambulances
COIMBATORE	23
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	18
ERODE	19
KANCHEEPURAM	37 + 2 NN
KANYAKUMARI	9
KARUR	10
KRISHNAGIRI	16
MADURAI	21 + 1 NN
NAGAPATTINAM	17
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15
RAMANATHAPURAM	17
SALEM	23
SIVAGANGAI	14
THANJAVUR	18
THE NILGIRIS	11
THENI	11
THIRUVALLUR	35
THIRUVANAMALAI	27
THIRUVARUR	14
THOOTHUKUDI	16
TIRUCHIRAPALLI	20
TIRUNELVELI	20
TIRUPUR	17
VELLORE	41 + 1 NN
VILLUPURAM	30
VIRUDHUNAGAR	14
<b>Grand Total</b>	<b>629</b>



**Annexure C: District Wise Trip Details**

1st - 31st Aug 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
THANJAVUR	18	2453	4.40	99478	178	41
TIRUPUR	17	2237	4.24	102522	195	46
CUDDALORE	26	3401	4.22	148701	184	44
CHENNAI	34	4378	4.15	89654	85	20
COIMBATORE	23	2938	4.12	97730	137	33
TIRUCHIRAPALLI	20	2454	3.96	99045	160	40
VILLUPURAM	30	3676	3.95	199074	214	54
PUDUKKOTAI	15	1834	3.94	84793	182	46
SALEM	23	2800	3.93	122560	172	44
THENI	11	1322	3.88	57466	169	43
NAMAKKAL	14	1663	3.83	70422	162	42
THIRUVANNAMALAI	27	3198	3.82	181653	217	57
KANCHEEPURAM	39	4556	3.77	219901	182	48
MADURAI	22	2550	3.74	88306	129	35
ERODE	19	2176	3.69	96267	163	44
DHARMAPURI	18	2044	3.66	124001	222	61
ARIYALUR	11	1246	3.65	56299	165	45
KRISHNAGIRI	16	1784	3.60	99855	201	56
NAGAPATTINAM	17	1859	3.53	102517	195	55
TIRUNELVELI	20	2156	3.48	120794	195	56
THIRUVALLUR	35	3720	3.43	179767	166	48
VIRUDHUNAGAR	14	1472	3.39	86513	199	59
THIRUVARUR	14	1463	3.37	74556	172	51
SIVAGANGAI	14	1460	3.36	74423	171	51
KANYAKUMARI	9	888	3.18	31464	113	35
PERAMBALUR	9	871	3.12	38865	139	45
RAMANATHAPURAM	17	1510	2.87	93230	177	62
VELLORE	42	3683	2.83	218727	168	59
DINDIGUL	18	1562	2.80	70665	127	45
KARUR	10	847	2.73	41230	133	49
THOOTHUKUDI	16	1324	2.67	67994	137	51
THE NILGRIS	11	580	1.70	42569	125	73
<b>TOTAL</b>	<b>629</b>	<b>70105</b>	<b>3.60</b>	<b>3281041</b>	<b>168</b>	<b>47</b>

1st Apr- 31st Aug 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
TIRUPUR	17	11414	4.39	517426	199	45
THANJAVUR	18	11826	4.25	465252	167	39
CUDDALORE	27	17170	4.19	749025	183	44
MADURAI	22	13098	3.96	453461	137	35
THENI	11	6775	3.95	290839	170	43
TIRUCHIRAPALLI	20	11941	3.90	470909	154	39
CHENNAI	35	20710	3.87	392307	73	19
PUDUKKOTAI	15	8837	3.85	390706	170	44
KANCHEEPURAM	38	22351	3.84	1033808	178	46
SALEM	22	13028	3.80	558722	163	43
COIMBATORE	25	14111	3.72	481827	127	34
TIRUNELVELI	21	11715	3.72	635995	202	54
THIRUVANNAMALAI	27	15236	3.69	825394	200	54
DHARMAPURI	18	9834	3.65	570273	212	58
NAMAKKAL	14	7816	3.65	324191	151	41
VILLUPURAM	31	17208	3.63	922439	194	54
ARIYALUR	11	6194	3.55	285810	164	46
THIRUVARUR	14	7752	3.52	392766	178	51
ERODE	19	10217	3.51	439684	151	43
KRISHNAGIRI	16	8418	3.48	463835	192	55
SIVAGANGAI	14	7356	3.43	366347	171	50
THIRUVALLUR	35	18216	3.42	846952	159	46
NAGAPATTINAM	18	9193	3.41	491909	183	54
VIRUDHUNAGAR	15	7543	3.38	408677	183	54
KANYAKUMARI	9	4748	3.37	166466	118	35
KARUR	9	4709	3.35	224805	160	48
PERAMBALUR	9	4287	3.11	188145	137	44
VELLORE	40	18604	3.07	1099713	182	59
DINDIGUL	17	8008	3.04	366205	139	46
THOOTHUKUDI	15	6965	2.99	341456	147	49
RAMANATHAPURAM	17	7505	2.92	449173	175	60
THE NILGRIS	11	3047	1.81	204501	122	67
<b>TOTAL</b>	<b>629</b>	<b>345832</b>	<b>3.59</b>	<b>15819018</b>	<b>164</b>	<b>46</b>

#### Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Aug'13		Upto the month (April'13 – Aug'13)	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	58,389	86.73%	2,80,740	86.16%
2	Number of cases admitted in Private Hospitals	3,378	5.02%	17,391	5.34%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,559	8.26%	27,719	8.51%
<b>TOTAL</b>		<b>67,326</b>	<b>100.00</b>	<b>3,25,850</b>	<b>100.00%</b>

**Annexure E: District Wise Emergency Cases Handled (Aug 2013)**

Aug'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPUR	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	23	26	18	18	19	39	9	10	16	22	17	14	9	15	17	23
Accidental Poisoning	82	74	140	204	141	93	76	140	30	27	103	137	118	83	49	92	66	125
Acute Abdomen	185	369	149	326	170	53	93	395	31	59	91	129	170	109	113	112	148	157
Allergic Reactions	3	1		8	3	1	2	3		1			5	1		1		1
Animal Attack	68	7	32	179	63	46	34	119	14	28	26	44	121	53	32	86	49	78
Assault	62	139	92	175	95	70	78	100	68	50	44	107	141	58	39	134	115	129
Behavioral		1			1				1		1							
Cardiac/Cardio Vascular	54	221	187	174	119	67	123	208	50	48	56	113	118	112	59	92	126	108
Diabetes	11	45	24	19	17	5	21	44	12	9	15	19	15	20	7	14	8	32
Disasters due to Natural elements																		
Environmentals		1							1					1				
Epilepsy	26	237	105	74	58	32	45	134	19	26	24	55	34	51	18	40	26	80
Fevers / Infections	23	132	63	75	46	24	36	123	66	19	95	40	73	23	22	37	31	44
Fire/Burns	6	46	21	33	3	19	24	72	6	8	5	29	31	14	2	17	18	26
Industrial					1			2			1		1			1	2	
Neonatal(upto 1 month)	28	213	30	66	101	42	52	121	28	25	61	94	22	59	33	43	49	86
Others	16	205	61	67	35	32	45	107	34	18	16	42	53	34	10	18	33	44
Paediatric(1-12years)	1	5	1	1	1	1	1	16	2	2	3	2				1	2	3
Pregnancy related	370	469	506	869	575	357	444	1066	197	214	614	635	315	358	229	525	347	750
Respiratory	28	199	137	78	46	37	66	133	20	21	28	74	57	52	25	39	30	70
Stroke/Cerebrovascular Accidents	24	255	119	104	69	41	86	145	21	29	30	54	65	60	21	35	44	65
Suicide attempt	14	32	13	29	4	7	12	26	1	4	7	21	11	5	5	6	6	14
Trauma (non Vehicular)	37	373	167	137	89	76	111	219	54	42	51	126	78	84	43	61	46	117
Trauma (Vehicular)	157	847	799	632	333	475	653	1086	182	158	429	664	341	379	128	403	305	671
Unconscious	13	245	100	39	22	23	58	92	23	12	15	36	31	33	13	19	19	35
<b>Grand Total</b>	<b>1208</b>	<b>4116</b>	<b>2746</b>	<b>3288</b>	<b>1992</b>	<b>1501</b>	<b>2060</b>	<b>4341</b>	<b>860</b>	<b>800</b>	<b>1715</b>	<b>2421</b>	<b>1800</b>	<b>1589</b>	<b>848</b>	<b>1776</b>	<b>1470</b>	<b>2635</b>
Number of cases/ ambulance	110	121	119	126	111	83	108	111	96	80	107	110	106	114	94	118	86	115
Number of cases/ Ambulance/day	3.5	3.9	3.9	4.1	3.6	2.7	3.5	3.6	3.1	2.6	3.5	3.5	3.4	3.7	3.0	3.8	2.8	3.7

**District Wise Emergency Cases Handled...contd (Aug 2013)**

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	18	11	11	35	27	14	16	20	20	17	42	30	14	629
Accidental Poisoning	69	133	25	110	131	171	93	62	95	122	109	145	213	52	3310
Acute Abdomen	101	216	32	93	338	269	155	87	204	129	137	231	339	118	5308
Allergic Reactions	1	2		1	1	7	1		2	1			3		49
Animal Attack	50	107	2	23	75	157	67	18	89	41	46	96	154	41	2045
Assault	72	116	22	48	94	99	88	67	109	121	67	105	125	52	2881
Behavioral			1	1	1					1	1		1		10
Cardiac/Cardio Vascular	99	128	45	93	210	118	91	79	117	113	171	153	165	38	3655
Diabetes	11	9	6	18	41	26	9	13	28	19	39	44	40	7	647
Disasters due to Natural elements			1		1							1			3
Environmentals												1			4
Epilepsy	20	61	10	41	125	73	31	35	47	61	84	78	81	39	1870
Fevers / Infections	26	32	16	27	118	70	45	20	46	109	64	78	92	49	1764
Fire/Burns	15	36	2	18	58	32	21	18	17	20	12	43	27	21	720
Industrial			1				1	1	1		1		2	1	16
Neonatal (upto 1 month)	27	32	27	39	60	116	17	60	54	46	45	192	85	37	1989
Others	34	41	32	35	69	49	35	18	44	34	55	63	71	29	1479
Paediatric (1-12 years)		3		2	7	5	1		1	1	2	4	2	1	71
Pregnancy related	430	667	191	342	1021	1111	297	350	691	551	379	1334	1166	507	17867
Respiratory	27	55	26	40	110	85	46	35	50	67	84	88	79	36	1968
Stroke/CerebroVascular Accidents	37	57	29	27	101	75	49	35	80	72	76	91	83	45	2124
Suicide attempt	6	15	2	6	35	20	11	6	5	7	27	15	12	4	388
Trauma (non Vehicular)	56	93	32	62	152	91	68	53	103	103	104	111	94	54	3087
Trauma (Vehicular)	334	537	49	237	719	499	283	313	539	443	585	613	636	275	14704
Unconscious	19	44	14	21	102	39	18	17	45	29	41	65	59	26	1367
<b>Grand Total</b>	<b>1434</b>	<b>2384</b>	<b>565</b>	<b>1284</b>	<b>3569</b>	<b>3112</b>	<b>1427</b>	<b>1287</b>	<b>2367</b>	<b>2090</b>	<b>2129</b>	<b>3551</b>	<b>3529</b>	<b>1432</b>	<b>67326</b>
Number of cases/ambulance	102	132	51	117	102	115	102	80	118	105	125	85	118	102	107
Number of cases/Ambulance/day	3.3	4.3	1.7	3.8	3.3	3.7	3.3	2.6	3.8	3.4	4.0	2.7	3.8	3.3	3.5

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

Apr'13 - Aug'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURAM	DINDIGUL	ERODE	KANCHEEPURAM	KANNIYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	35	25	27	18	17	19	38	9	9	16	22	18	14	9	15	17	22
Accidental Poisoning	420	362	638	1105	614	378	446	829	144	133	414	725	591	437	210	479	363	594
Acute Abdomen	694	1350	710	1753	725	316	511	1710	194	303	475	737	826	479	505	588	685	743
Allergic Reactions	10	9	7	17	7	2	15	7	3	2	3	11	17	1	5	4	3	9
Animal Attack	311	49	163	689	303	204	136	440	71	120	157	259	430	191	110	312	208	271
Assault	392	706	453	839	437	361	381	565	369	286	236	558	609	326	251	595	463	616
Behavioral	4	2	1	2	4	0	0	0	2	1	2	1	2	0	0	1	0	1
Cardiac/Cardio Vascular	319	1135	895	866	501	310	554	1022	212	245	236	621	530	452	243	440	506	555
Diabetes	42	240	127	99	63	36	96	179	45	38	42	97	66	70	26	50	53	126
Disasters due to Natural elements	0	1	0	0	0	0	1	1	0	0	0	0	2	0	0	0	0	0
Environmentals	0	3	0	1	0	1	0	1	1	0	1	1	0	1	0	0	0	0
Epilepsy	105	1020	471	338	260	140	228	675	112	120	166	272	203	222	96	182	128	330
Fevers / Infections	101	526	284	352	198	81	142	377	311	106	271	176	311	114	108	130	204	192
Fire/Burns	58	195	106	158	48	90	92	293	34	29	53	158	140	53	29	79	84	117
Industrial	0	2	5	6	3	1	2	9	0	1	4	2	3	1	0	4	2	1
Neonatal(upto 1 month)	158	836	208	310	520	274	202	623	117	167	224	448	142	251	126	167	222	351
Others	159	1324	455	513	277	208	341	732	215	160	135	310	343	235	135	194	204	333
Paediatric(1-12years)	4	23	14	20	13	5	7	62	3	6	12	7	6	13	7	9	10	17
Pregnancy related	1727	1776	2425	4030	2751	1802	2023	4902	931	1134	2998	3124	1580	1565	996	2396	1703	3303
Respiratory	111	996	573	414	195	141	291	657	131	94	130	306	302	231	114	172	161	333
Stroke/Cerebrovascular Accidents	128	947	468	458	235	153	369	577	127	154	121	264	270	274	113	198	230	339
Suicide attempt	53	161	68	128	38	33	55	108	9	21	42	52	59	37	23	34	41	83
Trauma (non Vehicular)	184	1694	774	624	336	373	562	971	321	212	239	578	408	396	159	293	266	475
Trauma (Vehicular)	920	4362	3617	3342	1752	2522	2859	5448	1039	949	1882	3182	1821	1876	794	2089	1551	3071
Unconscious	69	1210	519	192	89	114	254	498	102	56	75	243	130	129	77	96	121	212
<b>Grand Total</b>	<b>5969</b>	<b>18929</b>	<b>12981</b>	<b>16256</b>	<b>9369</b>	<b>7545</b>	<b>9567</b>	<b>20686</b>	<b>4493</b>	<b>4337</b>	<b>7918</b>	<b>12132</b>	<b>8791</b>	<b>7354</b>	<b>4127</b>	<b>8512</b>	<b>7208</b>	<b>12072</b>
Number of cases/ ambulance	524	541	523	607	532	439	504	544	488	471	501	562	499	525	459	567	429	539
Number of cases/ Ambulance/day	3.4	3.5	3.4	4.0	3.5	2.9	3.3	3.6	3.2	3.1	3.3	3.7	3.3	3.4	3.0	3.7	2.8	3.5

**District Wise Emergency Cases Handled...contd (Apr - Aug 2013)**

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	18	11	11	35	27	14	15	20	21	17	40	31	15	629
Accidental Poisoning	377	602	113	523	680	818	567	335	439	527	559	688	938	289	16337
Acute Abdomen	494	968	190	449	1521	1273	752	431	852	646	674	1096	1504	455	24609
Allergic Reactions	3	7	2	3	14	13	7	4	7	5	8	10	10	0	225
Animal Attack	261	373	24	151	323	571	239	118	343	222	168	427	533	166	8343
Assault	412	706	145	332	437	593	475	369	702	612	433	610	660	310	15239
Behavioral	0	1	1	1	2	0	1	0	0	2	1	0	3	0	35
Cardiac/Cardio Vascular	393	603	238	422	1100	561	474	332	524	576	809	758	705	252	17389
Diabetes	43	57	32	67	177	104	59	51	89	99	122	184	147	44	2770
Disasters due to Natural elements	1	0	1	0	2	1	0	0	3	1	0	2	1	0	17
Environmentals	0	0	0	0	0	0	0	0	0	0	0	1	1	0	12
Epilepsy	121	246	74	164	541	312	177	169	253	261	382	386	371	144	8669
Fevers/Infections	92	127	59	160	375	243	211	218	221	709	315	285	329	329	7657
Fire/Burns	84	155	31	73	218	168	100	75	93	109	79	210	166	104	3481
Industrial	1	3	1	1	8	3	3	3	4	2	3	5	7	4	94
Neonatal(upto 1 month)	138	196	130	154	290	520	107	227	314	256	206	948	478	172	9482
Others	235	364	154	175	615	351	265	183	334	311	450	484	423	198	10815
Paediatric(1-12years)	8	16	4	6	31	22	8	6	16	14	13	22	15	11	430
Pregnancy related	1872	2885	825	1687	4460	5150	1630	1614	3165	2747	1828	6343	5102	2432	82906
Respiratory	140	284	128	169	622	369	234	173	284	389	385	466	400	159	9554
Stroke/CerebroVascular Accidents	153	244	201	155	538	274	244	192	295	339	369	385	399	172	9385
Suicide attempt	27	58	6	26	147	78	45	27	48	42	88	94	75	21	1827
Trauma (non Vehicular)	285	461	184	327	753	450	353	278	483	498	480	587	501	267	14772
Trauma (Vehicular)	1882	2712	295	1332	3734	2537	1422	1746	2650	2595	3116	3251	3133	1575	75056
Unconscious	86	168	80	106	450	197	89	122	211	185	205	289	257	115	6746
<b>Grand Total</b>	<b>7108</b>	<b>11236</b>	<b>2918</b>	<b>6483</b>	<b>17038</b>	<b>14608</b>	<b>7462</b>	<b>6673</b>	<b>11330</b>	<b>11147</b>	<b>10693</b>	<b>17531</b>	<b>16158</b>	<b>7219</b>	<b>325850</b>
Number of cases/ambulance	508	617	265	579	490	541	518	439	567	541	629	443	521	494	518
Number of cases/Ambulance/day	3.3	4.0	1.7	3.8	3.2	3.5	3.4	2.9	3.7	3.5	4.1	2.9	3.4	3.2	3.4

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

Sl.No	District	Ambulance Count	During the month Aug 2013		Ambulance Count	Upto the month Apr' 13 - Aug'13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	56299	9.51	11	285810	9.40
2	CHENNAI	34	89654	8.30	35	392307	8.17
3	COIMBATORE	23	97730	9.26	25	481827	9.25
4	CUDDALORE	26	148701	10.06	27	749025	10.05
5	DHARMAPURI	18	124001	8.84	18	570273	8.54
6	DINDIGUL	18	70665	8.43	17	366205	8.28
7	ERODE	19	96267	8.76	19	439684	8.57
8	KANCHEEPURAM	39	219901	9.53	38	1033808	9.33
9	KANYAKUMARI	9	31464	7.60	9	166466	7.60
10	KARUR	10	41230	8.46	9	224805	8.38
11	KRISHNAGIRI	16	99855	8.56	16	463835	8.19
12	MADURAI	22	88306	10.06	22	453461	10.12
13	NAGAPATTINAM	17	102517	9.05	18	491909	8.73
14	NAMAKKAL	14	70422	9.15	14	324191	8.92
15	PERAMBALUR	9	38865	10.44	9	188145	10.15
16	PUDUKOTTAI	15	84793	10.31	15	390706	10.16
17	RAMANATHAPURAM	17	93230	10.91	17	449173	10.68
18	SALEM	23	122560	9.27	22	558722	9.08
19	SIVAGANGAI	14	74423	9.19	14	366347	9.00
20	THANJAVUR	18	99478	8.80	18	465252	8.67
21	THE NILGIRIS	11	42569	6.73	11	204501	6.43
22	THENI	11	57466	10.69	11	290839	11.01
23	TIRUPUR	17	102522	9.90	17	517426	10.00
24	THIRUVALLUR	35	179767	9.83	35	846952	9.73
25	THIRUVANNAMALAI	27	181653	10.16	27	825394	10.39
26	THIRUVARUR	14	74556	9.92	14	392766	10.13
27	THOOTHUKUDI	16	67994	9.17	15	341456	8.80
28	TIRUCHIRAPPALLI	20	99045	10.31	20	470909	9.91
29	TIRUNELVELI	20	120794	10.28	21	635995	10.51
30	VELLORE	42	218727	9.54	40	1099713	9.22
31	VILLUPURAM	30	199074	8.72	31	922439	8.82
32	VIRUDHUNAGAR	14	86513	10.57	15	408677	10.66
<b>TOTAL</b>		<b>629</b>	<b>3281041</b>	<b>9.39</b>	<b>629</b>	<b>15819018</b>	<b>9.28</b>



**Annexure G: Human Resources Details- Manpower count and Attrition Count (Aug'13)**

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)	2	9	11	15	24	39	59	76	135
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	6	15	21	55	66	121	923	421	1344
5	EMT (Under Training)									
6	Pilot (Trained)	38	0	38	202	0	202	1374	0	1374
7	Pilot (Under Training)									
8	Operations Staff			0	2	0	2	61	0	61
9	Support Staff	4	1	5	15	3	18	76	22	98
<b>Total</b>		<b>50</b>	<b>25</b>	<b>75</b>	<b>289</b>	<b>93</b>	<b>382</b>	<b>2493</b>	<b>519</b>	<b>3012</b>

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	20	25	45
2	EMT	9	9	18	70	65	135
3	Pilot	13	0	13	164	0	164
4	Operations Staff	0	0	0	7	0	7
5	Support Staff	3	5	8	13	8	21
<b>Total</b>		<b>27</b>	<b>18</b>	<b>45</b>	<b>274</b>	<b>98</b>	<b>372</b>

## Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15<sup>th</sup> Sep '08 to 31<sup>st</sup> Aug 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	0:01:36	38%	0:01:31
2	Average Ambulance Dispatch Time	0:02:40	42%	0:02:38
3	Average Time taken from Base to Scene/Incident	0:16:58	42%	0:16:27
4	Average Time taken at the Scene / Incident Location	0:10:56	40%	0:10:52
5	Average Time taken from Scene to Hospital	0:33:46	40%	0:33:59
6	Average Time taken from Call to Hospital	1:06:04	42%	1:06:15

Aug 2013 - Call to scene Split up								
Call to scene	IFT	IFT %	IFT Rural	IFT Urban	NON - IFT	NON- IFT %	Non IFT Rural	Non IFT Urban
0- 5 min	4101	17.3	2774	1327	2266	4.9	1795	471
5- 10 min	5975	25.3	3722	2253	7950	17.1	5026	2924
10 - 15 min	2112	8.9	1361	751	7774	16.7	5191	2583
15 - 20 min	2263	9.6	1694	569	7332	15.8	5534	1798
20 - 25 min	2212	9.4	1794	418	5864	12.6	4738	1126
25 - 30 min	1949	8.2	1543	406	4728	10.2	4028	700
30 - 35 min	1297	5.5	982	315	3293	7.1	2862	431
35 - 40 min	1232	5.2	1014	218	2493	5.4	2215	278
40 - 45 min	907	3.8	722	185	1659	3.6	1495	164
45 - 50 min	530	2.2	398	132	994	2.1	909	85
50 - 55 min	419	1.8	329	90	692	1.5	621	71
55 - 60 min	235	1.0	168	67	492	1.1	444	48
> 60 min	410	1.7	235	175	926	2.0	805	121
<b>Total cases</b>	<b>23642</b>	<b>100.0</b>	<b>16736</b>	<b>6906</b>	<b>46463</b>	<b>100.0</b>	<b>35663</b>	<b>10800</b>

Aug 2013 - Call to hospital Split up								
Call to hospital	IFT	IFT %	IFT Rural	IFT Urban	NON IFT	NON- IFT %	Non IFT Rural	Non IFT Urban
0 -10 min	134	0.6	121	13	147	0.3	98	49
10 -20 min	131	0.6	79	52	1915	4.4	1119	796
20 - 30 min	634	2.7	291	343	4023	9.2	2493	1530
30 - 40 min	1484	6.3	971	513	5716	13.1	3918	1798
40 - 50 min	2288	9.7	1785	503	5912	13.5	4656	1256
50 - 60 min	2832	12.0	2329	503	5229	12.0	4374	855
>60 min	16139	68.3	11882	4257	20742	47.5	19127	1615
<b>Total cases</b>	<b>23642</b>	<b>100.0</b>	<b>17458</b>	<b>6184</b>	<b>43684</b>	<b>100.0</b>	<b>35785</b>	<b>7899</b>

	IFT cases			Non-IFT cases		
Name of the Districts	Call to Wheel	Base to scene	Response time (call to scene)	Call to Wheel	Base to scene	Response time (call to scene)
CHENNAI	0:04:10	0:07:47	0:11:57	0:04:45	0:09:06	0:13:50
COIMBATORE	0:03:12	0:11:27	0:14:40	0:04:16	0:11:54	0:16:10
KANYAKUMARI	0:03:16	0:17:32	0:20:48	0:03:43	0:13:26	0:17:09
THENI	0:03:09	0:13:49	0:16:58	0:03:51	0:14:48	0:18:39
TIRUPUR	0:03:22	0:11:58	0:15:20	0:04:21	0:14:34	0:18:54
DINDIGUL	0:03:18	0:13:50	0:17:07	0:04:08	0:14:48	0:18:56
NAMAKKAL	0:03:11	0:11:39	0:14:51	0:04:07	0:15:02	0:19:09
MADURAI	0:03:21	0:13:42	0:17:02	0:04:16	0:14:56	0:19:13
ERODE	0:03:32	0:12:20	0:15:52	0:04:10	0:15:18	0:19:28
TIRUNELVELI	0:03:16	0:15:35	0:18:51	0:04:07	0:16:54	0:21:02
SALEM	0:03:08	0:14:17	0:17:25	0:04:14	0:17:11	0:21:25
THOOTHUKUDI	0:03:13	0:16:13	0:19:26	0:03:55	0:17:37	0:21:32
KANCHEEPURAM	0:04:12	0:16:24	0:20:36	0:04:50	0:17:16	0:22:06
TIRUCHIRAPPALLI	0:03:22	0:17:19	0:20:41	0:04:20	0:17:54	0:22:14
PUDUKOTTAI	0:03:16	0:15:08	0:18:24	0:04:09	0:18:30	0:22:38
KARUR	0:03:23	0:16:34	0:19:58	0:04:18	0:18:59	0:23:18
THANJAVUR	0:03:26	0:14:12	0:17:38	0:04:19	0:19:14	0:23:33
THIRUVARUR	0:03:47	0:16:25	0:20:12	0:04:39	0:19:08	0:23:47
CUDDALORE	0:03:43	0:12:51	0:16:34	0:04:41	0:19:23	0:24:03
SIVAGANGAI	0:03:14	0:15:30	0:18:44	0:04:14	0:20:14	0:24:28
RAMANATHAPURAM	0:03:20	0:16:52	0:20:12	0:04:23	0:20:20	0:24:43
DHARMAPURI	0:03:29	0:15:15	0:18:44	0:04:29	0:20:15	0:24:44
VELLORE	0:03:47	0:18:07	0:21:54	0:04:35	0:20:11	0:24:45
NAGAPATTINAM	0:03:30	0:15:27	0:18:57	0:04:28	0:20:27	0:24:55
PERAMBALUR	0:03:13	0:18:22	0:21:35	0:04:10	0:21:00	0:25:09
THIRUVALLUR	0:04:06	0:18:49	0:22:56	0:04:57	0:20:26	0:25:23
VIRUDHUNAGAR	0:03:29	0:17:10	0:20:39	0:04:14	0:21:41	0:25:55
THIRUVANNAMALAI	0:03:48	0:18:52	0:22:40	0:04:37	0:22:08	0:26:45
KRISHNAGIRI	0:03:21	0:15:31	0:18:52	0:04:37	0:22:50	0:27:27
VILLUPURAM	0:03:40	0:17:35	0:21:14	0:04:38	0:23:04	0:27:42
ARIYALUR	0:03:31	0:19:05	0:22:36	0:04:24	0:23:32	0:27:57
THE NILGIRIS	0:04:13	0:23:52	0:28:04	0:04:15	0:28:29	0:32:44
<b>Grand Total</b>	<b>0:03:35</b>	<b>0:15:31</b>	<b>0:19:07</b>	<b>0:04:26</b>	<b>0:17:54</b>	<b>0:22:20</b>

## Annexure J: Interesting Emergency Case

### Emergency case 1

Case Details Format	
Case ID	4063339
Date	7-Aug-13
Assign Time	7:11
Ambulance Location	VELLORE FIRE STATION
District	Vellore
Name of EMT	Elumalai
ID Number	11649
Name of Pilot	Saravana Kumar
ID Number	41045
Patient details	
Age	23
Gender	Female
Name	Sangeetha
Contact Number (Patient / informer)	9787677274
Emergency Type	Medical
Level of Consciousness	Unconsciousness
Case Details	<p>A 23-year-old woman presents at 37 weeks' gestation with severe headache and acute abdominal pain followed by blood vomiting. After a few hours she started having Labor pain. Her relatives dialed 108 for help. Our 108 rushed towards the scene and found that she was having Eclampsia (continuous seizure) with Pregnancy Induced Hypertension with elevated Bp - 160/110mmHg. On examination by EMT she was having pedal edema,. But the Fetal Heart sound sense good on auscultation. EMT immediately tried to manage the airway by suctioning, administered high flow oxygen , then contacted ERCP Dr. Madhu and administered her inj rantac intranenously, IV RL, Inj. Magnesium sulphate 1 ampule in each buttocks, (with 2ml magnesium sulphate) , placed her in left lateral position by following the advise of ERCP. Provided with appropriate Pre hospital care mother got shifted to Christian Medical college and hospital Vellore safely. She then delivered the baby in receiving facility and both mother and newborn got discharged with good health.</p>
Prehospital Care Provided	EMT treated the patient with inj rantac in iv given, magnesium sulphate 1 ampule in each buttocks, RL(with 2ml magnesium sulphate) and O2 administration, recovery position
Additional Challenges	Recurrent Convulsions




Follow up photograph after a week

## Emergency Case – 2

Case ID	4037148
Date	05.08.2013
Assign Time	12:25
Ambulance Location	Chengalpatt Neonatal ambulance
District	Kancheepuram
Name of EMT	Mr.H.Bennet Raj
ID Number	36545
Name of Pilot	Mr.Subburaj
ID Number	39163
Patient details	
Age	4 days
Gender	Female
Name	Baby of Parveen Banu
Emergency Type	Seizures
Level of Consciousness	Unresponsive
<b>Case Details (Description)</b>	<p>On 5th August, our Chengalpatt neonatal ambulance received a call from DO stating that Baby of Parveen Banu 4 days old female neonate with birth weight 3.7 kg was referred from Nandhivaram PHC to KMC hospital for the complaints of seizures. Immediately our NEMT reached the scene and assessed the neonate. The vitals were T- warm, skin color- pink, HR-88b/m, Cry - absent, Movements-present, RR- 46b/m, SpO2- 86% (without oxygen) and 89% (with oxygen) and CBG- 71mg/dl. At referral centre Inj.Midazolam 0.5ml was administered. 10% D 5ml was administered in slow IV. Immediately our NEMT recieved the neonate after assessing the neonate. On enroute the neonate again suffered from convulsions. As per NERCP- Dr.Indu advice, Inj.Calcium gluconate 7.4 ml with equal parts of 10% D was administered as a first bolus dose. after adminsterin 20minute of calcium gluconate, again convulsions started to the neonate. Then Inj.Phenobarbitone 20mg/kg was administered to the neonate. after that convulsions stopped. IV line maintained.12.7ml/ hr of 10% D was maintained. frequent suctioning was done. Oxygen 3l was administered through nasal cannula. Then the neonate was safely admitted in KMCH NICU</p>
Photographs/Media	



### Emergency Case – 3

Case Details Format		
Case ID	4046717	
Date	5/8/2013	
Assign Time	23:08	
Ambulance Location	Poonamallee	
District	Thiruvallur	
Name of EMT	Herambanahan	
ID Number	37828	
Name of Pilot	Sivachandran	
ID Number	41237	
Patient details		
Age		28
Gender		Male
Name		Manikandan
Contact Number (Patient / informer)		9884000915
Emergency Type	Intentional Self Harm - Burns	
Level of Consciousness	Responding to Verbal Stimuli	
Case Details	<p>A 28 year old male tried to commit suicide by burning himself. Family members from nearby houses rushed to find he was being mauled by the aggravating fire. They poured water immediately to put off the fire. They called 108 and waited to evacuate the victim from the spot.</p> <p>Team of 108 swiftly arrived and shifted the victim in the ambulance with Spine Board after assessing the safety of the area for all bystanders and the crew. EMT applied high flow oxygen and assessed injuries and vital signs. His Blood Pressure was dipping to 90 / 60 mm of Hg and Pulse increasing to a rate of 130 per min. His respiration was becoming faster, all the time he was being responsive and answering inappropriately, however no bleeding due to burns.</p> <p>EMT inserted IV line and infused RL 500ml at fast rate to keep the victim hemodynamically stable. 45% of the skin on abdomen, hands, back and legs was charred to 2nd degree of burns. EMT contacted ERCP, Dr. Babu responded and directed him to administer Injecton Diclofenac and continue oxygen, IV Fluid support.</p>	
Prehospital Care Provided	Ns wash, RL 500 ml and 02 6 liters gave then ac used.	
Additional Challenges		



## Annexure K – Important Events & Photographs

**Event:** 6<sup>th</sup> State Level Advisory meeting held at Chief Secretary's conference hall on 10<sup>th</sup> Aug chaired by Chief Secretary, Govt of Tamilnadu in the presence of Health Secretary, Govt of Tamilnadu and the Project Director, TNHSP.



**Event:** EMT/PILOTs were felicitated by The District Collectors on the eve of Independence day celebrations across all the districts. EDD card released by the Hon'ble District Collector at Thoothukudi



### Other Events:

- EDD/HRP data follow up thro VHN/Preg Mothers in every districts by deputing a EMT in Major Govt Institutions.
- 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 (Aug '13)**

AN - Cases Monthly Report									
For the month of Aug 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	108	78	137	42	370	-	-	-
2	CHENNAI	4	70	90	274	469	-	-	-
3	COIMBATORE	106	88	233	63	506	-	-	-
4	CUDDALORE	126	329	261	127	869	1	-	1
5	DHARMAPURI	176	49	284	44	575	-	-	-
6	DINDIGUL	89	59	158	30	357	-	-	-
7	ERODE	115	67	182	64	444	-	-	-
8	KANCHEEPURAM	200	209	464	141	1056	1	-	1
9	KANYAKUMARI	11	18	132	25	197	-	-	-
10	KARUR	55	54	80	20	214	-	-	-
11	KRISHNAGIRI	162	107	275	53	614	-	-	-
12	MADURAI	104	99	299	106	635	-	-	-
13	NAGAPATTINAM	19	120	111	58	315	-	-	-
14	NAMAKKAL	106	61	137	44	358	-	-	-
15	THE NILGIRIS	38	30	47	62	191	-	-	-
16	PERAMBALUR	62	44	107	9	229	-	-	-
17	PUDUKOTTAI	148	167	154	37	525	-	-	-
18	RAMANATHAPURAM	69	98	137	31	347	-	-	-
19	SALEM	162	123	384	48	750	-	-	-
20	SIVAGANGAI	97	118	135	63	430	-	-	-
21	THANJAVUR	115	285	188	70	667	-	-	-
22	THENI	22	40	185	83	342	-	-	-
23	THIRUVALLUR	160	162	506	135	1021	3	-	3
24	THIRUVANNAMALAI	278	194	499	87	1111	-	-	-
25	THIRUVARUR	20	98	102	67	297	-	-	-
26	THOOTHUKUDI	44	80	160	53	350	-	-	-
27	TIRUCHIRAPPALLI	216	113	301	49	691	-	-	-
28	TIRUNELVELI	27	108	288	103	551	-	-	-
29	TIRUPUR	95	77	151	45	379	-	-	-
30	VELLORE	205	137	675	254	1334	-	-	-
31	VILLUPURAM	366	200	437	109	1166	-	-	-
32	VIRUDHUNAGAR	145	100	168	68	507	-	-	-
<b>Total</b>		<b>3650</b>	<b>3582</b>	<b>7467</b>	<b>2464</b>	<b>17867</b>	<b>5</b>	<b>0</b>	<b>5</b>



Annexure M: Neonatal ambulance cases (Aug'13)

Neonatal Cases Admission -August'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	VALAYANKULAM PHC NEONATAL	ARUPUKOTTAI GH	4	Madurai GH
			DINDIGUL GH	1	
			KALLUPATTI.T PHC	1	
			KARAIKUDI GH	1	
			KARIYAPATTI GH	1	
			KODAKOIL PHC	2	
			MELUR GH	2	
			NATHAN PHC	2	
			NILAKOTTAI GH	1	
			PERUMALAI PHC	1	
			POOCHIPATTI PHC	1	
			PUDUPATTI.T PHC	1	
			RAJAKOOR PHC	1	
			RAJAPALAYAM GH	3	
			REDDIAPATTI PHC	1	
			SANTHANKUDI PHC	1	
			SATTUR GH	1	
			SINGAMPUNARI GH	1	
			SIVAGANGA MCH,	5	
			SRIVILLIPUTUR GH	1	
			THANAKKANKULAM PHC	1	
			THIRUMANGALAM GH	6	
			THIRUPARANKUNDRAM PHC	2	
			TIRUPATTUR GH	1	
			USILAMPATTI GH	2	
			VADIPATTI GH	1	
			VIRUDHUNAGAR GH	8	
			KALLUPATTI.T PHC	1	MADURAI CITY PVT HOSP
			USILAMPATTI GH	1	
			KARIYAPATTI GH	1	Not an emergency
			Valayankulam PHC Total	56	
2	Dharmapuri		BANDAHALLI PHC	1	Dharmapuri GH
			CHINTHALAPADI PHC	1	
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	2	
			ERIYUR PHC	1	
			HANUMANTHAPURAM PHC	2	
			HARUR GH	11	
			INDUR PHC	2	
			KALLAVI PHC	1	
			KARIMANGALAM PHC	3	
			KOTTAPATTI PHC	1	
			KRISHNAGIRI GH	4	
			MARANDAHALLI PHC	2	
			MORAPPUR PHC	1	
			NAGADESAMPATTY PHC	3	
			NULAHALLI PHC	2	
			PALAYAMPUDUR PHC	3	
			PANCHAPALLI PHC	1	
			PAPPARAPATTI PHC	1	
			PERUMPALAI PHC	2	
			PULIKARAI PHC	4	
			SAMALPATTI PHC	1	
			SHOLAKOTTAI PHC	2	
			THOPPUR PHC	2	
			THURINJIPATTI PHC	1	
			UTHANGARAI GH	1	
			BOOTHANATHAM PHC	1	Harur GH
			DHARMAPURI MCH	6	Salem GH
			KOTTAPATTI PHC	1	
			HARUR GH	4	ICH
			CHINTHALAPADI PHC	1	
			Dharmapuri MCH Neonatal Total	68	

Neonatal Cases Admission -August'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
3	cuddalore	CUDDALORE GH NEONATAL	CHIDAMBARAM GH	4	Cuddalore GH
			CUDDALORE GH	2	
			KARAIKADU PHC	1	
			KURINJIPADI GH	7	
			MADALAPATTU PHC	2	
			MARUNGUR PHC	1	
			PANRUTI GH	1	
			THIRUVANTHIPURAM PHC	1	
			THONDAMANATHAM PHC	3	
			VADALLOOR PHC	1	
			VEERAPERUMANALLUR PHC	1	
			VELLAKARAI PHC	1	
			VRIDHACHALAM GH	5	
			CUDDALORE GH	1	Mundiyapakkam MCH, Villupuram
			PANRUTI GH	1	
			VRIDHACHALAM GH	4	
			CUDDALORE GH	1	JIPMER
			SRIMUSHANAM PHC	1	Not an emergency
			<b>Cuddalore GH Neonatal Total</b>	<b>38</b>	
4	kancheepuram	CHENGALPATTU NEONATAL	CHEYAR GH	2	ICH
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	1	
			CHENGALPET MCH	13	
			KANCHIPURAM GH	8	
			MADURANTAKAM GH	1	
			KARUNKUZH PHC GNANAGIRISWARANPETAI PHC	2	
			REDDIPALAYAM PHC	1	
			TIRUPATHUR GH	2	
			TIRUVANNAMALAI GH	1	
			VATTAM PHC	1	
			CHEYAR GH	1	Chengalpattu MCH
			CHENGALPET MCH	2	
			CHEYUR GH	2	
			KALIAMPOONDI PHC	1	
			KOOVATHUR PHC	1	
			KUNNAVAKKAM PHC	1	
			MARAIMALAINAGAR PHC	2	
			NERUMBUR PHC	1	
			PANRUTI PHC	1	
			SADRAS PHC	1	
			SALAVAKKAM PHC	1	KMCH
			MANAMPATHY PHC	1	
			CUDDALORE GH	1	
			KANCHIPURAM GH	2	
			KUNNAVAKKAM PHC	1	
			NANDHIVARAM PHC	1	
			TIRUPATHUR GH	1	
			TIRUVANNAMALAI GH	3	Stanley MCH
			MEENAKSHI MCH	1	
			TIRUPATTUR GH	1	Kanchipuram GH
			AYYAMPETTAI PHC	1	
			KANCHIPURAM GH	1	Not an emergency
			PAVANJUR PHC	1	
			THELLAR PHC	1	
			SIRUGUNCHAM PHC	1	
			<b>Chengalpattu Neonatal Total</b>	<b>63</b>	

Neonatal Cases Admission -August'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
5	Chennai	ICH- Egmore	ANAKKAPUTHUR PHC	2	ICH- Egmore
			ARAKONAM GH	3	
			AYANAVARAM CHC	1	
			CHENGALPET MCH	1	
			CHEYAR GH	1	
			KILPAUK MCH	1	
			KGH	1	
			ICH	2	
			IOG	1	
			KODAMBAKKAM CHC	1	
			SAIDAPET GH	2	
			SHENOY NAGAR PHC	3	
			CUDDALORE GH	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	2	
			CHEYUR GH	1	
			KUNDRATHUR PHC	4	
			OKKIAM THURAIPAKKAM PHC	1	
			MADARAPAKKAM PHC	1	
			MINJUR PHC	4	
			PANCHATTY PHC	1	
			PERUMAL PATTU PHC	3	
			PONNERI GH	7	
			PORUR PHC	3	
			PULIYANTHOPE CHC	4	
			RSRM	1	
			SHEPERD NURSING HOME	1	
			TAMBARAM GH	1	
			THIRUVALLUR GH	4	
			TIRUPATTUR GH	2	
			TIRUTTANI GH	2	
			BUDUR PHC	1	
			WALLAJAPET GH	1	
			ADYAR CHC	1	KMCH
			ARANI GH	1	
			ICH	6	
			AYANAVARAM CHC	3	
			ESI HOSP. AYANAVARAM	1	
			TAMBARAM GH	2	
			UTHIRAMERUR GH	1	
			MANGADU PHC	2	
			MADARAPAKKAM PHC	1	
			MIRSAHIB PET CHC	1	
PONNERI GH	1				
SAIDAPET CHC	1				
TIRUVANNAMALAI GH	1				
THIRUVALLUR GH	2				
GUMMIDIPOONDI GH	1				
PADIANALLUR PHC	1				
PANCHATTI PHC	1	KGH			
MIRSAHIB PET CHC	1	Stanley MCH			
ELANGO NAGAR CHC	1	IOG			
ICH	1	SAIDAPET GH			
CANTONMENT HOSPITAL	1	EGARAVAPALAYAM PHC			
EGARAVAPALAYAM PHC	1	PORUR PHC			
PORUR PHC	1	PONNERI GH			
PONNERI GH	1	Not an emergency			
BHARATHI PRIVATE HOSPITAL	2				
TAMBARAM GH	1				
KOLATHUR PHC	1				
MEDAVAKKAM PHC	2				
MOOVARASAMPETTA PHC	1				
PORUR PHC	1				
THIRTHANKARAI PHC	1				
BUDUR PHC	1				
ICH Egmore Total				109	

Neonatal Cases Admission -August'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
6	Chennai	Triplcane- Neo II	ADYAR CHC	1	ICH- egmore
			ARAKONAM GH	4	
			AYANAVARAM CHC	1	
			KILPAUK MCH	1	
			KGH	4	
			ICH	1	
			KODAMBAKKAM CHC	1	
			SAIDAPET GH	4	
			SEMMANCHERY PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	2	
			TAMBARAM GH	1	
			NERUMBUR PHC	1	
			OKKIAM THURAIPAKKAM PHC	2	
			DEEPAM, CHROMPET	2	
			MEDAVAKKAM PHC	1	
			NEW LIFE CHILDREN PVT HOSP	2	
			SRINIVASA PRIYA HOSPITAL	1	
			THIRUVALLUR GH	6	
			TIRUVANNAMALAI GH	1	
			ARANI PHC	1	
			EGUVARPALAYAM PHC	1	
			STEDFORD HOSPITAL	1	
			VELLORE MCH (ADUKKAMPARAI)	1	
			ANDHRA MAHILA SAHAB HOSPITAL	1	KMCH
			SAIDAPET CHC	2	
			MEDAVAKKAM PHC	1	
			MOOVARASAMPATTU PHC	1	
			SEMMANCHERY PHC	1	
			PONNERI GH	3	
			VELLORE MCH (ADUKKAMPARAI)	1	
			PULIYANTHOPE CHC	1	
			RSRM	1	Stanley MCH
			MIRSAHIB PET CHC	2	KGH
			MOOVARASAMPATTU PHC	1	MOOVARASAMPATTU PHC
			AYANAVARAM CHC	1	AYANAVARAM CHC
			CHENGALPAT GH	1	CHENGALPAT GH
			PULIYANTHOPE CHC	1	Not an emergency
			GOSHA	2	
			DEVAKOTTA PHC	1	
			CHILD TRUST HOSPITAL	1	
			<b>TriplcaneNEO Total</b>	<b>64</b>	
7	Chennai	RSRM	ARAKONAM GH	2	ICH
			AYANAVARAM CHC	4	
			STANLEY MCH	1	
			KGH	1	
			RSRM	4	
			PERAMBUR RAILWAY HOSPITAL	1	
			DHANUSH NIKHAT PRIVATE HOSPITAL	1	
			KATTUR PHC	1	
			KAVARIPET PHC	1	
			CHENGALPET MCH	1	
			OKKIAM THURAIPAKKAM PHC	1	
			MADARAPAKKAM PHC	1	
			MINJUR PHC	4	
			PADIANALLUR PHC	1	
			PULIYANTHOPE CHC	3	
			SHEPERD NURSING HOME	1	
			THIRUVOTRIYUR PHC	1	
			THIRUVALLUR GH	2	
			TIRUVANNAMALAI GH	1	
			TIRUTTANI GH	1	
			DEVAMPAT PHC	1	
			PERIYAPALAYAM PHC	1	
			PORUR PHC	1	
			RSRM	1	Stanley MCH
			K.K.NAGAR PH	1	
			PULIYANTHOPE CHC	2	
			KATTUR PHC	1	
			MINJUR PHC	1	KMCH
			THIRUVOTRIYUR PHC	1	
			RSRM	1	Not an emergency
			KATTUR PHC	1	
			TIRUTTANI GH	1	
			RSRM	1	
			<b>RSRM Neo Total</b>	<b>47</b>	

Neonatal Cases Admission -August'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
8	Chennai	Tirupathur CIFT Neonatal ambulance	ANDIAPPANUR PHC	3	Tirupathur - GH
			JOLARPETTAI PHC	3	
			KADIRAMPATTU PHC	1	
			KAJALNAICKENPATTI PHC	2	
			KAKANAMPALAYAM PHC	1	
			KAVALUR CHATRAM PHC	1	
			KUNICHI PHC	2	
			NADUR PHC	1	
			NARIAMPATTU PHC	1	
			NATRAMPALLI PHC	6	
			NIMMIAMPETTI PHC	2	
			PERAMPATTU PHC	2	
			PITCHANUR PHC	2	
			PUDUPADI PHC	1	
			PUDUPETTAI PHC	8	
			PUDURNADU PHC	2	
			RAMANAICKENPETTAI PHC	2	
			TIRUPATTUR GH	1	
			TIRUPATTUR GH	5	
			NATRAMPALLI PHC	1	Vellore MCH
			BARGUR PHC	1	Krishnagiri GH
			SAMALPATTI PHC	1	
			VANIYAMPADI GH	1	Not an emergency
			UTTARANGAI GH	1	Dharmapuri GH
			RAMANAICKENPETTAI PHC	1	
			DHARMAPURI MCH	1	ICH- Egmore
			SALEM MCH	1	
			TIRUPATTUR GH	4	
			<b>Tirupathur Neo total</b>	<b>58</b>	
			<b>Total Neonatal cases admitted in Hospital</b>	<b>503</b>	

## 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