

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: Dec 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 : Dec 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month - Nov'13		During the Month - Dec'13		Up to the Month - (Apr'13 - Dec'13)	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	409356	100.00%	468915	100.00%	4621191	100.00%
1.1.2	Number of Unattended Calls (UAC)	7056	1.72%	2610	0.56%	61255	1.33%
1.1.3	Number of calls answered	402300	98.28%	466305	99.44%	4559935	98.67%
1.2	Types of Calls						
1.2.1	Emergency Calls	98138	24.39%	96085	20.61%	860463	18.87%
1.2.2	Non Emergency Calls	71013	17.65%	77929	16.71%	712983	15.64%
1.2.3	Ineffective Calls *	233149	57.95%	292291	62.68%	2986489	65.49%
1.2.4	Total Number of Calls (Ref.1.1.3)	402300	100.00%	466305	100.00%	4559935	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	96498	98.33%	94784	98.65%	840297	97.66%
1.3.2	Number Police Emergency Calls	906	0.92%	852	0.89%	9978	1.16%
1.3.3	Number fire Emergency Calls	734	0.75%	449	0.47%	10188	1.18%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	98138	100.00%	96085	100.00%	860463	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	70989	73.57%	70662	74.55%	637999	75.93%
1.4.2	Number of repeated Emergency calls	25509	26.43%	24122	25.45%	202298	24.07%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	96498	100.00%	94784	100.00%	840297	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	93.00%	NA	95.00%	NA	93.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	3.00%	NA	2.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	4.00%	NA	3.00%	NA	5.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	70989	NA	70662	NA	637999	NA
2.2	Total Number of Ambulance Trips	70069	NA	69995	NA	624885	NA
2.3	Number of Ambulance Services utilized	67564	95.18%	67610	95.68%	595327	93.31%
2.4	Number of Ambulance Services not utilized	2505	3.53%	2385	3.38%	29558	4.63%
2.5	Number of Ambulance Services busy **	920	1.30%	667	0.94%	13114	2.06%
2.6	Number of Trips per ambulance	110.87	NA	110.06	NA	991.88	NA
2.7	Number of Trips per ambulance/day	3.70	NA	3.55	NA	3.61	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	67564	NA	67610	NA	595327	NA
3.2	Total number cases transported per ambulances	106.91	NA	106.31	NA	944.96	NA
3.3	Total number cases transported per ambulances per day	3.56	NA	3.43	NA	3.44	NA

Note: Total Lives Saved from 15th Sep 2008 to 31st Dec 2013 = 1, 38,418

SL. No.	Details	Prev Month - Nov'13		During the Month - Dec'13		Up to the Month - (Apr'13 - Dec'13)	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	2901	4.29%	2900	4.29%	28220	4.96%
4.2	Acute Abdomen	4967	7.35%	5000	7.40%	45020	7.64%
4.3	Allergic Reactions	44	0.07%	56	0.08%	435	0.07%
4.4	Animal Attack	1816	2.69%	1736	2.57%	16052	2.64%
4.5	Assault	2411	3.57%	2052	3.04%	24878	4.55%
4.6	Behavioral	5	0.01%	8	0.01%	58	0.01%
4.7	Cardiac/Cardio Vascular	4124	6.10%	4064	6.01%	32858	5.34%
4.8	Diabetes	620	0.92%	684	1.01%	5295	0.86%
4.9	Disasters due to Natural elements	8	0.01%	4	0.01%	35	0.01%
4.10	Epilepsy	2175	3.22%	2193	3.24%	16840	2.68%
4.11	Fevers / Infections	2706	4.01%	2819	4.17%	17743	2.45%
4.12	Fire/Burns	724	1.07%	602	0.89%	6057	1.05%
4.13	Hazmat (Hazardous Material)	0	0.00%	2	0.00%	9	0.00%
4.14	Industrial	7	0.01%	16	0.02%	139	0.02%
4.15	Neonatal(upto 1 month)	1868	2.76%	1842	2.72%	17075	2.88%
4.16	Paediatric(1-12years)	105	0.16%	97	0.14%	792	0.13%
4.17	Pregnancy related	18966	28.07%	18221	26.95%	158058	25.75%
4.18	Respiratory	2535	3.75%	2900	4.29%	19307	2.97%
4.19	Road Traffic Accident - Trauma	13250	19.61%	13878	20.53%	130103	22.85%
4.20	Stroke/Cerebro Vascular Accidents	2437	3.61%	2540	3.76%	18644	2.93%
4.21	Suicide attempt	311	0.46%	314	0.46%	3068	0.55%
4.22	Trauma	2889	4.28%	2983	4.41%	26274	4.49%
4.23	Unconscious	1450	2.15%	1558	2.30%	12573	2.08%
4.24	Others	1245	1.84%	1141	1.69%	15794	3.09%
	Total Medical Emergencies (1.4.1/2.3)	67564	100.00%	67610	100.00%	595327	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	8184	43.15%	8257	45.32%	70052	44.32%
5.1.2	Number of cases lifted from Hospital	10782	56.85%	9964	54.68%	88006	55.68%
5.1.3	Number of cases re-referred by Hospital to Higher Level	5	0.03%	4	0.02%	45	0.03%
5.1.4	Number of cases re-referred by referred institutions	0	0.00%	0	0.00%	10	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	5	0.03%	4	0.02%	55	0.03%
5.1.6	Total Number of AN Cases	18966	100.00%	18221	100.00%	158058	100.00%
5.2	IFT others	15626	59.17%	15624	61.06%	128439	59.34%
5.2.1	Neonatal (upto 1 month)	1668	6.32%	1635	6.39%	15084	6.97%
5.2.2	Road Traffic Accident - Trauma	2934	11.11%	2951	11.53%	25360	11.72%
5.2.3	Accidental Poisoning	1374	5.20%	1312	5.13%	12074	5.58%
5.2.4	Cardiac/Cardio Vascular	1449	5.49%	1493	5.83%	11004	5.08%
5.2.5	Others	8201	31.05%	8233	32.18%	64917	29.99%
5.2.6	Total number of IFTs (5.1.2+5.2)	26408	100.00%	25588	100.00%	216445	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	9	0.05%	15	0.08%	87	0.06%
5.3.2	Number of Infant Mortality at Hospital	12	0.06%	10	0.05%	105	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	489	26.18%	464	25.19%	4029	23.60%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1868	100.00%	1842	100.00%	17075	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1466	NA	1360	NA	12411	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	3012	NA	3300	NA	47098	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	67	NA	71	NA	549	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	18.97	159.41	16.40	144.85	2.57	-	14.56	-	
10.2	Ambulance Personnel Cost	312.82	2,667.04	291.68	2,627.63	21.14	-	39.41	-	
10.3	Care Personnel Cost	8.71	78.43	2.57	51.84	6.15	-	26.59	-	
10.4	Fuel Cost	197.15	1,739.42	208.86	1,740.43	-	(11.71)	-	(1.02)	
10.5	Repairs and Maintenance	38.49	346.87	73.35	492.05	-	(34.86)	-	(145.18)	Due to Labour and Spares cost increase Plus Running KM increased per Amby above 5200 per month
10.6	Medical Consumables	21.17	180.68	25.01	183.02	-	(3.84)	-	(2.35)	Increase in rates compared to Budget
10.7	Ambulance Mobile Telephone Expenditure	3.33	36.33	(2.25)	36.73	5.58	-	-	(0.40)	
10.8	Replacement of Tyres	20.03	172.72	12.38	113.66	7.65	-	59.06	-	
10.9	Refurbishment of Ambulances	5.06	86.95	6.26	77.09	-	(1.20)	9.86	-	
10.1	Uniform	0.13	31.14	0.62	19.43	-	(0.50)	11.70	-	
10.11	Vehicle Insurance	1.81	28.34	-	26.54	1.81	-	1.80	-	
10.12	Training Cost	25.98	131.92	4.35	73.53	21.63	-	58.39	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	2.77	11.52	1.74	17.53	1.02	-	-	(6.01)	AMC covered for Medical Equipments but not budgeted
10.15	Other Salaries- Support Staff	41.49	364.40	24.83	299.99	16.66	-	64.41	-	
10.16	Marketing Expenditure	10.00	53.00	1.02	56.02	8.98	-	-	(3.02)	Excess utilised will be adjusted in Subsequent period
10.17	Travelling Cost	12.82	100.99	(4.01)	91.42	16.83	-	9.57	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	30.07	269.59	26.65	275.19	3.41	-	-	(5.60)	Due to increase in office Admin cost.
	Sub Total	750.78	6,458.73	689.47	6,326.95	113.42	(52.11)	295.35	(163.58)	

	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	7.80	92.58	(30.44)	51.43	38.24	-	41.15	-	
2	Reach - Ambulance Modifications (Budget 2012-13 & 13-14)	4.50	13.50	6.69	6.69	-	(2.19)	6.81	-	
3	Infrastructure - Emergency Response Center	65.08	266.78	20.84	80.85	44.25	-	185.93	-	
	Sub Total	77.38	372.86	(2.92)	138.96	82.49	(2.19)	233.89	-	
	Total	828.17	6,831.59	686.55	6,465.92	195.91	(54.29)	529.24	(163.58)	
	ECC	37.46	157.97	17.84	90.80	19.62	-	67.17	-	
	Grand Total	865.63	6,989.55	704.39	6,556.72	215.53	(54.29)	596.41	(163.58)	

Note: Budgeted during month : 865.63 No. of line items under utilized during month **15**
 Budget released during month : 1,058.44 No. of line items over utilized during month **6**

Expenditure during month : 704.39
Savings during month : 161.24

Note: Budgeted upto month : 6,989.55 No. of line items under utilized upto month **14**
 Budget released upto month : 6,974.51 No. of line items over utilized upto month **7**
 Expenditure upto month : 6,556.72
Savings upto month : 432.84

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	432	204	636
2	Number of Ambulances modified	432	204	636
3	Number of Ambulances Launched during the month	4	0	4
4	Number of ambulances handed over to IRCS	0	0	0
5	Number of Ambulance on road for the month	412	188	600
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Cuddalore 1-Dharmapuri 4-Kancheepuram 1-Karur 1-Pudukkottai 1-Thiruvallur 2-Thiruvanamalai 3-Tiruchirapalli 3-Tirunelveli 1-Tirupur 2-Vellore	1-Ariyalur 1-Dindigul 4-karur 1-Krishnagiri 2-Nagapattinam 1-Namakkal 1-Salem 1-Sivagangai 1-Thanjavur 1-The Nilgris 1-Thiruvarur 1-Vellore	36
	A)Down due to Condemnation	12		12
	B)Down due to Refurbishment /Accident	15		15
	C)Down due to Manpower shortage	9		9
7	Spare ambulances used in Districts	1-Ariyalur 1-Coimbatore 1-Cuddalore 4-Kancheepuram 2-Madurai 1-Nagapattinam 1-Perambalur 2-Pudukkottai 1-Ramanathapuram 1-Sivagangai 1-Salem 1-Thanjavur 1-Theni 1-Thiruvallur 1-Thiruvarur 1-Thoothukudi 2-Tiruchirapalli 3-Tirunelveli 1-Tirupur 2-Vellore 2-Virudhunagar	2-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 1-Karur 1-Krishnagiri 1-Nagapattinam 1-Namakkal 1-Salem 1-Sivagangai 1-Thanjavur 2-The Nilgris 3-Vellore 5-Villupuram	53

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	32+ 3 Neonatal ambulances
COIMBATORE	23
CUDDALORE	25 + 1 NN
DHARMAPURI	18 + 1 NN
DINDIGUL	17
ERODE	19
KANCHEEPURAM	37 + 1 NN
KANYAKUMARI	9
KARUR	14
KRISHNAGIRI	15 + 1 NN
MADURAI	20 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	16 + 1 NN
RAMANATHAPURAM	16
SALEM	23
SIVAGANGAI	14
THANJAVUR	19
THE NILGIRIS	11
THENI	11
THIRUVALLUR	32
THIRUVANAMALAI	26 + 1 NN
THIRUVARUR	13
THOOTHUKUDI	13 + 1 NN
TIRUCHIRAPALLI	20 + 1 NN
TIRUNELVELI	22 + 1 NN
TIRUPUR	17
VELLORE	39 + 2 NN
VILLUPURAM	32
VIRUDHUNAGAR	15 + 1 NN
Grand Total	636

Annexure C: District Wise Trip Details

1st - 31st Dec 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	2403	4.56	102306	194	43
CUDDALORE	26	3423	4.25	149772	186	44
COIMBATORE	23	2940	4.12	99242	139	34
CHENNAI	35	4334	3.99	88918	82	21
THENI	11	1355	3.97	65225	191	48
KANCHEEPURAM	38	4591	3.90	210940	179	46
MADURAI	21	2450	3.76	84744	130	35
THANJAVUR	19	2200	3.74	92309	157	42
TIRUCHIRAPALLI	21	2414	3.71	95426	147	40
KANYAKUMARI	9	1034	3.71	35654	128	34
ERODE	19	2163	3.67	88945	151	41
THIRUVALLUR	32	3633	3.66	170819	172	47
NAMAKKAL	14	1580	3.64	67273	155	43
SIVAGANGAI	14	1571	3.62	80320	185	51
VILLUPURAM	32	3569	3.60	187315	189	52
THIRUVANNAMALAI	27	2983	3.56	178627	213	60
THIRUVARUR	13	1431	3.55	74934	186	52
SALEM	23	2521	3.54	119651	168	47
KRISHNAGIRI	16	1740	3.51	102674	207	59
DHARMAPURI	19	2040	3.46	120743	205	59
ARIYALUR	11	1171	3.43	52234	153	45
PUDUKKOTAI	17	1808	3.43	88470	168	49
THOOTHUKUDI	14	1482	3.41	74998	173	51
DINDIGUL	17	1705	3.24	82643	157	48
TIRUNELVELI	23	2284	3.20	127408	179	56
VELLORE	41	4011	3.16	258521	203	64
PERAMBALUR	9	878	3.15	37291	134	42
RAMANATHAPURAM	16	1556	3.14	100660	203	65
NAGAPATTINAM	18	1723	3.09	100921	181	59
VIRUDHUNAGAR	16	1465	2.95	83632	169	57
KARUR	14	982	2.26	50508	116	51
THE NILGRIS	11	555	1.63	38673	113	70
TOTAL	636	69995	3.55	3311796	168	47

1st Apr- 31st Dec 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	20709	4.43	931610	199	45
CUDDALORE	26	30877	4.25	1365575	188	44
THANJAVUR	19	21015	4.12	850134	167	40
CHENNAI	34	38318	4.06	751633	80	20
MADURAI	21	23494	3.98	812677	138	35
THENI	11	12081	3.95	547155	179	45
TIRUCHIRAPALLI	20	21437	3.88	850924	154	40
KANCHEEPURAM	38	40507	3.85	1903217	181	47
COIMBATORE	25	25743	3.81	875758	130	34
SALEM	22	23259	3.77	1038350	168	45
PUDUKKOTAI	16	16178	3.76	740925	172	46
THIRUVANNAMALAI	27	27822	3.72	1548106	207	56
NAMAKKAL	14	14170	3.68	592325	154	42
VILLUPURAM	31	31594	3.65	1727410	200	55
DHARMAPURI	18	17840	3.65	1040317	213	58
THIRUVARUR	14	13759	3.63	708750	187	52
ARIYALUR	11	10980	3.56	507969	165	46
ERODE	19	18642	3.53	798624	151	43
THIRUVALLUR	34	32581	3.50	1529784	164	47
SIVAGANGAI	14	13437	3.49	690934	179	51
TIRUNELVELI	21	20303	3.46	1128736	192	56
KRISHNAGIRI	16	15303	3.45	874927	197	57
KANYAKUMARI	9	8536	3.41	303040	121	36
NAGAPATTINAM	18	16513	3.38	911213	186	55
VIRUDHUNAGAR	15	13390	3.25	742337	180	55
PERAMBALUR	9	7848	3.17	344113	139	44
VELLORE	40	34201	3.11	2100348	191	61
THOOTHUKUDI	15	12465	3.07	625820	154	50
DINDIGUL	17	14600	3.06	684851	144	47
RAMANATHAPURAM	16	13473	3.02	836351	187	62
KARUR	10	8554	3.01	421149	148	49
THE NILGRIS	11	5256	1.74	351769	116	67
TOTAL	630	624885	3.60	29136831	168	47

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Dec'13		Upto the month (April'13 – Dec'13)	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	58,381	86.35%	5,14,959	86.50%
2	Number of cases admitted in Private Hospitals	3,363	4.97%	30,196	5.07%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,866	8.68%	50,172	8.43%
TOTAL		67,610	100.00	5,95,327	100.00%

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

Dec'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	35	23	26	19	17	19	38	9	14	16	21	18	14	9	17	16	23
Accidental Poisoning	56	57	121	156	131	81	101	160	32	30	94	115	136	56	45	94	56	89
Acute Abdomen	103	284	161	323	138	66	119	354	59	72	100	155	125	97	82	113	147	118
Allergic Reactions		4	3	1	1		1	4	1	1		1	24				1	1
Animal Attack	50	8	44	95	47	49	37	84	18	43	24	70	68	44	24	85	56	62
Assault	51	101	67	132	81	56	69	78	84	32	40	57	61	55	22	82	45	96
Behavioral								2										1
Cardiac/Cardio Vascular	74	223	201	192	131	78	141	245	42	56	65	147	125	96	56	113	128	144
Diabetes	8	40	27	28	13	17	22	51	12	12	13	18	18	25	5	12	13	35
Disasters due to Natural elements													2					
Environmentals		1																
Epilepsy	26	205	110	113	70	43	51	177	34	34	49	79	58	52	23	52	40	74
Fevers / Infections	83	150	86	194	71	37	57	144	42	43	59	49	143	50	75	94	80	117
Fire/Burns	4	34	18	30	14	12	16	48	7	10	13	30	19	11	7	6	11	18
Industrial		2	1					1			1		1	1				
Neonatal(upto 1 month)	36	156	35	56	106	60	37	104	10	28	51	88	22	66	27	40	36	63
Others	17	148	48	59	31	27	40	72	28	12	22	38	41	16	20	28	16	29
Paediatric(1-12years)	2	9	2	5	4	2	3	15			3	2		2	1	3		3
Pregnancy related	367	509	571	964	561	467	459	1092	222	237	668	590	309	321	232	509	383	648
Respiratory	37	309	173	133	51	27	77	209	45	41	29	102	70	85	46	62	47	104
Stroke/CerebroVascular Accidents	31	237	132	115	68	47	83	163	39	33	34	73	81	71	36	60	53	88
Suicide attempt	6	34	22	14	1	5	11	31	6	2	8	12	8	8	3	8	4	11
Trauma (non Vehicular)	39	412	165	116	64	58	88	194	73	50	46	122	66	87	20	61	41	94
Trauma (Vehicular)	138	888	700	546	368	489	618	1036	229	185	350	543	288	348	122	329	344	571
Unconscious	22	274	110	47	21	33	60	119	15	23	20	48	20	28	17	34	25	48
Grand Total	1150	4085	2797	3319	1972	1654	2090	4383	998	944	1689	2339	1685	1519	863	1785	1526	2414
Number of cases/ambulance	105	117	122	128	104	97	110	115	111	67	106	111	94	109	96	105	95	105
Number of cases/Ambulance/day	3.4	3.8	3.9	4.1	3.3	3.1	3.5	3.7	3.6	2.2	3.4	3.6	3.0	3.5	3.1	3.4	3.1	3.4

District Wise Emergency Cases Handled...contd (Dec 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	27	13	14	21	23	17	41	32	16	636
Accidental Poisoning	68	86	17	77	99	132	44	66	77	113	100	144	194	73	2900
Acute Abdomen	123	156	51	122	296	220	160	128	158	157	150	263	308	92	5000
Allergic Reactions	1	1		1	3	1			1	1	2	1	1		56
Animal Attack	51	71	6	36	57	112	53	37	85	69	31	72	96	52	1736
Assault	68	81	14	37	65	86	35	59	67	94	64	84	54	35	2052
Behavioral		2				1				1			1		8
Cardiac/Cardio Vascular	90	130	65	86	257	137	103	66	138	155	189	203	131	57	4064
Diabetes	8	17	7	13	33	28	16	18	23	25	30	51	33	13	684
Disasters due to Natural elements				1							1				4
Environmentals					1						1				3
Epilepsy	42	65	18	33	114	91	44	44	77	61	86	94	100	34	2193
Fevers / Infections	46	65	12	45	130	88	77	48	139	116	87	111	218	63	2819
Fire/Burns	22	25	9	12	40	26	18	13	15	13	24	45	28	4	602
Industrial		1	1		3				1	1	1	3			18
Neonatal(upto 1 month)	23	53	13	37	53	106	34	46	58	40	45	169	95	49	1842
Others	25	41	19	23	53	35	24	18	25	45	24	38	53	23	1138
Paediatric(1-12years)	3	6	3	3	10		2	2	2	2	1	4	2	1	97
Pregnancy related	448	635	147	330	921	1105	345	367	705	510	480	1465	1206	448	18221
Respiratory	37	85	25	55	205	111	75	59	92	127	86	111	131	54	2900
Stroke/CerebroVascular Accidents	47	67	27	49	141	101	59	54	95	94	91	118	109	44	2540
Suicide attempt		4	2	3	21	14	5	1	8	12	15	22	8	5	314
Trauma (non Vehicular)	56	88	45	50	146	82	65	69	104	95	109	121	99	58	2983
Trauma (Vehicular)	357	425	47	275	725	378	219	324	433	434	637	701	519	312	13878
Unconscious	25	37	15	25	116	65	22	30	33	38	48	66	54	20	1558
Grand Total	1540	2141	543	1313	3489	2919	1400	1449	2336	2203	2300	3888	3440	1437	67610
Number of cases/ambulance	110	113	49	119	109	108	108	104	111	96	135	95	108	90	106
Number of cases/Ambulance/day	3.5	3.6	1.6	3.9	3.5	3.5	3.5	3.3	3.6	3.1	4.4	3.1	3.5	2.9	3.4

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

Apr'13 - Dec'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	25	26	18	17	19	38	9	10	16	21	18	14	9	16	16	22
Accidental Poisoning	651	655	1218	1732	1117	681	818	1423	267	230	732	1247	1049	703	365	876	589	1023
Acute Abdomen	1201	2578	1368	3132	1390	614	942	3104	377	582	886	1349	1542	853	836	1030	1274	1249
Allergic Reactions	15	19	17	23	11	5	18	18	4	7	4	15	55	6	13	4	24	13
Animal Attack	534	95	354	1225	548	396	283	806	147	259	286	523	796	418	218	659	395	527
Assault	623	1221	766	1377	730	644	697	896	672	460	446	914	993	569	384	956	752	1035
Behavioral	5	2	1	2	4	1	0	4	2	1	2	2	3	0	0	1	0	2
Cardiac/Cardio Vascular	591	2079	1692	1633	947	577	1074	1941	392	477	466	1190	990	821	455	839	958	1111
Diabetes	86	436	243	192	118	77	170	358	91	84	89	182	144	137	50	85	111	237
Disasters due to Natural elements	0	3	2	3	1	0	1	1	0	0	0	0	4	0	0	0	1	0
Environmentals	0	6	0	1	0	2	0	1	2	1	1	3	0	1	0	0	0	0
Epilepsy	204	1900	873	716	529	285	432	1335	207	225	323	566	410	433	174	366	262	599
Fevers / Infections	341	1182	528	962	489	192	312	1086	465	253	566	370	812	283	374	435	408	551
Fire/Burns	92	360	178	292	100	166	158	519	62	59	96	294	226	95	46	139	136	193
Industrial	0	8	7	7	3	2	3	12	1	2	5	4	4	4	0	5	3	1
Neonatal(upto 1 month)	323	1550	371	570	925	488	366	1047	203	270	456	827	235	459	258	283	345	627
Others	227	1937	700	764	395	317	481	1059	323	222	223	452	504	316	202	284	299	471
Paediatric(1-12years)	8	61	20	36	18	13	16	111	4	10	20	17	14	28	15	16	13	27
Pregnancy related	3215	3821	4632	7881	5057	3635	3893	9464	1880	2143	5593	5673	2882	2920	1970	4634	3205	6124
Respiratory	240	2025	1122	883	398	263	578	1369	258	237	244	623	578	502	246	353	323	673
Stroke(Cerebro Vascular Accidents)	252	1858	943	851	460	318	720	1166	268	309	238	564	562	550	245	394	422	659
Suicide attempt	88	282	137	191	62	53	102	194	17	30	74	92	103	72	34	63	66	129
Trauma (non Vehicular)	308	3233	1373	1086	582	629	931	1755	599	349	383	1046	743	707	258	514	471	867
Trauma (Vehicular)	1511	8073	6581	5574	3075	4329	5202	9469	1776	1677	3314	5672	3066	3326	1314	3584	2765	5306
Unconscious	138	2236	952	377	169	222	456	910	171	126	145	448	232	253	148	215	228	396
Grand Total	10653	35620	24078	29510	17128	13909	17653	38048	8188	8013	14592	22073	15947	13456	7605	15735	13050	21820
Number of cases/ambulance	949	1037	981	1116	963	802	918	995	899	775	906	1029	897	961	845	1004	804	972
Number of cases/Ambulance/day	3.5	3.8	3.6	4.1	3.5	2.9	3.3	3.6	3.3	2.8	3.3	3.7	3.3	3.5	3.1	3.7	2.9	3.5

District Wise Emergency Cases Handled...contd (Apr - Dec 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	34	27	14	15	20	21	17	40	31	15	630
Accidental Poisoning	679	1047	201	891	1094	1360	862	585	762	915	957	1241	1715	535	28220
Acute Abdomen	925	1668	391	879	2670	2262	1399	829	1480	1238	1302	2090	2756	824	45020
Allergic Reactions	10	13	2	5	23	25	13	5	11	9	16	15	15	2	435
Animal Attack	518	738	60	319	552	1049	496	275	708	461	307	744	1012	344	16052
Assault	695	1104	221	529	704	901	736	604	1087	1054	686	922	1010	490	24878
Behavioral	0	3	1	2	5	1	1	0	0	3	4	1	5	0	58
Cardiac/Cardio Vascular	736	1148	423	844	1985	1098	883	588	1010	1107	1503	1548	1288	464	32858
Diabetes	86	118	54	132	309	222	108	101	165	197	242	341	255	75	5295
Disasters due to Natural elements	1	0	1	3	2	1	0	1	3	1	0	4	2	0	35
Environmentals	0	0	0	0	2	0	1	0	0	0	0	2	2	0	25
Epilepsy	267	487	144	291	1001	660	337	328	515	481	669	787	776	258	16840
Fevers / Infections	267	362	105	304	952	768	549	334	615	1006	583	718	1034	537	17743
Fire/Burns	155	262	59	114	373	276	176	133	159	183	150	370	271	165	6057
Industrial	1	4	3	2	12	4	4	5	6	3	5	13	9	6	148
Neonatal(upto 1 month)	270	374	200	281	552	940	208	415	534	417	390	1664	870	357	17075
Others	338	525	222	287	875	552	376	256	456	459	636	675	641	295	15769
Paediatric(1-12years)	16	28	10	14	58	40	15	14	25	21	18	47	24	15	792
Pregnancy related	3552	5477	1434	3081	8464	9878	3039	3205	5989	4914	3623	12187	10157	4436	158058
Respiratory	283	586	226	321	1276	733	475	370	578	755	730	948	795	316	19307
Stroke/CerebroVascular Accidents	318	498	305	320	1051	627	449	392	639	631	713	796	791	335	18644
Suicide attempt	42	99	10	46	233	125	79	37	78	74	131	163	126	36	3068
Trauma (non Vehicular)	496	810	328	555	1343	865	597	501	850	852	888	1015	877	463	26274
Trauma (Vehicular)	3258	4469	535	2231	6442	4137	2355	2852	4465	4384	5651	5796	5162	2752	130103
Unconscious	179	318	126	193	850	395	169	219	381	312	419	529	464	197	12573
Grand Total	13092	20138	5061	11644	30828	26919	13327	12049	20516	19477	19623	32616	30057	12902	595327
Number of cases/ambulance	935	1085	460	1048	910	989	967	815	1020	913	1154	815	956	860	944
Number of cases/Ambulance/day	3.4	3.9	1.7	3.8	3.3	3.6	3.5	3.0	3.7	3.3	4.2	3.0	3.5	3.1	3.4

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

Sl.No	District	Ambulance Count	During the month Dec 2013		Ambulance Count	Upto the month Apr' 13 - Dec'13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	52234	9.04	11	507969	9.26
2	CHENNAI	35	88918	8.41	34	751633	8.23
3	COIMBATORE	23	99242	9.38	25	875758	9.21
4	CUDDALORE	26	149772	9.57	26	1365575	9.93
5	DHARMAPURI	19	120743	9.10	18	1040317	8.74
6	DINDIGUL	17	82643	8.37	17	684851	8.36
7	ERODE	19	88945	8.41	19	798624	8.56
8	KANCHEEPURAM	38	210940	9.54	38	1903217	9.40
9	KANYAKUMARI	9	35654	7.44	9	303040	7.57
10	KARUR	14	50508	8.55	10	421149	8.58
11	KRISHNAGIRI	16	102674	8.47	16	874927	8.30
12	MADURAI	21	84744	9.75	21	812677	10.03
13	NAGAPATTINAM	18	100921	8.99	18	911213	8.85
14	NAMAKKAL	14	67273	8.94	14	592325	8.91
15	PERAMBALUR	9	37291	10.14	9	344113	10.31
16	PUDUKOTTAI	17	88470	10.02	16	740925	10.17
17	RAMANATHAPURAM	16	100660	10.93	16	836351	10.80
18	SALEM	23	119651	9.04	22	1038350	9.03
19	SIVAGANGAI	14	80320	9.27	14	690934	9.09
20	THANJAVUR	19	92309	9.01	19	850134	8.77
21	THE NILGIRIS	11	38673	6.29	11	351769	6.35
22	THENI	11	65225	10.65	11	547155	10.88
23	TIRUPUR	17	102306	10.08	17	931610	10.10
24	THIRUVALLUR	32	170819	9.44	34	1529784	9.67
25	THIRUVANNAMALAI	27	178627	10.29	27	1548106	10.32
26	THIRUVARUR	13	74934	9.96	14	708750	10.05
27	THOOTHUKUDI	14	74998	8.69	15	625820	8.80
28	TIRUCHIRAPPALLI	21	95426	9.78	20	850924	9.96
29	TIRUNELVELI	23	127408	10.82	21	1128736	10.49
30	VELLORE	41	258521	9.14	40	2100348	9.17
31	VILLUPURAM	32	187315	8.51	31	1727410	8.71
32	VIRUDHUNAGAR	16	83632	10.38	15	742337	10.65
TOTAL		636	3311796	9.26	630	29136831	9.29

Annexure G: Human Resources Details- Manpower count and Attrition Count (Dec'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)	0	0	0	34	33	67	67	72	139
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	9	6	15	130	117	247	959	448	1407
5	EMT (Under Training)									
6	Pilot (Trained)	57	0	57	364	0	364	1452	0	1452
7	Pilot (Under Training)									
8	Operations Staff	0	0	0	6	0	6	61	0	61
9	Support Staff	1	0	1	24	9	33	72	25	97
Total		67	6	73	558	159	717	2611	545	3156

Sl No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	0	0	0	31	38	69
2	EMT	8	4	12	106	92	198
3	Pilot	10	0	10	248	0	248
4	Operations Staff	0	0	0	11	0	11
5	Support Staff	0	1	1	25	12	37
Total		18	5	23	421	142	563

Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15th Sep '08 to 31st Dec 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 to Dispatch Time	0:04:01	42%	00:04:08
2	Average Time taken from Base to Scene/Incident	0:17:35	42%	00:17:06
3	Average Time taken at the Scene / Incident Location	0:12:01	45%	00:11:18
4	Average Time taken from Scene to Hospital	0:34:53	42%	00:34:27
5	Average Time taken from Call to Hospital	1:08:43	41%	01:07:05

Dec 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	4793	18.7	3325	1468	1864	4.4	1242	622
5- 10 min	5992	23.4	3750	2242	6277	14.9	3703	2574
10 - 15 min	2193	8.6	1423	770	6805	16.2	4268	2537
15 - 20 min	2202	8.6	1629	573	6579	15.7	4781	1798
20 - 25 min	2207	8.6	1761	446	5437	12.9	4229	1208
25 - 30 min	1979	7.7	1604	375	4317	10.3	3566	751
30 - 35 min	1631	6.4	1338	293	3216	7.7	2762	454
35 - 40 min	1361	5.3	1094	267	2431	5.8	2106	325
40 - 45 min	944	3.7	757	187	1684	4.0	1532	152
45 - 50 min	745	2.9	583	162	1172	2.8	1051	121
50 - 55 min	450	1.8	369	81	757	1.8	669	88
55 - 60 min	338	1.3	263	75	442	1.1	407	35
> 60 min	753	2.9	587	166	1041	2.5	922	119
Total cases	25588	100.0	18483	7105	42022	100.0	31238	10784

Dec 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	351	1.4	252	99	2440	5.8	1454	986
10 -20 min	145	0.6	52	93	3460	8.2	2012	1448
20 - 30 min	610	2.4	271	339	4698	11.2	2839	1859
30 - 40 min	1306	5.1	756	550	5546	13.2	3758	1788
40 - 50 min	2120	8.3	1529	591	5916	14.1	4420	1496
50 - 60 min	2725	10.6	2149	576	5266	12.5	4204	1062
>60 min	18331	71.6	13474	4857	14696	35.0	12551	2145
Total cases	25588	100.0	18483	7105	42022	100.0	31238	10784

	IFT			Non-IFT		
District	Call - Wheel	Base - Scene	Call to Scene	Call - Wheel	Base - Scene	Call to Scene
COIMBATORE	0:03:15	0:11:25	0:14:40	0:04:09	0:12:01	0:16:10
CHENNAI	0:04:00	0:11:03	0:15:02	0:04:45	0:12:23	0:17:08
TIRUPUR	0:03:32	0:12:46	0:16:17	0:04:14	0:14:50	0:19:04
ERODE	0:03:30	0:12:13	0:15:43	0:03:57	0:15:10	0:19:07
NAMAKKAL	0:03:29	0:12:59	0:16:28	0:03:58	0:15:12	0:19:10
MADURAI	0:03:20	0:15:38	0:18:58	0:04:13	0:15:00	0:19:13
KANYAKUMARI	0:03:09	0:17:19	0:20:28	0:03:45	0:16:35	0:20:20
DINDIGUL	0:03:12	0:14:51	0:18:03	0:04:04	0:17:15	0:21:19
SALEM	0:03:05	0:14:57	0:18:02	0:03:54	0:17:27	0:21:21
KANCHEEPURAM	0:03:57	0:16:59	0:20:56	0:04:37	0:16:58	0:21:35
THENI	0:03:03	0:13:54	0:16:57	0:03:59	0:17:46	0:21:45
TIRUNELVELI	0:03:22	0:16:48	0:20:10	0:04:05	0:17:44	0:21:49
PUDUKOTTAI	0:03:30	0:14:54	0:18:24	0:03:59	0:18:38	0:22:36
THIRUVARUR	0:04:01	0:18:44	0:22:46	0:04:27	0:18:44	0:23:11
VELLORE	0:03:36	0:16:42	0:20:18	0:04:17	0:19:10	0:23:27
SIVAGANGAI	0:03:22	0:17:21	0:20:43	0:03:57	0:19:43	0:23:40
KARUR	0:03:10	0:15:55	0:19:06	0:04:03	0:19:38	0:23:41
TIRUCHIRAPPALLI	0:03:29	0:17:49	0:21:18	0:04:11	0:19:33	0:23:44
THANJAVUR	0:03:45	0:16:27	0:20:12	0:04:15	0:19:50	0:24:04
RAMANATHAPURAM	0:03:07	0:16:46	0:19:53	0:03:56	0:20:52	0:24:48
THIRUVALLUR	0:03:53	0:18:39	0:22:32	0:04:48	0:20:15	0:25:03
DHARMAPURI	0:03:33	0:16:51	0:20:24	0:04:16	0:21:20	0:25:35
PERAMBALUR	0:03:06	0:20:25	0:23:31	0:03:59	0:21:40	0:25:39
CUDDALORE	0:03:34	0:15:19	0:18:52	0:04:28	0:21:15	0:25:43
THOOTHUKUDI	0:03:14	0:18:12	0:21:26	0:04:11	0:21:54	0:26:04
NAGAPATTINAM	0:03:45	0:16:27	0:20:12	0:04:25	0:21:50	0:26:14
VIRUDHUNAGAR	0:03:30	0:19:18	0:22:47	0:04:01	0:22:18	0:26:19
THIRUVANNAMALAI	0:03:45	0:20:32	0:24:17	0:04:27	0:22:52	0:27:19
THE NILGIRIS	0:04:03	0:24:23	0:28:26	0:03:58	0:23:23	0:27:20
KRISHNAGIRI	0:03:23	0:17:02	0:20:25	0:04:16	0:23:30	0:27:46
ARIYALUR	0:03:22	0:18:20	0:21:42	0:04:16	0:24:32	0:28:48
VILLUPURAM	0:03:47	0:19:31	0:23:18	0:04:35	0:24:51	0:29:26
GRAND TOTAL	0:03:30	0:16:35	0:20:04	0:04:12	0:19:11	0:23:23

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

Case ID	6227371
Date	31.12.2013
Assign Time	20:17
Ambulance Location	Tuticorin Neonatal ambulance
District	Tuticorin
Name of EMT	Mr.E.Rajaguru
ID Number	22693
Name of Pilot	Mr.J.Manikam
ID Number	18910
Patient details	
Age	1 day
Gender	Male- Twins
Name	Baby of Nasreen bai
Emergency Type	Respiratory distress syndrome, low birth weight
Level of Consciousness	alert
Case Details (Description)	<p>On 31st December our Tuticorin neonatal ambulance received the first call from DO stating that Baby of Nasreen bai one day old male twins with birth weight of 1.75 kg(twin 1) and 1.8kg (twin 2) from Tiruchanthur general hospital to Tuticorin medical college and hospital for the complaints of low birth weight. Immediately our NEMT reached the scene and assessed the neonates. Normal saline 10ml/kg bolus dose, Inj.Ampicillin and Garamycin, 10% D 5ml/ hour were administered in Tiruchanthur general hospital.</p> <p>Twin 1: The neonate was assessed and the vitals were skin color- pink, temperature- warm, CRT- <3 sec, T- 35.8C, HR-158b/m, RR- 60b/m, cry and movement- present, SpO2- 93% (with oxygen), CBG- 93mg/dl. As per ERCP advice, oxygen 3l was administered through nasal cannula and 10% D with 4.2ml/hr was maintained.</p> <p>Twin 2: The vitals were skin color- pink, temperature- warm, CRT- <3 sec, T- 36C, HR-148b/m, RR- 56b/m, cry and movement- present, SpO2- 89% (with oxygen), CBG- 84mg/dl. As per ERCP advice, oxygen 3l was administered through nasal cannula and 10% D with 4.5ml/hr was maintained. Then our NEMT immediately shifted the twin neonates safely to Tuticorin medical college and hospital with the stable vitals.</p>
Photographs/Media	
Report/ Appreciation Letter	



Emergency Case – 2

Case Details Format	
Case ID	604223
Date	20.12.2013
Assign Time	16:30
Ambulance Location	Vepanapalli PHC
District	Krishnagiri
Name of EMT	Kalaiselvi M
ID Number	30004
Name of Pilot	S. Selvam
ID Number	39159
Patient details	
Age	60
Gender	Female
Name	Ponnamma
Contact Number (Patient / informer)	caller Mr.Murugan(9047973984),Attender no:(76
Emergency Type	Intentional Self Harm
Level of Consciousness	Responding to Painful stimuli
Case Details	<p>EMT and pilot of vepanampalli PHC received a call on 20.12.2013 to handle a case of 60 year old female tried to commit intentional self harm by slashing the throat . On reaching the scene EMT and Pilot found out the victim in a state of altered mental status . She had a deep laceration measuring around 8cm in the neck region which was bleeding profusely. EMT performed a quick rapid trauma assessment and controlled the major bleeding. She then assessed the vital signs of the patient which is clearly indicating that the victim is in a state of hemodynamically unstable. Followed by the assessment and initiation of Pre hospital care EMT further transported the Patient into the ambulance and provided appropriate Pre hospital care. Regular Ongoing assessment was done and the victim got transferred to Dharmapuri Medical college and Hospital.</p>
Prehospital Care Provided	<p>EMT did conferencing with ERCP Dr. Ramachandran and palced the victim on oxygen through Non rebreather Mask at a rate of 10Litres/min. EMT also administered IV Fluid Normal Saline and infusion of 10% Dextrose.</p>
Additional Challenges	Uncontrollable bleeding
Photographs**	



Emergency Case – 3

Case Details Format

Case ID	6130933
Date	26.12.13
Assign Time	4am
Ambulance Location	Periyakulam
District	Theni
Name of EMT	Selva Muniammal
ID Number	33219
Name of Pilot	Kalee .M
ID Number	18912
Patient details	
Age	Approximately 1 hours
Gender	Female
Name	Unknown newborn baby
Contact Number (Patient / informer)	9043635165
Emergency Type	New born
Level of Consciousness	Slow Cry
Case Details	<p>Veera jakkammalpuram village in Theni district was in a state of flurry as lady walking on the outskirts of the village heard the noise of a crying baby and found a newborn abandoned on side of the road. The lady immediately called the nearby people and one of the bystander immediately dialed 108. Periyakulam ambulance responded immediately to the scene; meanwhile the baby had been rescued from the nearby fence with the help of some villagers. EMT on reaching the scene found that the baby was with placenta still attached by the umbilical cord. The baby girl was conscious but having poor cry. Assessing the newborn, EMT noticed lacerations on frontal and occipital region of head and multiple abrasions all over body. EMT immediately shifted newborn baby in to the ambulance and contacted Emergency Response Physician Dr . Babulal for medical advice. She then clamped and cut the umbilical cord and cleared airway by suctioning as per ERC P advice. Promptly starting oxygen 2 liters per min, EMT performed wound care. Newborn baby was transported to theni medical college. The lone newborn survived a harsh entry into the world, ready to take on more challenges in life.</p>
Prehospital Care Provided	EMT performed Wound care, cleaned the baby , Suctioning the airway, Provided Oxygen and Prevention of Heat loss.
Additional Challenges	Abandoned female baby
Photographs**	



Media report of the case

Annexure K – Important Events & Photographs

Event: After the stupendous success of 108, Neonatal Ambulance and ECC, Government of Tamil Nadu is all set out to make another milestone with the launch of 24X7 – “104 Health Helpline” in Tamil Nadu. Honourable Chief Minister of Tamil Nadu, Ms. J. Jayalalitha dedicated 104 Health Helpline to the people of Tamil Nadu on December 30, 2013. Subsequently Hon’ble Health Minister reviewed the performance of 104 Health Helpline on 3rd Jan 2014.



Event: Awareness on Safe transportation during Pregnancy and the usage of 108 ambulance services in other emergencies were explained to the Pregnant mothers at Madapakkam PHC at Thiruvallur. More than 50 AN mothers attended the programme



Other Events:

- EDD/HRP data follow up thro VHN/Preg Mothers in every district by deputing an 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 (Dec '13)

AN - Cases Monthly Report									
For the month of Dec 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	121	86	126	30	367	-	-	-
2	CHENNAI	7	63	60	77	509	1	-	1
3	COIMBATORE	120	100	231	55	571	-	-	-
4	CUDDALORE	168	348	261	141	964	-	-	-
5	DHARMAPURI	173	58	280	38	561	-	-	-
6	DINDIGUL	97	78	234	36	467	-	-	-
7	ERODE	122	55	178	34	459	-	-	-
8	KANCHEEPURAM	258	175	530	107	1092	-	-	-
9	KANYAKUMARI	12	21	151	23	222	-	-	-
10	KARUR	61	57	93	21	237	-	-	-
11	KRISHNAGIRI	168	123	312	56	668	-	-	-
12	MADURAI	103	56	253	75	590	1	-	1
13	NAGAPATTINAM	36	116	92	45	309	-	-	-
14	NAMAKKAL	103	42	138	23	321	-	-	-
15	THE NILGIRIS	35	23	49	32	147	-	-	-
16	PERAMBALUR	71	56	104	2	232	-	-	-
17	PUDUKOTTAI	149	177	139	54	509	1	-	1
18	RAMANATHAPURAM	88	102	132	34	383	-	-	-
19	SALEM	157	88	314	49	648	-	-	-
20	SIVAGANGAI	73	109	146	55	448	-	-	-
21	THANJAVUR	131	225	181	58	635	-	-	-
22	THENI	17	44	188	73	330	-	-	-
23	THIRUVALLUR	151	164	445	119	921	-	-	-
24	THIRUVANNAMALAI	295	226	424	67	1105	-	-	-
25	THIRUVARUR	38	104	126	61	345	-	-	-
26	THOOTHUKUDI	45	91	182	64	367	-	-	-
27	TIRUCHIRAPPALLI	191	141	281	79	705	-	-	-
28	TIRUNELVELI	52	58	282	92	510	-	-	-
29	TIRUPUR	129	89	242	25	480	-	-	-
30	VELLORE	285	132	652	272	1465	1	-	1
31	VILLUPURAM	369	204	492	113	1206	-	-	-
32	VIRUDHUNAGAR	126	84	168	56	448	-	-	-
Total		3951	3495	7486	2066	18221	4	0	4

Annexure M: Neonatal ambulance cases (Dec'13)

Neonatal Cases Admission -December'13									
S.No	District	Location	Referral Hospital		Destination Hospitals				
			Hospitals name	No.of cases					
1	MADURAI	MADURAI NEONATAL	ARUPUKOTTAI GH	4	MADURAI GRH				
			DEVAKOTTAI GH	1					
			DINDIGUL GH	1					
			KALLIGUDI PHC	1					
			KALLUPATTI.T PHC	1					
			MELAKKAL PHC	2					
			MELUR GH	1					
			MUSUTTAIKKURICHCHI PHC	1					
			NILAIYUR PHC	2					
			PANDUKUDI PHC	1					
			PARAMAKUDI GH	4					
			SEELAPATTI PHC	1					
			SENTHURAI PHC	1					
			SIRUGUDI PHC	1					
			SIVAGANGA MCH	1					
			SRIVILLIPUTHUR GH	2					
			THANAKKANKULAM PHC	1					
			THIRUMANGALAM GH	8					
			THIRUPARANKUNDRAM PHC	2					
			USILAMPATTI GH	11					
			VALAYANKULAM PHC	1					
						MADURAI NEONATAL			
						AMBULANCE -TOTAL	48		
2	DHARMAPURI	DHARMAPURI MEDICAL COLLEGE	CHINTHALAPADI PHC	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL				
			ERIYUR PHC	4					
			HARUR GH	8					
			INDUR PHC	4					
			KADAMADAI PHC	1					
			KARIMANGALAM PHC	2					
			KELAMANGALAM PHC	1					
			KRISHNAGIRI GH	2					
			LALIGAM PHC	2					
			MORAPPUR PHC	1					
			NAGADESAMPATTY PHC	2					
			NULAHALLI PHC	2					
			PALACODE GH	3					
			PALAYAMPUDUR PHC	4					
			PANCHAPALLI PHC	3					
			PAPPARAPATTI PHC	1					
			PENDARAHALLI PHC	1					
			PENNAGARAM GH	2					
			PERIYAMPATTI PHC	2					
			PERUMPALAI PHC	1					
			PULIKARAI PHC	4					
			SHOOLAGIRI PHC	1					
			SINGARAPETTAI PHC	1					
			THOPPUR PHC	2					
			THURINJIPATTI PHC	1					
						DHARMAPURI GH	6	SALEM MEDICAL COLLEGE HOSPITAL	
						HARUR GH	1		
						DHARMAPURI GH	1	S.K.S PVT HOSPITAL	
						NOOLAHALLI PHC	2	Not an emergency	
						DHARMAPURI MEDICAL COLLEGE			
						TOTAL	66		

Neonatal Cases Admission -December'13							
S.No	District	Location	Referral Hospital		Destination Hospitals		
			Hospitals name	No.of cases			
3	CUDDALORE	CUDDALORE GH NEONATAL	CHIDAMBARAM GH	1	CUDDALORE GH		
			KARAIKADU PHC	1			
			MADALAPATTU PHC	1			
			MELPATTAMPAKKAM PHC	1			
			ORAIYUR PHC	1			
			PANRUTI GH	2			
			THIRUCHOPURAM PHC	1			
			THIRUVANTHIPURAM PHC	1			
			VRIDHACHALAM GH	1			
			CHIDAMBARAM GH	1			
			CUDDALORE GH	2	JIPMER		
			CUDDALORE GH,	3	MUNDIAMBAKKAM MCH, VILLUPURAM		
			VRIDHACHALAM GH	3			
			VRIDHACHALAM GH	1	VILLUPURAM OLD GH		
			VRIDHACHALAM GH	1	Not an emergency		
CUDDALORE GH NEONATAL TOTAL			21				
4	KANCHIPURAM	KANCHIPURAM - NEONATAL	ACHARAPAKKAM PHC	1	ICH		
			ATHAMANGALAMPUDUR PHC	1			
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	1			
			KATTAMPOONDI	1			
			CHENGALPET MCH	7			
			KANCHIPURAM GH	16			
			KUNNAVAKKAM PHC	1			
			THIRUPPUKUZHI PHC	1			
			WALAJABAD PHC	1			
			MEENAKSHI MEDICAL COLLEGE	1			
			THIRUVANNAMALAI GH	5			
			TIRUPATTUR GH	1			
			VANIYAMPADI GH	1			
			VELLORE MCH (ADUKKAMPARAI)	4			
			AVALOOR PHC	1	KANCHIPURAM GH		
			PARANDUR PHC	1			
			THIRUPPUKUZHI PHC	2			
			WALAJABAD PHC	1			
			MAMANDUR PHC	1			
			CHEYUR GH	1	CHENGALPET MCH		
			KUNNAVAKKAM PHC	1			
			WALAJABAD GH	1			
			AVALOOR PHC	1			
			MADURANTAKAM GH	2	Not an emergency		
			KANCHIPURAM - NEONATAL - TOTAL			54	
			5	CHENNAI	ICH	ARAKONAM GH	6
BANAVARAM PHC	1						
KILPAUK MCH	2						
GOSHA	1						
RSRM	2						
ICH	1						
IOG EGMORE	1						
AYANAVARAM CHC	5						
KODAMBAKKAM CHC	1						
EYE HOSPITAL, EGMORE	1						
SHENOY NAGAR PHC	2						
VADAPALANI 24 HRS	1						
HINDUMISSION PRIVATE HOSPITAL	2						
KANCHIPURAM GH	3						
TAMBARAM GH	2						
MANGADU PHC	1						
MEDAVAKKAM PHC	2						
MOOVARASAMPATTU PHC	1						
MADHARAPAKKAM PHC	2						
MEENAKSHI MEDICAL COLLEGE	1						
MIRSAHIB PET CHC	1						
NIMIYAPATTU PHC	1						
PADIYANALLUR PHC	1						
PERUMAL PATTU PHC	3						
PULIYANTHOPE CHC	4						
S.B.S PVT HOSP	1						
SINGAPERUMAL KOIL PHC	1						
THIRUVANNAMALAI GH	1						
THIRUVOTRIYUR PHC	1						
THIRUVALLUR GH	1						
PONNAMALLEE GH	1						
ARANI PHC	1						
KATTUR PHC	1						
MINJUR PHC	4						
NARAVARIKUPPAM PHC	1						
NEMAM PHC	1						
PANCHATTI PHC	1						
THIRUNINDRAVUR PHC	1						
VANIYAMPADI GH	1						
VELLORE MCH (ADUKKAMPARAI)	2						
MANGADU PHC	1	KMCH					
ICH	1						
MANGADU PHC	1						
ICH	4						
ICH	1	ESI HOSP. K.K.NAGAR					
ARAKONAM GH	1	EYE HOSPITAL, EGMORE					
ARAKONAM GH	1	MMC					
POONMALLEE PHC	1	STANLEY GH					
ICH TOTAL						78	Not an emergency

Neonatal Cases Admission -December'13						
S.No	District	Location	Referral Hospital		Destination Hospitals	
			Hospitals name	No.of cases		
6	CHENNAI	TRIPLICANE- NEO II	ADYAR CHC	3	ICH	
			PERIYAR NAGAR PHC	1		
			PERAMBUR RAILWAY HOSPITAL	2		
			MALAR (FORTIS PVT. HOSP.)	1		
			IOG	1		
			KAVARAPETTAI PHC	1		
			CHENGALPET MCH	2		
			KANCHIPURAM GH	3		
			KUNDRATHUR PHC	1		
			MEDAVAKKAM PHC	4		
			NANDHIVARAM PHC	2		
			OKKIAM THURAIPAKKAM PHC	2		
			MEENAKSHI MCH	1		
			PANCHATTY PHC	1		
			PERUMAL PATTU PHC	1		
			PULIYANTHOPE CHC	1		
			SAIDAPET CHC	1		
			TIRUVANNAMALAI GH	3		
			THATTAMPATT PHC	1		
			TIRUTANI GH	1		
			THIRUVALLUR GH	1		
			EGUVARPALAYAM PHC	1		
			MANALI NEW TOWN PHC	1		
			PORUR PHC	2		
			VANDAVASI GH	1		
			VELLORE MCH (ADUKKAMPARAI)	1		
			WCF PVT. CLINIC	2		
			GOSHA	1	KILPAUK MCH	
			GOSHA	5		
			KELAMBAKKAM PHC	1	GOSHA	
			OKKIAM THURAIPAKKAM PHC	1		
			RSRM	1	STANLEY MCH	
			ADYAR CHC	1	SAIDAPET CHC	
ADAYAR P.M. PVT HOSPITAL	1	CHILDS TRUST				
TIRUVANNAMALAI GH	1	CHENGALPET MCH				
MADURANTAKAM GH	1					
ICH	1	MMC				
IOG EGMORE	1					
IOG	3	Not an emergency				
			TRIPLICANE- NEO II- TOTAL	60		
7	CHENNAI	RSRM	RSRM	1	ICH	
			ESI HOSP. AYANAVARAM	1		
			KODAMBAKKAM CHC	1		
			PERAMBUR RAILWAY HOSPITAL	1		
			SHENOY NAGAR PHC	1		
			MEENAKSHI MCH	1		
			THIRUVANNAMALAI GH	1		
			THIRUVALLUR GH	1		
			MINJUR PHC	1		
			VELLORE MCH (ADUKKAMPARAI)	1		
			TIRUPATTUR GH	1	KMCH	
			ICH	1	IOG	
			ICH	1	RSRM	
			RSRM	1	Not an emergency	
			AYANAVARAM CHC	1		
						RSRM Neo Total
8	CHENNAI	NEO NATAL CIFT- TIRUPATHUR GH	AMBUR GH	1	TIRUPATTUR GH	
			ANDIYAPPANUR PHC	1		
			ATHANAVOOR PHC	1		
			JOLARPETTAI PHC	2		
			KADIRAMPATTU PHC	3		
			KAJALNAICKENPATTI PHC	7		
			KAKANAMPALAYAM PHC	1		
			KARAPATTU PHC	2		
			KAVALUR SATHAM PHC	1		
			MELSANARKUPPAM PHC	1		
			NARIAMPATTU PHC	1		
			NATRAPALLI PHC	6		
			PACHUR PHC	2		
			PITCHANUR PHC	1		
			PUDUPETTAI PHC _ VELLORE	9		
			SINGARAPETTAI PHC	2		
			VANIYAMBADI GH	1		
			ARANGALDURGAM PHC	1		VELLORE MCH (ADUKKAMPARAI)
			TIRUPATTUR GH	1		DHARMAPURI MEDICAL COLLEGE HOSPITAL
			SINGARAPETTAI PHC	1		KRISHNAGIRI GH
			MELSANARKUPPAM PHC	1	VANIYAMPADI GH	
			KADIRAMPATTU PHC	1	Not an emergency	
			VANIYAMBADI GH	1		
						NEO NATAL CIFT- TIRUPATHUR GH - TOTAL

Neonatal Cases Admission -December'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
9	KRISHNAGIRI	KRISHNAGIRI GH -NEO	GURUBARAHALLI PHC	1	KRISHNAGIRI GH
			KALAMANGALAM PHC	1	
			MEKALACHINNAMPALLI PHC	2	
			NACHAIKUPPAM PHC	1	
			PANAGAMUTLU PHC	1	
			RAJAKOTTAI PHC	1	
			SHOOLAGIRI PHC	1	
			SINGARAPETTAI PHC	3	
			SINTHAGAMPALLI PHC	1	
			KRISHNAGIRI GH	10	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			HOSUR GH	1	SALEM MEDICAL COLLEGE HOSPITAL
			KRISHNAGIRI GH	1	Not an emergency
			KRISHNAGIRI GH- Neonatal ambulance total	24	
10	PUDUKOTTAI	RANI'S GH NEONATAL	PANAYAPATTI PHC	1	PUDUKOTTAI GH,
			ARANTHANGI GH	1	
			VISALIKOIL PHC	1	
			RANIS MATERNITY GH	6	RAJA MIRASDAR GH, THANJAVUR
			ARANTHANGI GH	1	
			ALANGUDI GH	1	
			ARANTHANGI GH	4	RANIS MATERNITY GH
			ARIMALAM PHC	1	
			ILUPUR GH	1	
			KOTTAIKADU PHC	2	
			MALAIYUR PHC	1	
			MELSIVAPURI PHC	1	
			RAYAVARAM PHC	1	
			VISALIKOIL PHC	1	
			RANIS MATERNITY GH	1	TRICHY GH
			RANIS MATERNITY GH	1	Not an emergency
			PUDUKOTTAI GH	1	
			ARANTHANGI GH	1	
			KARAMBAKUDI PHC	1	
			RANI'S GH NEONATAL total	28	
11	VIRUDHUNAGAR	VIRUDHUNAGAR GH NEONATAL	MALLANKINARU PHC	1	VIRUDHUNAGAR GH, VIRUDHUNAGAR
			RAJAPLAYAM GH	1	
			AVUDAYAPURAM PHC	1	
			ARUPUKOTTAI GH	7	MADURAI GRH
			PUDUR PHC	4	
			RAJAPALAYAM GH	3	
			SATTUR GH	1	
			VIRUDHUNAGAR GH	1	
			VIRUDHUNAGAR GH,	1	Not an emergency
			VIRUDHUNAGAR GH NEONATAL-TOTAL	20	
12	TUTICORIN	TUTICORIN NEONATAL AMBULANCE	TIRCHANATHAR GH	2	TUTICORIN MEDICAL COLLEGE AND HOSPITAL
			TUTICORIN NEONATAL AMBULANCE-TOTAL	2	
13	TIRUNELVELI	TIRUNELVELI NEONATAL AMBULANCE			Yet to take case. Launched Recently
14	TIRUCHIRAPALLI	TIRUCHIRAPALLI NEONATAL AMBULANCE			Yet to take case. Launched Recently
15	VELLORE	WALAJAH NEONATAL AMBULANCE			Yet to take case. Launched Recently
16	THIRUVANAMALAI	THIRUVANAMALAI NEONATAL AMBULANCE			Yet to take case. Launched Recently
			Total Neonatal cases admitted in Hospital	464	

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