

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: Jan Year: 2013

&

Financial Year 2012-2013

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

Month : Jan 2013

FY- Year :2012-'13

SL. No.	Details	Prev Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	566392	100.00%	542262	100.00%	5911038	100.00%
1.1.2	Number of Unattended Calls (UAC)	3128	0.55%	5027	0.93%	210200	3.56%
1.1.3	Number of calls answered	563264	99.45%	537237	99.07%	5700841	96.44%
1.2	Types of Calls						
1.2.1	Emergency Calls	63741	11.32%	67691	12.60%	663263	11.63%
1.2.2	Non Emergency Calls	92350	16.40%	98263	18.29%	941603	16.52%
1.2.3	Ineffective Calls *	407173	72.29%	371283	69.11%	4095975	71.85%
1.2.4	Total Number of Calls (Ref.1.1.3)	563264	100.00%	537237	100.00%	5700841	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	61531	96.53%	64922	95.91%	632658	95.39%
1.3.2	Number Police Emergency Calls	1206	1.89%	1628	2.41%	14936	2.25%
1.3.3	Number fire Emergency Calls	1004	1.58%	1141	1.69%	15669	2.36%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	63741	100.00%	67691	100.00%	663263	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	62314	101.27%	64572	99.46%	606930	95.93%
1.4.2	Number of repeated Emergency calls	-783	-1.27%	350	0.54%	25728	4.07%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	61531	100.00%	64922	100.00%	632658	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	96.00%	NA	96.00%	NA	87.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	1.00%	NA	1.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	3.00%	NA	3.00%	NA	10.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	62314	NA	64572	NA	606930	NA
2.2	Total Number of Ambulance Trips	60480	NA	62719	NA	557365	NA
2.3	Number of Ambulance Services utilized	56525	90.71%	58105	89.98%	518334	85.40%
2.4	Number of Ambulance Services not utilized	3955	6.35%	4614	7.15%	39031	6.43%
2.5	Number of Ambulance Services busy **	1834	2.94%	1853	2.87%	49564	8.17%
2.6	Number of Trips per ambulance	100.13	NA	103.50	NA	1073.92	NA
2.7	Number of Trips per ambulance/day	3.23	NA	3.34	NA	3.51	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	56525	NA	58105	NA	518334	NA
3.2	Total number cases transported per ambulances	93.58	NA	95.88	NA	998.72	NA
3.3	Total number cases transported per ambulances per day	3.02	NA	3.09	NA	3.26	NA

Note: Total Lives Saved from 15th Sep 2008 to 31st Jan 2013 = 75,403

SL. No.	Details	During the Month		During the Month		Up to the Month	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	2345	4.15%	2805	4.83%	22828	4.40%
4.2	Acute Abdomen	3079	5.45%	3172	5.46%	30850	5.95%
4.3	Allergic Reactions	29	0.05%	34	0.06%	245	0.05%
4.4	Animal Attack	1415	2.50%	1387	2.39%	13498	2.60%
4.5	Assault	1758	3.11%	2516	4.33%	21769	4.20%
4.6	Behavioral	2	0.00%	2	0.00%	23	0.00%
4.7	Cardiac/Cardio Vascular	3025	5.35%	3294	5.67%	25192	4.86%
4.8	Diabetes	411	0.73%	431	0.74%	3607	0.70%
4.9	Disasters due to Natural elements	2	0.00%	4	0.01%	41	0.01%
4.10	Epilepsy	1624	2.87%	1614	2.78%	13412	2.59%
4.11	Fevers / Infections	3896	6.89%	2502	4.31%	20959	4.04%
4.12	Fire/Burns	679	1.20%	679	1.17%	6438	1.24%
4.13	Hazmat (Hazardous Material)	0	0.00%	0	0.00%	4	0.00%
4.14	Industrial	13	0.02%	7	0.01%	150	0.03%
4.15	Neonatal(upto 1 month)	1510	2.67%	1281	2.20%	14228	2.74%
4.16	Paediatric(1-12years)	61	0.11%	65	0.11%	834	0.16%
4.17	Pregnancy related	14267	25.24%	12682	21.83%	132750	25.61%
4.18	Respiratory	2101	3.72%	2235	3.85%	15925	3.07%
4.19	Road Traffic Accident - Trauma	12140	21.48%	14223	24.48%	119512	23.06%
4.20	Stroke/Cerebro Vascular Accidents	675	1.19%	688	1.18%	5088	0.98%
4.21	Suicide attempt	235	0.42%	306	0.53%	2601	0.50%
4.22	Trauma	1993	3.53%	2275	3.92%	20240	3.90%
4.23	Unconscious	1142	2.02%	1224	2.11%	10680	2.06%
4.24	Others	4123	7.29%	4679	8.05%	37460	7.23%
	Total Medical Emergencies (1.4.1/2.3)	56525	100.00%	58105	100.00%	518334	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	6834	47.90%	6092	48.04%	66721	50.26%
5.1.2	Number of cases lifted from Hospital	7433	52.10%	6590	51.96%	66029	49.74%
5.1.3	Number of cases re-referred by Hospital to Higher Level	7	0.05%	4	0.03%	93	0.07%
5.1.4	Number of cases re-referred by referred institutions	1	0.01%	1	0.01%	20	0.02%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	8	0.06%	5	0.04%	113	0.09%
5.1.6	Total Number of AN Cases	14267	100.00%	12682	100.00%	132750	100.00%
5.2	IFT others	10137	57.69%	10713	61.91%	78747	54.39%
5.2.1	Neonatal (upto 1 month)	1261	7.18%	1078	6.23%	11503	7.95%
5.2.2	Road Traffic Accident - Trauma	1606	9.14%	2006	11.59%	13046	9.01%
5.2.3	Accidental Poisoning	835	4.75%	1044	6.03%	6952	4.80%
5.2.4	Cardiac/Cardio Vascular	799	4.55%	896	5.18%	5716	3.95%
5.2.5	Others	5636	32.08%	5689	32.88%	41530	28.69%
5.2.6	Total number of IFTs (5.1.2+5.2)	17570	100.00%	17303	100.00%	144776	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	6	0.04%	12	0.09%	41	0.03%
5.3.2	Number of Infant Mortality at Hospital	20	0.13%	7	0.05%	94	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	276	18.28%	169	13.19%	2227	15.65%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1510	100.00%	1281	100.00%	14228	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1283	NA	1224	NA	12929	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	0	NA	294	NA	15019	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	71	NA	51	NA	458	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	12.58	125.79	15.90	142.93	-	(3.33)	-	(17.15)	The excess is due to increase in handling more IFT cases, handling of PDO calls, increased number of back up resources due to more attrition and also payment of salary arrears
10.2	Ambulance Personnel Cost	323.18	3,113.66	251.55	2,302.28	71.63	-	811.38	-	
10.3	Care Personnel Cost	11.56	115.63	3.19	38.92	8.37	-	76.72	-	
10.4	Fuel Cost	135.36	1,162.21	152.79	1,247.81	-	(17.43)	-	(85.60)	The excess is due to the more distance travelled by the ambulance per trip against the budget envisaged kms per trip and however the overall expenditure will be within the budget.
10.5	Repairs and Maintenance	41.65	394.14	49.54	384.39	-	(7.89)	9.74	-	The excess is due to settlement of more bills during the month and however the overall expenditure will be within the budget.
10.6	Medical Consumables	23.88	283.68	20.67	205.89	3.21	-	77.79	-	
10.7	Ambulance Mobile Telephone Expenditure	2.85	26.45	3.52	36.16	-	(0.67)	-	(9.71)	The excess is due to more number of calls made and however the overall expenditure will be within the budget.
10.8	Replacement of Tyres	17.91	179.05	23.32	110.35	-	(5.41)	68.70	-	
10.9	Refurbishment of Ambulances	11.53	89.25	8.55	52.93	2.98	-	36.31	-	
10.1	Uniform	-	54.81	9.85	18.47	-	(9.85)	36.34	-	The excess is due to settlement of bills to the vendors during this month and however the overall expenditure will be within the budget.
10.11	Vehicle Insurance	1.48	29.97	-	6.02	1.48	-	23.96	-	
10.12	Training Cost	16.05	283.87	5.19	64.80	10.86	-	219.07	-	The excess is due to more number of trainees training due to scaling up of ambys and also due to attrition. However the overall expenditure will be within the budget.
10.13	Other Insurance	-	119.19	-	48.91	-	-	70.28	-	
10.14	Annual Maintenance	2.20	21.96	0.51	7.18	1.69	-	14.78	-	
10.15	Other Salaries- Support Staff	63.08	630.80	34.81	312.34	28.27	-	318.46	-	
10.16	Marketing Expenditure	12.00	76.00	1.50	43.59	10.50	-	32.41	-	
10.17	Travelling Cost	19.24	179.38	7.39	96.86	11.86	-	82.52	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	31.66	322.23	25.86	301.49	5.80	-	20.74	-	The excess is due to settlement of bills during this month to the vendors and however the overall expenditure will be within the budget.
	Sub Total	726.21	7,208.07	614.14	5,421.31	156.65	(44.58)	1,899.21	(112.46)	

Financial Performance contd...

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	Non Recurrent Cost									
1	Sense - Call Center Equipment	2.13	79.22	22.97	66.04	-	(20.83)	13.18	-	
2	Reach - Ambulance Modifications	-	245.18	-	121.84	-	-	123.34	-	The excess is due to settlement of bills during this month to the vendors for modification of old vehicles taken over from Government Medical Institutions and however the overall expenditure will be within the budget.
3	Infrastructure - Emergency Response Center	0.83	49.88	0.76	56.29	0.08	-	-	(6.41)	The excess is due to settlement of bills during this month to the vendors and however the overall expenditure will be within the budget.
	Sub Total	2.97	374.29	23.72	244.18	0.08	(20.83)	136.52	(6.41)	
	Grand Total	729.18	7,582.36	637.87	5,665.49	156.73	(65.42)	2,035.73	(118.87)	

Note: Budgeted during month : 729.18 No. of line items under utilized during month 12
 Budget released during month : 900.00 No. of line items over utilized during month 7

Expenditure during month : 637.87
Savings during month : 91.31

Note: Budgeted upto month : 7,582.36 No. of line items under utilized upto month 17
 Budget released upto month : 6,251.56 No. of line items over utilized upto month 4
 Expenditure upto month : 5,665.49
Savings upto month : 1,916.86

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	411	195	606
2	Number of Ambulances modified	411	195	606
3	Number of Ambulances Launched during the month	0	0	0
4	Number of modified ambulances awaiting launch	27	0	27
5	Number of Ambulance on road for the month	361	173	534
6	Number of Ambulance Off road for the month	1-Coimbatore 5-Cuddalore 5-Chennai 1-Kancheepuram 1-Madurai 1-Tirupur 1-Thiruvallur 1-Thiruvarur 1-Dindigul 1-Virudhunagar	3-Vellore 1-Nagapattinam 3-Villupuram	25
7	Spare ambulances used in Districts	1-Ariyalur 2-Coimbatore 2- Chennai 1-Cuddalore 1-Karur 2-Madurai 2-Kancheepuram 2-Nagapattinam 3-Pudukkottai 1-Ramanathapuram 1-Tirupur 3-Thiruvallur 1-Thiruvanamalai 1-Thiruvarur 2-Tiruchirapalli 2-Thoothukudi 1-Tirunelveli 2-Virudhunagar 1-Vellore 1-Perambalur	1-The Nilgris 1-Chennai 1-Dindigul 1-Erode 1-Kanyakumari 1-Namakkal 1-Salem 3-Krishnagiri 1-Dharmapuri 3-Villupuram 1-Thanjavur	47

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	31 + 3 Neo Natal ambulances
COIMBATORE	21
CUDDALORE	29 + 1 NN
DHARMAPURI	16 + 1 NN
DINDIGUL	17
ERODE	17
KANCHEEPURAM	35 + 1 NN
KANYAKUMARI	9
KARUR	9
KRISHNAGIRI	17
MADURAI	19 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
THE NILGRIS	10
PERAMBALUR	8
PUDUKKOTAI	15
RAMANATHAPURAM	15
SALEM	21
SIVAGANGAI	12
THANJAVUR	18
THENI	10
THIRUVALLUR	34
THIRUVANAMALAI	27
THIRUVARUR	13
THOOTHUKUDI	14
TIRUNELVELI	20
TIRUPUR	17
TIRUCHIRAPALLI	19
VELLORE	35
VILLUPURAM	33
VIRUTHUNAGAR	15
Grand Total	606

Annexure C: District Wise Trip Details

1st - 31st Jan 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Ambby/Day	Average Kilometre/Trip
TIRUPUR	17	2178	4.13	96079	182	44
THENI	10	1263	4.07	53428	172	42
THANJAVUR	18	2152	3.86	86395	155	40
MADURAI	20	2377	3.83	75256	121	32
TIRUNELVELI	20	2311	3.73	125971	203	55
COIMBATORE	21	2426	3.73	75615	116	31
TIRUCHIRAPALLI	19	2165	3.68	84665	144	39
ERODE	17	1937	3.68	80563	153	42
KANCHEEPURAM	36	4072	3.65	184374	165	45
DHARMAPURI	17	1872	3.55	102549	195	55
THIRUVARUR	13	1426	3.54	66657	165	47
PUDUKOTTAI	15	1641	3.53	68753	148	42
SIVAGANGAI	12	1289	3.47	53996	145	42
SALEM	21	2239	3.44	88051	135	39
KARUR	9	940	3.37	39638	142	42
THIRUVANNAMALAI	27	2777	3.32	137762	165	50
NAMAKKAL	14	1424	3.28	55419	128	39
CHENNAI	34	3458	3.28	63830	61	18
VELLORE	35	3514	3.24	191037	176	54
CUDDALORE	30	2963	3.19	119931	129	40
ARIYALUR	11	1080	3.17	51327	151	48
THIRUVALLUR	34	3295	3.13	151507	144	46
NAGAPATTINAM	18	1735	3.11	93675	168	54
PERAMBALUR	8	769	3.10	32972	133	43
DINDIGUL	17	1611	3.06	66388	126	41
RAMANATHAPURAM	15	1413	3.04	78371	169	55
VILLUPURAM	33	3066	3.00	154350	151	50
VIRUDHUNAGAR	15	1351	2.91	75412	162	56
THOOTHUKUDI	14	1253	2.89	67336	155	54
KANYAKUMARI	9	787	2.82	26485	95	34
KRISHNAGIRI	17	1431	2.72	77705	147	54
THE NILGRIS	10	504	1.63	36105	116	72
TOTAL	606	62719	3.34	2761602	147	44

1st April - 31st Jan 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/ambby/day	Total Kilometre Run	Kilometre/ Ambby/Day	Average Kilometre/Trip
MADURAI	17	21990	4.25	682983	132	31
KANCHEEPURAM	29	37125	4.15	1586589	178	43
CUDDALORE	23	28769	4.07	1144748	162	40
TIRUPUR	15	17887	3.92	715531	157	40
THANJAVUR	15	18449	3.91	696483	148	38
COIMBATORE	20	22985	3.81	733088	122	32
CHENNAI	27	31055	3.80	591174	72	19
THENI	10	11066	3.77	491965	167	44
THIRUVANMALAI	22	25427	3.76	1202259	178	47
PUDUKKOTAI	12	13948	3.71	538151	143	39
TIRUCHIRAPALLI	18	19653	3.67	738432	138	38
DHARMAPURI	14	15110	3.60	739095	176	49
VELLORE	30	32407	3.57	1693594	186	52
SALEM	19	20776	3.50	755303	127	36
ARIYALUR	10	10063	3.46	456467	157	45
THIRUVARUR	12	12329	3.44	532527	149	43
VILLUPURAM	26	26869	3.44	1272784	163	47
ERODE	16	16796	3.43	675023	138	40
THIRUVALLUR	27	28090	3.37	1293183	155	46
VIRUDHUNAGAR	13	13123	3.32	565359	143	43
NAGAPATTINAM	16	15888	3.27	776177	160	49
NAMAKKAL	12	11841	3.25	451729	124	38
TIRUNELVELI	19	18145	3.21	969982	171	53
KARUR	9	8355	3.14	343353	129	41
KRISHNAGIRI	13	12712	3.10	621707	152	49
RAMANATHAPURAM	13	12323	3.10	633548	159	51
SIVAGANGAI	12	11242	3.06	435795	119	39
THOOTHUKUDI	12	10726	3.00	517072	144	48
PERAMBALUR	7	6699	2.96	275758	122	41
KANYAKUMARI	9	7784	2.83	252604	92	32
DINDIGUL	15	12951	2.78	509864	110	39
THE NILGRIS	9	4782	1.74	304956	111	64
TOTAL	519	557365	3.51	23197283	146	42

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month		April'12 – Jan'13	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	49,129	84.55%	4,32,815	83.50%
2	Number of cases admitted in Private Hospitals	3,068	5.28%	38,108	7.35%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,908	10.17%	47,411	9.15%
TOTAL		58,105	100.00	5,18,334	100.00

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

Jan'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	21	30	17	17	17	36	9	9	17	20	18	14	8	15	15	21
Accidental Poisoning	68	56	132	120	140	72	87	147	29	35	52	101	81	58	48	80	52	90
Acute Abdomen	90	136	84	215	93	41	63	212	24	41	52	96	131	56	56	73	87	63
Allergic Reactions	1	3	2	2			1	1		1			3			4		1
Animal Attack	44	3	27	95	53	35	33	67	3	17	14	79	58	23	25	66	50	43
Assault	71	85	72	146	78	80	67	93	47	54	39	85	102	51	41	125	69	103
Behavioral		1	1															
Cardiac/Cardio Vascular	59	191	162	155	82	87	105	215	31	43	37	130	105	90	42	90	106	79
Diabetes	16	41	18	17	8	9	12	24	4	3	4	15	9	11	5	7	10	19
Disasters due to Natural elements					1			1					1					
Environmentals			1									1						
Epilepsy	23	182	83	70	41	34	54	115	19	20	28	46	32	34	24	36	37	39
Fevers / Infections	52	77	60	110	43	40	64	119	34	98	16	68	121	41	48	71	113	50
Fire/Burns	7	25	29	33	16	15	20	62	11	4	7	30	28	18	3	15	11	25
Industrial		1						1		1								
Neonatal(upto 1 month)	39	85	18	36	89	30	32	106	6	14	40	48	28	30	13	34	25	59
Others	71	511	193	219	139	93	161	372	66	78	73	147	128	112	52	79	111	123
Paediatric(1-12years)		4	4	2	4	1	3	7		1		2	3	2	1	1		2
Pregnancy related	227	219	354	633	482	300	308	739	134	153	500	483	244	221	148	387	264	512
Respiratory	29	228	108	110	31	34	62	154	31	28	21	59	70	49	33	40	49	81
Stroke/Cerebrovascular Accidents	11	38	23	18	21	7	25	62	4	3	14	30	38	29	6	10	15	13
Suicide attempt	6	31	10	14	7	5	10	23	2	3	3	7	5	6	10	8	7	11
Trauma (non Vehicular)	31	223	127	104	52	64	88	144	59	47	32	108	69	63	14	49	32	76
Trauma (Vehicular)	180	676	584	598	351	522	539	982	217	185	357	579	371	406	155	379	292	590
Unconscious	16	216	76	40	11	24	47	81	15	24	17	54	18	19	3	29	31	41
Grand Total	1041	3032	2168	2737	1742	1493	1781	3727	736	853	1306	2168	1645	1319	727	1583	1361	2020
Number of cases/ ambulance	95	89	103	91	102	88	105	104	82	95	77	108	91	94	91	106	91	96
Number of cases/ Ambulance/day	3.1	2.9	3.3	2.9	3.3	2.8	3.4	3.3	2.6	3.1	2.5	3.5	2.9	3.0	2.9	3.4	2.9	3.1

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	TENIR	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	MIRUDHUNAGAR	Grand Total
Ambulance count	12	18	10	10	34	27	13	14	19	20	17	35	33	15	606
Accidental Poisoning	66	148	21	109	98	129	84	58	82	82	133	132	152	63	2805
Acute Abdomen	43	156	31	64	192	175	109	50	126	98	89	141	216	69	3172
Allergic Reactions					1	1	1	2	1	1	1	5	2		34
Animal Attack	78	56	11	26	44	79	33	28	46	46	22	56	88	39	1387
Assault	63	119	19	59	66	83	82	42	142	108	68	112	112	33	2516
Behavioral															2
Cardiac/Cardio Vascular	59	121	30	79	236	106	95	59	120	102	147	163	116	52	3294
Diabetes	6	12	2	8	35	11	12	3	19	10	15	33	23	10	431
Disasters due to Natural elements													1		4
Environmentals					1						1				4
Epilepsy	24	39	10	27	113	65	38	42	41	41	47	95	89	26	1614
Fevers / Infections	25	49	12	24	69	68	55	91	92	391	121	91	83	106	2502
Fire/Burns	16	24	8	18	47	30	24	9	21	14	23	39	22	25	679
Industrial					2					2					7
Neonatal(upto 1 month)	12	24	28	23	36	72	26	32	44	25	40	105	57	25	1281
Others	69	143	45	87	281	137	118	91	143	142	188	220	194	89	4675
Paediatric(1-12years)	2		2		3	4	2	2	1	2	1	6	1	2	65
Pregnancy related	267	388	163	253	661	844	270	207	441	424	279	1090	747	340	12682
Respiratory	42	60	11	43	155	105	70	49	87	87	78	103	97	31	2235
Stroke/CerebroVascular Accidents	11	14	6	12	57	27	15	20	21	35	19	49	24	11	688
Suicide attempt	8	10	2	12	22	11	9	5	8	9	7	14	17	4	306
Trauma (non Vehicular)	39	73	24	69	120	67	50	36	68	70	63	102	63	49	2275
Trauma (Vehicular)	370	547	37	272	659	591	258	324	491	440	633	644	695	299	14223
Unconscious	23	26	13	12	97	33	16	24	32	34	42	52	42	16	1224
Grand Total	1223	2009	475	1197	2995	2638	1367	1174	2026	2163	2017	3252	2841	1289	58105
Number of cases/ambulance	102	112	48	120	88	98	105	84	107	108	119	93	86	86	96
Number of cases/Ambulance/day	3.3	3.6	1.5	3.9	2.8	3.2	3.4	2.7	3.4	3.5	3.8	3.0	2.8	2.8	3.1

District Wise Emergency Cases Handled (Apr 2012 – Jan 2013)

Apr'12 - Jan'13																		
EMERGENCY TYPE	ARITALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANNIYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	10	27	20	23	14	15	16	29	9	9	13	17	16	12	7	12	13	19
Accidental Poisoning	662	497	986	1263	885	591	668	1277	335	223	353	856	898	467	332	578	481	821
Acute Abdomen	1001	1510	806	2659	715	341	559	2011	199	392	507	1132	1101	529	626	662	919	682
Allergic Reactions	6	31	10	12	4	6	6	5	1	4	2	7	12	2	0	9	4	7
Animal Attack	449	68	341	991	453	327	284	623	116	252	183	487	630	353	208	490	408	462
Assault	537	594	697	1480	615	629	536	793	608	485	376	643	877	476	330	893	653	988
Behavioral	49	149	124	112	48	32	62	133	27	43	23	97	77	46	24	41	69	70
Cardiac/Cardio Vascular	483	1448	1212	1274	609	428	794	1370	290	373	239	880	743	614	335	616	665	701
Diabetes	57	339	178	134	72	41	97	233	48	35	50	122	67	71	57	44	61	136
Disasters due to Natural elements	6	0	0	3	3	1	1	2	0	0	0	0	1	0	3	0	0	2
Environmentals	18	114	58	53	34	31	41	88	13	16	12	38	38	21	9	20	13	38
Epilepsy	177	1446	681	601	321	225	385	996	177	175	206	469	348	303	146	267	280	418
Fevers / Infections	490	804	468	1211	520	247	541	827	256	432	283	1218	1477	321	321	1120	729	640
Fire/Burns	80	312	219	375	105	163	130	449	68	63	86	271	196	108	44	113	157	191
Industrial	2	10	7	7	0	1	4	20	1	3	0	4	1	5	1	4	3	10
Neonatal(upto 1 month)	287	1399	331	387	766	396	323	1085	157	164	454	480	222	260	183	217	241	564
Others	541	3931	1882	1932	901	651	1211	2600	622	637	460	1238	1111	892	379	798	749	1189
Paediatric(1-12years)	5	38	24	59	28	28	17	79	3	14	16	25	22	18	7	22	11	23
Pregnancy related	2748	3012	3833	6779	4436	2697	3096	8606	1345	1685	4752	4907	2981	2144	1516	3633	3020	4873
Respiratory	203	1669	863	826	281	233	457	1132	182	212	176	484	440	361	205	297	301	539
Stroke/Cerebrovascular Accidents	78	372	225	236	101	72	177	393	81	60	47	194	203	187	47	67	114	155
Suicide attempt	71	223	121	151	55	36	83	188	22	42	31	62	100	63	48	55	56	101
Trauma (non Vehicular)	250	2143	1084	857	354	517	742	1281	456	369	248	864	612	558	191	379	365	684
Trauma (Vehicular)	1345	5505	5588	5178	2746	4131	4796	8862	2076	1835	3092	5233	2812	2994	1296	2954	2384	5256
Unconscious	115	1966	784	364	114	169	342	858	160	141	148	402	195	193	99	211	202	344
Grand Total	9660	27580	20522	26944	14166	11993	15352	33911	7243	7655	11744	20113	15164	10986	6407	13490	11885	18894

District Wise Emergency Cases Handled...contd (Apr 2012 – Jan 2013)

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	12	15	9	10	27	22	12	12	18	19	15	30	26	13	519
Accidental Poisoning	526	873	187	842	836	1137	768	472	652	761	884	996	1273	448	22828
Acute Abdomen	586	1365	297	586	1691	1701	1052	490	1170	819	698	1416	2007	621	30850
Allergic Reactions	2	9	3	4	8	12	5	4	11	2	14	28	13	2	245
Animal Attack	401	611	64	325	373	945	426	209	604	380	257	711	781	286	13498
Assault	567	972	146	494	510	865	624	479	1046	892	632	925	1002	405	21769
Behavioral	34	67	30	53	145	66	75	47	52	58	81	92	67	27	2120
Cardiac/Cardio Vascular	448	841	268	529	1478	809	689	418	859	730	942	1157	839	345	23426
Diabetes	41	66	37	46	244	151	54	47	108	107	124	197	144	68	3276
Disasters due to Natural elements	0	1	0	0	2	2	0	1	0	0	0	3	2	0	33
Environmentals	8	33	10	9	77	29	23	26	34	34	32	38	38	17	1063
Epilepsy	188	347	109	226	850	499	282	302	373	697	403	588	580	216	13281
Fevers / Infections	336	785	134	217	670	648	549	335	1327	1027	541	888	787	480	20629
Fire/Burns	117	233	59	136	352	240	147	129	168	183	156	339	247	229	5865
Industrial	3	1	4	2	13	12	1	1	2	8	7	6	6	2	151
Neonatal(upto 1 month)	172	198	230	245	447	779	183	384	371	380	327	1476	726	394	14228
Others	544	1143	535	758	2105	1418	918	729	1228	1066	1396	1650	1554	674	37442
Paediatric(1-12years)	15	15	12	24	62	37	23	20	21	20	20	59	31	36	834
Pregnancy related	2797	3858	1418	2731	6919	8908	2488	2480	4553	4180	2711	11603	7406	4635	132750
Respiratory	227	482	149	250	1152	625	436	298	549	614	532	820	667	263	15925
Stroke/Cerebrovascular Accidents	59	90	94	107	448	160	115	126	133	223	194	278	186	66	5088
Suicide attempt	49	77	9	58	191	99	71	38	63	79	94	115	108	42	2601
Trauma (non Vehicular)	376	657	213	424	1100	702	508	358	665	637	680	828	721	417	20240
Trauma (Vehicular)	3063	4281	459	2252	5330	4077	2230	2539	4053	3860	5539	5592	5415	2739	119512
Unconscious	171	252	91	140	747	313	136	178	301	269	318	463	358	136	10680
Grand Total	10730	17257	4558	10458	25750	24234	11803	10110	18343	17026	16582	30268	24958	12548	518334

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

Sl.No	District	Ambulance Count	During the month Jan 2013		Ambulance Count	Upto the month Apr'12 - Jan '13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	51327	8.76	10	456467	8.48
2	CHENNAI	34	63830	8.25	27	591174	8.14
3	COIMBATORE	21	75615	9.77	20	733088	9.33
4	CUDDALORE	30	119931	9.85	23	1144748	9.81
5	DHARMAPURI	17	102549	8.04	14	739095	7.88
6	DINDIGUL	17	66388	7.91	15	509864	7.74
7	ERODE	17	80563	8.56	16	675023	8.33
8	KANCHEEPURAM	36	184374	9.69	29	1586589	9.62
9	KANYAKUMARI	9	26485	7.46	9	252604	7.47
10	KARUR	9	39638	8.06	9	343353	7.73
11	KRISHNAGIRI	17	77705	7.48	13	621707	7.74
12	MADURAI	20	75256	9.85	17	682983	10.01
13	NAGAPATTINAM	18	93675	8.83	16	776177	8.58
14	NAMAKKAL	14	55419	8.57	12	451729	7.97
15	PERAMBALUR	8	32972	10.14	7	275758	9.80
16	PUDUKOTTAI	15	68753	10.20	12	538151	9.91
17	RAMANATHAPURAM	15	78371	10.51	13	633548	10.91
18	SALEM	21	88051	8.73	19	755303	8.71
19	SIVAGANGAI	12	53996	8.42	12	435795	8.51
20	THANJAVUR	18	86395	8.06	15	696483	8.10
21	THE NILGIRIS	10	36105	6.93	9	304956	6.38
22	THENI	10	53428	11.15	10	491965	10.82
23	TIRUPUR	17	96079	10.18	15	715531	9.11
24	THIRUVALLUR	34	151507	9.72	27	1293183	9.54
25	THIRUVANNAMALAI	27	137762	10.71	22	1202259	10.41
26	THIRUVARUR	13	66657	10.08	12	532527	10.25
27	THOOTHUKUDI	14	67336	9.24	12	517072	8.26
28	TIRUCHIRAPPALLI	19	84665	9.38	18	738432	9.50
29	TIRUNELVELI	20	125971	10.88	19	969982	10.64
30	VELLORE	35	191037	9.12	30	1693594	9.03
31	VILLUPURAM	33	154350	8.87	26	1272784	8.41
32	VIRUDHUNAGAR	15	75412	10.74	13	565359	10.31
TOTAL		606	2761602	9.19	519	23197283	9.06

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

S. No	Associate Classification	Head Count			
		During the month (New joinees)			Upto the Month
		Male	Female	Total	Total
1	Emergency Response Officers (CO/DOs/EROs)				121
2	CO/DO/ERO (Under Training)				
3	Assigned PDOs				
4	EMT (Trained)	39	15	54	557
5	EMT (Under Training)				
6	Pilot (Trained)	57		57	530
7	Pilot (Under Training)				
8	Operations Staff				9
9	Support Staff	2	1	3	34
Total		98	16	114	1251

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	5	2	7	44	39	83
2	EMT	24	17	41	199	118	317
3	Pilot	36		36	349		349
4	Operations Staff	1		1	11		11
5	Support Staff	3	6	9	29	2	31
Total		69	25	94	632	159	791

Annexure H: District Wise Hospital MoU Details

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


Total MoU's signed with private hospitals from 15th Sep '08 to 31st Jan 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	0:01:35	36%	0:01:48
2	Average Ambulance Dispatch Time	0:02:39	41%	0:02:56
3	Average Time taken from Base to Scene/Incident	0:15:29	45%	0:16:34
4	Average Time taken at the Scene / Incident Location	0:09:16	35%	0:09:19
5	Average Time taken from Scene to Hospital	0:33:41	50%	0:36:32
6	Average Time taken from Call to Hospital	1:06:06	38%	1:12:39

Annexure J: Interesting Emergency Case



Emergency case 1

case ID	659773
Date	28.12.12
Call time	5:44 AM
Location	Coimbatore
District	Coimbatore
Name of EMT	Mr. Kannan
ID Number	24608
Name of Pilot	Mr. Jayaprakash
ID Number	16888
Patient details	
Age	24 Years
Gender	Female
Name	Mrs Clara
Contact Number (Patient / informer)	NA
Emergency Type	Critical
Level of Consciousness	Conscious
Case Details	<p>It was turmoil in the middle of the road at 05: 45 am on the 28th of December 2012 in Coimbatore, when there occurred a collision between a lorry and a two wheeler. The 24year old passenger at the rear end of the two-wheeler, Miss. Prabha, was thrown off her seat and her foot was crushed under the lorry tyre. A bystander at the scene immediately called 108 to save the severely wounded victim.</p> <p>The case was assigned to the Coimbatore Fire Station Ambulance which reached the scene within 5 minutes from the time of the call. The EMT rushed to the scene, lifted the profusely bleeding victim with a scoop board. The EMT arrested the bleeding using two an 18" gauss cloths and started administering IV lines on both hands of the victim as per Dr. Preethi's advice. Diclofenac injection was also administered and the bleeding was arrested before the ambulance reached the hospital.</p>
Prehospital Care Provided	Spinal Immobilization, Wound Care, Blleding arrest, 2 IV Lines, IV Fluids, Inj Diclofenac
Additional Challenges	Profuse Bleeding, Patien not co-operative due to pain, crowd control at scene,
Life Saved (FU Status)	Live Saved
ERCP Conference	Dr. Preethi
Photographs**	

Emergency Case – 2

case ID	112927
Date	07.01.13
Call time	9:14 AM
Location	Coimbatore
District	Coimbatore
Name of EMT	Mr. Kannan
ID Number	24608
Name of Pilot	Mr. Rajesh
ID Number	30130
Patient details	
Age	24 Years
Gender	Female
Name	Miss Prabha
Contact Number (Patient / informer)	
Emergency Type	Critical
Level of Consciousness	Conscious
Case Details	<p>It was an IFT case that was assigned to the Valparai ambulance, to transport a labor pain patient over a distance of 65 kilometers that covered 41 hair pin bends on the 1st of July 2013, at 09:14 hours.</p> <p>The patient had to be transferred from Valparai GH to the Pollachi GH. The pilot was very cautious realizing the care required for the patient. On ERCP Dr. Jeevitha's advise, Left Lateral Position was maintained, and oxygen was administered. IV RL was administered based on ERCP advise. After the careful journey, on arrival at the Aaliyar dam, the crowning of the fetal head started marking the beginning of the second stage of labor.</p>
	<p>Delivery was conducted using the delivery kit. While the head was being delivered, the EMT noticed that the cord was tightening around the neck. So by appropriate maneuvers, he released the cord, and he delivered the torso and legs of the baby. The umbilical cord was cut and clamp was applied. Oro and naso secretions were removed using the suction. But the baby was unresponsive. He tried tactile stimulation, but still there was no grimace or cry from the baby. So he immediately applied O2 2L/mt and the baby started crying immediately. Baby was cleaned and kept in warmer. He also waited and conducted the placental delivery. The mother and baby were safely admitted to the Pollachi GH.</p>
	<p>The doctors at the receiving hospital expressed their gratitude over the care taken during the critical travel and applauded the EMT and the pilot for their efforts.</p>
	<p>O2, IV RL, LLP to mother. Delivery conducted in ambulance using delivery kit. Cord around the neck removed, suction done, o2 given, APGAR noted, baby kept in warmer</p>
Additional Challenges	Ambulance Delivery, Journey in Hilly Terrain, cord around the neck, baby not cried at birth
Life Saved (FU Status)	Live Saved
ERCP Conference	Dr. Jeevitha
Photographs**	

Emergency Case – 3

Case ID	386110
Date	22.1.13
Assign Time	18:54 PM
Ambulance Location	Uthamapalayem
District	Theni
Name of EMT	Miss Sobiyaganam
ID Number	33221
Name of Pilot	Mr. Balamurugan
ID Number	32385
Patient details	Newborn of Unknown Mother
Age	1 day
Gender	Male
Name	Unknown Baby
Contact Number (Patient / informer)	
Emergency Type	Critical
Level of Consciousness	Conscious
Case Details (Description)	<p>It was a cool evening in Ayyampatti Village of Theni District, when a few boys playing in a private garden were alarmed to hear incessant cries of a newborn. As they followed the alarm and looked around, they found a baby buried face-down in a dry canal and alerted the farmers working in the agricultural field nearby. They immediately pulled out the baby and called the '108' ambulance at 6.44 PM.</p> <p>The Uthamapalayam Ambulance was assigned the case, and they rushed to the spot immediately and reached there at 6:50 PM.</p> <p>The EMT immediately received the newborn from the villagers and assessed the situation and condition of the newborn immediately. The newborn had lot of facial abrasions due to ant bites. The mud was all over the face and body including the long 4cm umbilical cord. The newborn was not crying and was gasping for air. Saturation was 94%. The EMT cleaned the newborn with Normal Saline, took the vitals and took the assistance of the Neonatal ERCP Dr. Vidhya.</p>
Prehospital Care Provided	NS Wash, Umbilical Cord cut and clamped, IV NS Given, O2 administered
Additional Challenges	unknown baby, surrounded by people from Dist. Collectorate
Life Saved (FU Status)	saved
ERCP Conference	Dr Vidhya
Photographs/Media Report/ Appreciation Letter	 

Annexure K – Important Events & Photographs

Event: Ambulance day Celebrations on 8th Jan 2013 at Vellore Districts. Best EMT and PILOT were felicitated by the District Collector Mr. P. Shankar I.A.S.,



Event: 108 ambulance demo done to almost 50,000 devotees during Palani Thaipoosam on Jan 13th and also awareness activity done for pregnant mother in Palani GH on 8th Jan and covering more than 100 pregnant mothers.



Other Events:

- Friend of "108" activity continued in every districts
- EDD data follow up thro VHN/Preg Mothers in every districts

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

AN - Cases Monthly Report									
For the month of Jan 2013									
S No	District Name	Number of cases lifted thro' ERC to PHC	Number of cases lifted thro' ERC to GH	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	79	49	53	43	227	-	-	-
2	CHENNAI	3	38	60	83	219	-	-	-
3	COIMBATORE	82	73	131	52	354	-	-	-
4	CUDDALORE	102	233	156	105	633	1	-	1
5	DHARMAPURI	128	52	275	30	482	-	-	-
6	DINDIGUL	50	65	152	21	300	-	-	-
7	ERODE	78	57	120	34	308	-	-	-
8	KANCHEEPURAM	142	153	303	102	739	-	-	-
9	KANYAKUMARI	13	22	67	17	134	-	-	-
10	KARUR	40	39	71	13	153	-	-	-
11	KRISHNAGIRI	128	103	201	40	500	-	-	-
12	MADURAI	77	94	173	103	483	-	-	-
13	NAGAPATTINAM	33	91	77	34	244	-	-	-
14	NAMAKKAL	42	44	102	17	221	-	-	-
15	NILGIRIS	35	27	44	50	163	1	-	1
16	PERAMBALUR	41	52	50	14	148	-	-	-
17	PUDUKOTTAI	97	134	100	56	387	-	-	-
18	RAMANATHAPURAM	51	69	89	26	264	-	-	-
19	SALEM	110	82	249	31	512	-	-	-
20	SIVAGANGA	68	79	76	39	267	-	-	-
21	THANJAVUR	50	153	106	43	388	-	-	-
22	THENI	12	41	129	68	253	-	-	-
23	THIRUVALLUR	99	128	263	139	661	1	-	1
24	THIRUVANNAMALAI	238	196	296	54	844	-	1	1
25	THIRUVARUR	21	105	55	75	270	-	-	-
26	THOOTHUKUDI	24	39	107	40	207	-	-	-
27	TIRUCHIRAPPALLI	142	101	143	37	441	-	-	-
28	TIRUNELVELI	32	76	198	96	424	-	-	-
29	TIRUPUR	55	79	106	37	279	-	-	-
30	VELLORE	222	169	434	209	1090	1	-	1
31	VILLUPURAM	250	165	270	77	747	-	-	-
32	VIRUDHUNAGAR	97	86	104	45	340	-	-	-
Total		2641	2894	4760	1830	12682	4	1	5

Annexure M: Neonatal ambulance cases (Jan'13)

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	MADURAI NEONATAL	Amathur PHC	1	Madurai GH
			Arupukottai GH	4	
			Chattrapatti PHC	1	
			Cumbum GH	1	
			Keelavalavu PHC	1	
			Mamsapuram PHC	1	
			Musta konji PHC	1	
			Rajapalayam GH	7	
			Sakthimangalam PHC	1	
			Senturai GH	1	
			Tanjakoor PHC	1	
			Thirumangalam GH	1	
			Thirupankundram PHC	1	
			Thirupur PHC	1	
			Valayankulam PHC	2	
			Virudhunagar Gh	2	
			Valayankulam PHC Total	27	
2	Dharmapuri	DHARMAPURI MC NEONATAL	Chinnakuppam PHC	7	Dharmapuri GH
			Chinthalapadi PHC	2	
			Eriyur PHC	1	
			Hanumanthapuram PHC	1	
			Harur GH	7	
			Indur PHC	3	
			Jekkasamudram PHC	2	
			Kallavi PHC	1	
			Kambainallur PHC	2	
			Karimangalam PHC	2	
			Laligam PHC	4	
			Noolahalli PHC	1	
			Palayampudhur PHC	2	
			Puillikarai PHC	1	
			Ramiyanehalli PHC	1	
			Sholakottai PHC	1	
			Thoppur PHC	2	
			Dharmapuri MCH	2	Salem GH
			Chinnakuppam PHC	1	Palayampudhur PHC
			Palayampudhur PHC	1	
			Dharmapuri MCH Neonatal Total	44	
3	cuddalore	CUDDALORE GH NEONATAL	Ayepuram PHC	2	Cuddalore GH
			Kurinjiipadi GH	2	
			Naduveerapattu PHC	1	
			Panruti PHC	1	
			Ramapakkam PHC	1	
			Thookanapakkam PHC	1	
			Virudhachalam GH	2	
			Cuddalore GH	6	JIPMER
			Cuddalore GH Neonatal Total	16	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No. of cases	
4	kancheepuram	CHENGALPATTU NEONATAL	Kalayampondi PHC	1	ICH
			CMCH	12	
			Kanchipuram GH	12	
			T.V.Malai GH	4	
			Vellore MCH	2	
			Cheyar GH	4	
			Iyampettai PHC	1	Chengalpattu MCH
			Kadapakkam PHC	1	
			CMCH	7	
			Kanchipuram GH	2	
			Madurantakkam PHC	3	
			Sriperumbudhur GH	1	
			Kunnavakkam PHC	1	
			M.M.Nagar PHC	1	
			Nandhivaram PHC	1	
			Padalam PHC	3	
			Padur PHC	1	
			Nallur PHC	1	
			S.P.Koil PHC	1	
			Thellar PHC	1	
			Thiruporur PHC	1	
			Vandavasi GH	1	
			Chengalpattu Neonatal Total	62	
5	Chennai	ICH EGMORE	Arakonam GH	7	ICH
			Avadi PHC	1	
			GOSHA	2	
			IOG	1	
			Ayanavaram PHC	2	
			Kodambakkam PHC	2	
			Railway hospital	1	
			Shenoy nagar PHC	1	
			Chrompet	1	
			Thoraipakkam PHC	1	
			Kanchipuram GH	3	
			Tambaram GH	1	
			Kundrathur PHC	1	
			Sriperumbudhur GH	1	
			Medavakkam PHC	2	
			Peerankaranai PHC	1	
			Somangalam PHC	2	
			Kummidipoondi PHC	1	
			Matharapakkam PHC	2	
			Lalitha nursing home	1	
			Nerkundram PHC	1	
			Perumalpet PHC	1	
			Purasaiwakkam PHC	1	
			St.Antony hospital	1	
			T.V.Malai GH	2	
			Thiruvallur GH	7	
			Tirutani GH	1	
			Arani PHC	1	
			Minjur PHC	1	
			Porur PHC	1	
			Thiruninravur PHC	1	
			Stetford Hospital	1	
			IOG	2	MMC
			ICH Egmore Total	55	
6	Chennai	TRIPLICANE - KGH	Arakonam GH	2	ICH- egmore
			KMCH	1	
			GOSHA	1	
			IOG	1	
			Adayar PHC	2	
			Saidapet PHC	2	
			Thoraipakkam PHC	2	
			Chrompet	2	
			Kollamedu PHC	1	
			CMCH	1	
			Tambaram GH	1	
			Medavakkam PHC	1	
			Okkiam Thuraipakkam PHC	1	
			Perumalpet PHC	1	
			Somangalam PHC	1	
			Thiruvallur GH	2	
			ICH Egmore	2	IOG- egmore
			Adayar NEO Total	24	
			Total Neonatal cases admitted in Hospital	228	

* Adayar Neonatal ambulance Downtime for FC

Annexure N: Issues to be sorted out

- GIS Data for entire state of Tamil Nadu
- Co-ordination meeting with Govt. Hospitals within Greater Chennai
- Suggested that police out-post at Govt. Hospitals being utilized for getting unaccompanied patients admitted.
- Speedy admission for all cases at Govt. hospitals

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