Government of Tamilnadu

Tamil Nadu Health Systems Project

108 Emergency Management Services

Performance Report

Month: Jan   Year: 2014

&

Financial Year 2013-2014

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Annexure:

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

Month : Jan 2014   **FY- Year :2013-'14**

SL. No.	Details	Prev Month - Dec'13		During the Month - Jan'14		Up to the Month - (Apr'13 - Jan'14)	
		Performance	%	Performance	%	Performance	%
1	**Sense - Activities of the Emergency Response Center**						
1.1	**Details of the Calls**						
1.1.1	*Number of Calls Landed*	468915	100.00%	455533	100.00%	5076724	100.00%
1.1.2	Number of Unattended Calls (UAC)	2610	0.56%	8429	1.85%	69684	1.37%
1.1.3	**Number of calls answered**	**466305**	**99.44%**	**447104**	**98.15%**	*5007039*	**98.63%**
1.2	**Types of Calls**						
1.2.1	*Emergency Calls*	96085	20.61%	96553	21.60%	957016	19.11%
1.2.2	Non Emergency Calls	77929	16.71%	81824	18.30%	794807	15.87%
1.2.3	Ineffective Calls *	292291	62.68%	268727	60.10%	3255216	65.01%
1.2.4	**Total Number of Calls (Ref.1.1.3)**	**466305**	**100.00%**	**447104**	**100.00%**	**5007039**	**100.00%**
1.3	**Classification of Emergency Calls**						
1.3.1	*Number of Medical Emergency Calls*	94784	98.65%	94626	98.00%	*934923*	97.69%
1.3.2	Number Police Emergency Calls	852	0.89%	969	1.00%	*10947*	1.14%
1.3.3	Number fire Emergency Calls	449	0.47%	958	0.99%	*11146*	1.16%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	**96085**	**100.00%**	**96553**	**100.00%**	**957016**	**100.00%**
1.4	**Classification of Medical Emergency Calls**						
1.4.1	Number of Medical Emergency calls	70662	74.55%	68957	72.87%	*706956*	75.62%
1.4.2	Number of repeated Emergency calls	24122	25.45%	25669	27.13%	227967	24.38%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	94784	100.00%	94626	100.00%	934923	100.00%
1.5	**Call Handling Data**						
1.5.1	Percentage of calls attended within 1st Ring	NA	95.00%	NA	94.00%	NA	93.00%
1.5.2	Percentage of calls attended within 2nd Ring	NA	2.00%	NA	2.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3rd Ring	NA	3.00%	NA	4.00%	NA	4.00%
2	**Reach - Ambulance Service utilized**						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	70662	NA	68957	NA	706956	NA
2.2	Total Number of Ambulance Trips	69995	NA	68434	NA	*693319*	NA
2.3	Number of Ambulance Services utilized	67610	95.68%	65969	95.67%	*661296*	93.54%
2.4	Number of Ambulance Services not utilized	2385	3.38%	2465	3.57%	*32023*	4.53%
2.5	Number of Ambulance Services busy **	667	0.94%	523	0.76%	13637	1.93%
2.6	Number of Trips per ambulance	110.06	NA	107.26	NA	1098.76	NA
2.7	*Number of Trips per ambulance/day*	*3.55*	*NA*	*3.46*	*NA*	*3.59*	*NA*
3	**Care**						
3.1	*Total number of cases transported (Ref. 2.3)*	*67610*	*NA*	*65969*	*NA*	*661296*	*NA*
3.2	Total number cases transported per ambulances	106.31	NA	103.40	NA	1048.01	NA
3.3	*Total number cases transported per ambulances per day*	*3.43*	*NA*	*3.34*	*NA*	*3.42*	*NA*

Note: Total Lives Saved from 15th Sep 2008 to 31st Jan 2014 = 1, 44,591

SL. No.	Details	Prev Month - Dec'13		During the Month - Jan'14		Up to the Month - (Apr'13 - Jan'14)	
		Performance	%	Performance	%	Performance	%
4	**Types of Emergencies handled**						
4.1	Accidental Poisoning	2900	4.29%	3193	4.84%	31413	4.96%
4.2	Acute Abdomen	5000	7.40%	5038	7.64%	50058	7.64%
4.3	Allergic Reactions	56	0.08%	54	0.08%	489	0.07%
4.4	Animal Attack	1736	2.57%	1734	2.63%	17786	2.64%
4.5	Assault	2052	3.04%	2748	4.17%	27626	4.55%
4.6	Behavioral	8	0.01%	1	0.00%	59	0.01%
4.7	Cardiac/Cardio Vascular	4064	6.01%	4072	6.17%	36930	5.34%
4.8	Diabetes	684	1.01%	710	1.08%	6005	0.86%
4.9	Disasters due to Natural elements	4	0.01%	2	0.00%	37	0.01%
4.10	Epilepsy	2193	3.24%	2118	3.21%	18958	2.68%
4.11	Fevers / Infections	2819	4.17%	1746	2.65%	19489	2.45%
4.12	Fire/Burns	602	0.89%	675	1.02%	6732	1.05%
4.13	Hazmat (Hazardous Material)	2	0.00%	2	0.00%	11	0.00%
4.14	Industrial	16	0.02%	14	0.02%	153	0.02%
4.15	Neonatal(upto 1 month)	1842	2.72%	1474	2.23%	18549	2.88%
4.16	Paediatric(1-12years)	97	0.14%	103	0.16%	895	0.13%
4.17	Pregnancy related	18221	26.95%	15400	23.34%	173458	25.75%
4.18	Respiratory	2900	4.29%	2822	4.28%	22129	2.97%
4.19	Road Traffic Accident - Trauma	13878	20.53%	15248	23.11%	145351	22.85%
4.20	Stroke/Cerebro Vascular Accidents	2540	3.76%	2404	3.64%	21048	2.93%
4.21	Suicide attempt	314	0.46%	362	0.55%	3430	0.55%
4.22	Trauma	2983	4.41%	3128	4.74%	29402	4.49%
4.23	Unconscious	1558	2.30%	1420	2.15%	13993	2.08%
4.24	Others	1141	1.69%	1501	2.28%	17295	3.09%
	Total Medical Emergencies (1.4.1/2.3)	**67610**	**100.00%**	**65969**	**100.00%**	**661296**	**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	8257	45.32%	6922	44.95%	76974	44.38%
5.1.2	Number of cases lifted from Hospital	9964	54.68%	8478	55.05%	96484	55.62%
5.1.3	Number of cases re-referred by Hospital to Higher Level	4	0.02%	3	0.02%	48	0.03%
5.1.4	Number of cases re-referred by referred institutions	0	0.00%	1	0.01%	11	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	4	0.02%	4	0.03%	59	0.03%
5.1.6	Total Number of AN Cases	18221	100.00%	15400	100.00%	173458	100.00%
5.2	**IFT others**	15624	61.06%	16211	65.66%	144650	59.99%
5.2.1	Neonatal (upto 1 month)	1635	6.39%	1284	5.20%	16368	6.79%
5.2.2	Road Traffic Accident - Trauma	2951	11.53%	3533	14.31%	28893	11.98%
5.2.3	Accidental Poisoning	1312	5.13%	1592	6.45%	13666	5.67%
5.2.4	Cardiac/Cardio Vascular	1493	5.83%	1469	5.95%	12473	5.17%
5.2.5	Others	8233	32.18%	8333	33.75%	73250	30.38%
5.2.6	Total number of IFTs (5.1.2+5.2)	**25588**	**100.00%**	**24689**	**100.00%**	**241134**	**100.00%**
5.3	*AN Mother/Infant Mother - Follow-Up Data*						
5.3.1	Number of Maternal Mortality at Hospital	15	0.08%	5	0.03%	92	0.05%
5.3.2	Number of Infant Mortality at Hospital	10	0.05%	4	0.02%	109	0.06%
5.4	*Neo-natal transport Data*						
5.4.1	Neonatal cases transported in Neo-natal ambulances	464	25.19%	446	30.26%	4475	24.13%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1842	100.00%	1474	100.00%	18549	100.00%
6	**Availed Tribal case count**						
6.1	Total number of cases taken from Tribal areas	1360	NA	1468	NA	13988	NA
7	**Critical Life Saved**						
7.1	Total Number of Lives Saved***	3300	NA	3216	NA	53253	NA
8	**Death En-route Case Details**						
8.1	Total number of cases where victims "Vitals were not recordable"	71	NA	78	NA	627	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	178.38	16.86	161.71	2.11	-	16.67	-	
10.2	Ambulance Personnel Cost	386.71	3,053.75	298.57	2,926.20	88.14	-	127.55	-	
10.3	Care Personnel Cost	8.71	87.15	5.94	57.78	2.77	-	29.37	-	
10.4	Fuel Cost	214.13	1,953.55	206.86	1,947.30	7.27	-	6.25	-	
10.5	Repairs and Maintenance	40.31	387.18	49.68	541.73		(9.37)	-	(154.55)	Due to Labour and Spares cost increase Plus Running KM increased per Amby above 5200 per month
10.6	Medical Consumables	35.70	216.38	6.84	189.87	28.86	-	26.52	-	
10.7	Ambulance Mobile Telephone Expenditure	3.10	39.43	4.69	41.42		(1.59)	-	(1.99)	
10.8	Replacement of Tyres	20.75	193.47	10.61	124.27	10.14	-	69.20	-	
10.9	Refurbishment of Ambulances	8.21	95.16	4.33	81.42	3.88	-	13.74	-	
10.1	Uniform	3.70	34.83	1.29	20.72	2.41	-	14.11	-	
10.11	Vehicle Insurance	2.57	30.91	5.08	31.62		(2.51)	-	(0.71)	
10.12	Training Cost	77.27	209.19	6.23	79.75	71.05	-	129.44	-	
10.13	Other Insurance	16.67	16.67	-	-	16.67	-	16.67	-	
10.14	Annual Maintenance	4.95	16.47	(0.63)	16.90	5.58	-	-	(0.43)	AMC covered for Medical Equipments but not budgeted
10.15	Other Salaries- Support Staff	42.69	407.09	22.33	322.32	20.35	-	84.76	-	
10.16	Marketing Expenditure	6.33	59.33	2.55	58.58	3.78	-	0.76	-	
10.17	Travelling Cost	12.82	113.81	7.98	99.40	4.84	-	14.41	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	24.55	294.14	25.97	301.16		(1.42)	-	(7.02)	Due to increase in office Admin cost.
	Sub Total	**928.16**	**7,386.88**	**675.20**	**7,002.16**	**267.84**	**(14.89)**	**549.43**	**(164.70)**	

	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	9.17	101.75	50.07	101.49		(40.90)	0.25	-	
2	Reach - Ambulance Modifications (Budget 2012-13 & 13-14)	-	13.50	-	6.69	-	-	6.81	-	
3	Infrastructure - Emergency Response Center	11.75	278.53	(7.14)	73.71	18.90	-	204.83	-	
	Sub Total	**20.92**	**393.78**	**42.92**	**181.88**	**18.90**	**(40.90)**	**211.89**	**-**	
	Total	**949.08**	**7,780.66**	**718.12**	**7,184.04**	**286.74**	**(55.79)**	**761.32**	**(164.70)**	
	ECC	21.85	179.82	4.65	95.45	17.20	-	84.37	-	
	Grand Total	**970.93**	**7,960.48**	**722.77**	**7,279.49**	**303.95**	**(55.79)**	**845.70**	**(164.70)**	

Note: Budgeted during month : 970.93 No. of line items under utilized during month **16**

Budget released during month : 1,002.32 No. of line items over utilized during month **5**

Expenditure during month : 722.77

Savings during month : **248.16**

Note: Budgeted upto month : 7,960.48 No. of line items under utilized upto month **16**

Budget released upto month : 7,931.91 No. of line items over utilized upto month **5**

Expenditure upto month : 7,279.49

Savings upto month : **680.99**

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	434	204	638
2	Number of Ambulances modified	434	204	638
3	Number of Ambulances Launched during the month	2	0	2
4	Number of ambulances handed over to IRCS	0	0	0
5	Number of Ambulance on road for the month	414	195	609
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Chennai 1-Cuddalore 1-Dharmapuri 5-Kancheepuram 1-Kanyakumari 1-Karur 1-Pudukkotai 1-Salem 1-Thiruvallur 3-Tiruchirapalli 2-Tirunelveli 1-Tirupur 1-Vellore	1-Kanyakumari 3-karur 2-Nagapattinam 1-Salem 1-Sivagangai 1-Vellore	29
	A)Down due to Condemnation	(Already replaced with new ambulances - 10) Yet to be replaced - 2		2
	B)Down due to Refurbishment /Accident	14		14
	C)Down due to Manpower shortage	13		13
7	Spare ambulances used in Districts	**1-Coimbatore** **1-Cuddalore** **4-Kancheepuram** **2-Madurai** **1-Nagapattinam** **1-Perambalur** **1-Pudukkotai** **2-Ramanathapuram** **1-Sivagangai** **1-Salem** **1-Thanjavur** **1-Theni** **1-Thiruvallur** **1-Thiruvanamalai** **1-Thiruvarur** **1-Thoothukudi** **2-Tiruchirapalli** **3-Tirunelveli** **1-Tirupur** **2-Vellore** **1-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** **6-Villupuram**	53

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	30+ 3 Neonatal ambulances
COIMBATORE	23
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	17
ERODE	19
KANCHEEPURAM	38 + 1 NN
KANYAKUMARI	10
KARUR	14
KRISHNAGIRI	15 + 1 NN
MADURAI	20 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15 + 1 NN
RAMANATHAPURAM	17 + 1 NN
SALEM	24
SIVAGANGAI	14
THANJAVUR	19 + 1 NN
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	**638**

			1st - 31st Jan 2014			
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	2238	4.25	106124	201	47
COIMBATORE	23	2949	4.14	99963	140	34
CUDDALORE	26	3311	4.11	148524	184	45
CHENNAI	33	4191	4.10	82159	80	20
MADURAI	21	2664	4.09	90492	139	34
THANJAVUR	20	2389	3.85	99200	160	42
DHARMAPURI	18	2123	3.80	123136	221	58
THENI	11	1297	3.80	62396	183	48
KANCHEEPURAM	39	4587	3.79	202632	168	44
SIVAGANGAI	14	1614	3.72	82700	191	51
PUDUKKOTAI	16	1798	3.63	88095	178	49
VILLUPURAM	32	3570	3.60	198923	201	56
ERODE	19	2094	3.56	85254	145	41
TIRUCHIRAPALLI	21	2313	3.55	93189	143	40
THIRUVALLUR	32	3509	3.54	165126	166	47
ARIYALUR	11	1201	3.52	55673	163	46
THIRUVANNAMALAI	27	2936	3.51	171576	205	58
THIRUVARUR	13	1399	3.47	77434	192	55
NAMAKKAL	14	1473	3.39	63416	146	43
KRISHNAGIRI	16	1663	3.35	96769	195	58
SALEM	24	2489	3.35	116660	157	47
PERAMBALUR	9	863	3.09	43907	157	51
DINDIGUL	17	1619	3.07	78253	148	48
VELLORE	41	3864	3.04	249274	196	65
NAGAPATTINAM	18	1687	3.02	98282	176	58
THOOTHUKUDI	14	1297	2.99	67139	155	52
TIRUNELVELI	23	2102	2.95	118532	166	56
KANYAKUMARI	10	886	2.86	29568	95	33
VIRUDHUNAGAR	16	1342	2.71	79494	160	59
RAMANATHAPURAM	18	1504	2.70	88199	158	59
KARUR	14	924	2.13	41819	96	45
THE NILGRIS	11	538	1.58	38898	114	72
TOTAL	638	68434	3.46	3242806	164	47

1st Apr 2013 - 31st Jan 2014						
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	22947	4.41	1037734	199	45
CUDDALORE	26	34188	4.23	1514099	187	44
THANJAVUR	19	23404	4.09	949334	166	41
CHENNAI	34	42509	4.06	833792	80	20
MADURAI	21	26158	3.99	903169	138	35
THENI	11	13378	3.94	609551	179	46
KANCHEEPURAM	38	45094	3.85	2105849	180	47
COIMBATORE	24	28692	3.84	975721	131	34
TIRUCHIRAPALLI	20	23750	3.84	944113	153	40
PUDUKKOTAI	16	17976	3.74	829020	173	46
SALEM	23	25748	3.72	1155010	167	45
THIRUVANNAMALAI	27	30758	3.70	1719682	207	56
DHARMAPURI	18	19963	3.67	1163453	214	58
NAMAKKAL	14	15643	3.65	655741	153	42
VILLUPURAM	32	35164	3.65	1926333	200	55
THIRUVARUR	14	15158	3.62	786184	188	52
ARIYALUR	11	12181	3.55	563642	164	46
ERODE	19	20736	3.53	883878	150	43
SIVAGANGAI	14	15051	3.51	773634	181	51
THIRUVALLUR	34	36090	3.50	1694910	164	47
KRISHNAGIRI	16	16966	3.44	971696	197	57
TIRUNELVELI	22	22405	3.41	1247268	190	56
KANYAKUMARI	9	9422	3.35	332608	118	35
NAGAPATTINAM	18	18200	3.34	1009495	185	55
VIRUDHUNAGAR	15	14732	3.19	821831	178	56
PERAMBALUR	9	8711	3.16	388020	141	45
VELLORE	40	38065	3.10	2349622	191	62
DINDIGUL	17	16219	3.06	763104	144	47
THOOTHUKUDI	15	13762	3.06	692959	154	50
RAMANATHAPURAM	16	14977	2.98	924550	184	62
KARUR	11	9478	2.89	462968	141	49
THE NILGRIS	11	5794	1.72	390667	116	67
TOTAL	631	693319	3.59	32379637	168	47

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Jan'14		Upto the month (April'13 – Jan'14)	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	56,761	86.04%	5,71,720	86.45%
2	Number of cases admitted in Private Hospitals	3,395	5.15%	33,591	5.08%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,813	8.81%	55,985	8.47%
	TOTAL	65,969	**100.00**	6,61,296	100.00%

Jan'14

EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	33	23	26	18	17	19	39	10	14	16	21	18	14	9	16	18	24
Accidental Poisoning	58	76	142	162	180	68	91	172	35	33	78	118	105	86	58	88	65	132
Acute Abdomen	104	277	164	320	162	83	93	377	45	98	70	164	166	72	87	104	130	131
Allergic Reactions	3	1		5	2	1	2	2		1	1	2	1	2	1			
Animal Attack	56	11	37	152	36	70	37	72	12	37	22	155	44	36	8	92	55	47
Assault	79	120	76	170	101	93	66	94	64	48	68	106	108	59	47	118	90	102
Behavioral		1																
Cardiac/Cardio Vascular	69	253	197	231	117	67	127	263	38	48	52	172	132	89	54	119	93	156
Diabetes	11	53	36	31	19	7	20	64	12	7	8	19	9	15	9	23	11	21
Disasters due to Natural elements								1										
Environmentals																1	1	
Epilepsy	28	227	85	108	54	42	63	161	32	22	45	63	63	66	25	36	28	79
Fevers / Infections	33	85	60	120	35	22	36	103	30	27	33	48	82	26	51	54	41	61
Fire/Burns	9	36	14	24	11	11	15	73	12	6	12	31	16	11	3	15	25	13
Industrial	1	1	3				1	3				1				2		1
Neonatal(upto 1 month)	24	113	37	46	77	48	29	79	18	23	46	60	29	46	27	32	26	60
Others	26	139	75	61	40	19	54	123	16	18	25	34	64	32	22	37	27	40
Paediatric(1-12years)	1	7	8	3	7	4	1	9		1	1	3	3			4		2
Pregnancy related	299	356	536	729	601	368	380	893	170	195	621	555	274	270	188	432	303	575
Respiratory	48	271	138	105	61	28	93	221	44	31	32	71	60	68	44	50	54	114
Stroke/Cerebro Vascular Accidents	39	215	134	95	45	43	88	141	34	36	30	83	72	68	28	52	55	97
Suicide attempt	9	44	12	33	16	2	10	34	2	3	9	13	14	6		7	4	10
Trauma (non Vehicular)	31	414	165	145	56	64	121	223	66	40	39	110	95	74	27	70	59	100
Trauma (Vehicular)	219	1030	767	601	427	485	638	1161	215	195	405	682	298	358	143	393	388	592
Unconscious	19	260	95	43	14	24	50	118	14	13	21	55	17	24	14	33	28	54
Grand Total	1166	3990	2781	3184	2061	1549	2015	4387	859	882	1618	2545	1652	1408	836	1762	1483	2387
Number of cases/ambulance	106	121	121	122	115	91	106	112	86	63	101	121	92	101	93	110	82	99
Number of cases/Ambulance/day	3.4	3.9	3.9	4.0	3.7	2.9	3.4	3.6	2.8	2.0	3.3	3.9	3.0	3.2	3.0	3.6	2.7	3.2

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	20	11	11	32	27	13	14	21	23	17	41	32	16	638
Accidental Poisoning	77	113	22	84	124	156	103	68	81	111	104	135	215	53	3193
Acute Abdomen	114	206	54	108	313	235	141	102	150	153	165	239	308	103	5038
Allergic Reactions	1	2		4	6		2	1	2	2		5	5		54
Animal Attack	100	69	2	24	32	118	43	25	78	38	28	77	95	26	1734
Assault	76	126	22	69	88	111	65	47	102	96	74	109	108	46	2748
Behavioral															1
Cardiac/Cardio Vascular	84	135	37	94	235	116	117	80	157	151	159	220	162	48	4072
Diabetes	13	19	7	23	56	27	11	15	25	23	26	35	44	11	710
Disasters due to Natural elements				1											2
Environmentals												1	3		6
Epilepsy	47	78	17	33	143	84	35	26	74	53	73	97	98	33	2118
Fevers / Infections	20	45	9	19	73	68	73	22	112	83	40	90	112	33	1746
Fire/Burns	22	29	7	8	46	37	16	7	28	21	28	48	29	12	675
Industrial					1						1	1			16
Neonatal(upto 1 month)	28	64	17	32	43	64	19	26	43	29	35	145	71	38	1474
Others	30	47	24	21	83	50	43	31	60	39	54	73	62	26	1495
Paediatric(1-12years)	3	3		4	6	4		1	2	2	3	9	5	7	103
Pregnancy related	341	547	171	284	792	954	221	326	553	444	384	1203	1045	390	15400
Respiratory	53	83	21	54	229	126	61	56	80	107	91	156	130	42	2822
Stroke/CerebroVascular Accidents	37	74	25	44	152	79	56	36	85	74	102	128	109	48	2404
Suicide attempt	6	10	1	7	29	8	6	5	12	6	9	8	25	2	362
Trauma (non Vehicular)	65	85	30	55	158	113	67	55	89	108	110	111	110	73	3128
Trauma (Vehicular)	441	538	43	274	691	469	250	313	434	460	616	784	648	290	15248
Unconscious	22	43	9	18	93	49	29	19	45	34	37	60	53	13	1420
Grand Total	1580	2316	518	1260	3393	2868	1358	1261	2212	2034	2139	3734	3437	1294	65969
Number of cases/ambulance	113	116	47	115	106	106	104	90	105	88	126	91	107	81	103
Number of cases/Ambulance/day	3.6	3.7	1.5	3.7	3.4	3.4	3.4	2.9	3.4	2.9	4.1	2.9	3.5	2.6	3.3

Annexure E: District Wise Emergency Cases Handled (Apr 2013 – Jan 2014)

EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	24	26	18	17	19	38	9	11	16	21	18	14	9	16	16	23
Accidental Poisoning	709	731	1360	1894	1297	749	909	1595	302	263	810	1365	1154	789	423	964	654	1155
Acute Abdomen	1305	2855	1532	3452	1552	697	1035	3481	422	680	956	1513	1708	925	923	1134	1404	1380
Allergic Reactions	18	20	17	28	13	6	20	20	4	8	5	17	56	8	14	4	24	13
Animal Attack	590	106	391	1377	584	466	320	878	159	296	308	678	840	454	226	751	450	574
Assault	702	1341	842	1547	831	737	763	990	736	508	514	1020	1101	628	431	1074	842	1137
Behavioral	5	3	1	2	4	1	0	4	2	1	2	2	3	0	0	1	0	2
Cardiac/Cardio Vascular	660	2332	1889	1864	1064	644	1201	2204	430	525	518	1362	1122	910	509	958	1051	1267
Diabetes	97	489	279	223	137	84	190	422	103	91	97	201	153	152	59	108	122	258
Disasters due to Natural elements	0	3	2	3	1	0	1	2	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	1	1	0
Epilepsy	232	2127	958	824	583	327	495	1496	239	247	368	629	473	499	199	402	290	678
Fevers / Infections	374	1267	588	1082	524	214	348	1189	495	280	599	418	894	309	425	489	449	612
Fire/Burns	101	396	192	316	111	177	173	592	74	65	108	325	242	106	49	154	161	206
Industrial	1	9	10	7	3	2	4	15	1	2	5	5	4	4	0	7	3	2
Neonatal(upto 1 month)	347	1663	408	616	1002	536	395	1126	221	293	502	887	264	505	285	315	371	687
Others	253	2076	775	825	435	336	535	1182	339	240	248	486	568	348	224	321	326	511
Paediatric(1-12years)	9	68	28	39	25	17	17	120	4	11	21	20	17	28	15	20	13	29
Pregnancy related	3514	4177	5168	8610	5658	4003	4273	10357	2050	2338	6214	6228	3156	3190	2158	5066	3508	6699
Respiratory	288	2296	1260	988	459	291	671	1590	302	268	276	694	638	570	290	403	377	787
Stroke/Cerebro Vascular Accidents	291	2073	1077	946	505	361	808	1307	302	345	268	647	634	618	273	446	477	756
Suicide attempt	97	326	149	224	78	55	112	228	19	33	83	105	117	78	34	70	70	139
Trauma (non Vehicular)	339	3647	1538	1231	638	693	1052	1978	665	389	422	1156	838	781	285	584	530	967
Trauma (Vehicular)	1730	9103	7348	6175	3502	4814	5840	10630	1991	1872	3719	6354	3364	3684	1457	3977	3153	5898
Unconscious	157	2496	1047	420	183	246	506	1028	185	139	166	503	249	277	162	248	256	450
Grand Total	11819	39610	26859	32694	19189	15458	19668	42435	9047	8895	16210	24618	17599	14864	8441	17497	14533	24207
Number of cases/ambulance	1055	1158	1101	1238	1078	894	1024	1108	983	831	1007	1150	989	1062	938	1114	886	1071
Number of cases/Ambulance/day	3.4	3.8	3.6	4.0	3.5	2.9	3.3	3.6	3.2	2.7	3.3	3.8	3.2	3.5	3.1	3.6	2.9	3.5

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	22	17	40	32	15	631
Accidental Poisoning	756	1160	223	975	1218	1516	965	653	843	1026	1061	1376	1930	588	31413
Acute Abdomen	1039	1874	445	987	2983	2497	1540	931	1630	1391	1467	2329	3064	927	50058
Allergic Reactions	11	15	2	9	29	25	15	6	13	11	16	20	20	2	489
Animal Attack	618	807	62	343	584	1167	539	300	786	499	335	821	1107	370	17786
Assault	771	1230	243	598	792	1012	801	651	1189	1150	760	1031	1118	536	27626
Behavioral	0	3	1	2	5	1	1	0	0	3	4	1	5	0	59
Cardiac/Cardio Vascular	820	1283	460	938	2220	1214	1000	668	1167	1258	1662	1768	1450	512	36930
Diabetes	99	137	61	155	365	249	119	116	190	220	268	376	299	86	6005
Disasters due to Natural elements	1	0	1	4	2	1	0	1	3	1	0	4	2	0	37
Environmentals	0	0	0	0	2	0	1	0	0	0	0	3	5	0	31
Epilepsy	314	565	161	324	1144	744	372	354	589	534	742	884	874	291	18958
Fevers / Infections	287	407	114	323	1025	836	622	356	727	1089	623	808	1146	570	19489
Fire/Burns	177	291	66	122	419	313	192	140	187	204	178	418	300	177	6732
Industrial	1	4	3	2	13	4	4	5	6	3	6	14	9	6	164
Neonatal(upto 1 month)	298	438	217	313	595	1004	227	441	577	446	425	1809	941	395	18549
Others	368	572	246	308	958	602	419	287	516	498	690	748	703	321	17264
Paediatric(1-12years)	19	31	10	18	64	44	15	15	27	23	21	56	29	22	895
Pregnancy related	3893	6024	1605	3365	9256	10832	3260	3531	6542	5358	4007	13390	11202	4826	173458
Respiratory	336	669	247	375	1505	859	536	426	658	862	821	1104	925	358	22129
Stroke/CerebroVascular Accidents	355	572	330	364	1203	706	505	428	724	705	815	924	900	383	21048
Suicide attempt	48	109	11	53	262	133	85	42	90	80	140	171	151	38	3430
Trauma (non Vehicular)	561	895	358	610	1501	978	664	556	939	960	998	1126	987	536	29402
Trauma (Vehicular)	3699	5007	578	2505	7133	4606	2605	3165	4899	4844	6267	6580	5810	3042	145351
Unconscious	201	361	135	211	943	444	198	238	426	346	456	589	517	210	13993
Grand Total	14672	22454	5579	12904	34221	29787	14685	13310	22728	21511	21762	36350	33494	14196	661296
Number of cases/ambulance	1048	1201	507	1163	1015	1095	1072	905	1125	1001	1280	906	1063	940	1048
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

Sl.No	District	Ambulance Count	During the month Jan 2014		Ambulance Count	Upto the month Apr' 13 - Jan'14	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	55673	9.10	11	563642	9.25
2	CHENNAI	33	82159	8.55	34	833792	8.26
3	COIMBATORE	23	99963	9.32	25	975721	9.22
4	CUDDALORE	26	148524	9.80	26	1514099	9.91
5	DHARMAPURI	18	123136	9.01	18	1163453	8.77
6	DINDIGUL	17	78253	8.47	17	763104	8.37
7	ERODE	19	85254	8.30	19	883878	8.53
8	KANCHEEPURAM	39	202632	9.37	38	2105849	9.39
9	KANYAKUMARI	10	29568	7.51	9	332608	7.57
10	KARUR	14	41819	8.60	11	462968	8.58
11	KRISHNAGIRI	16	96769	9.82	16	971696	8.45
12	MADURAI	21	90492	9.89	21	903169	10.01
13	NAGAPATTINAM	18	98282	8.51	18	1009495	8.81
14	NAMAKKAL	14	63416	8.59	14	655741	8.88
15	PERAMBALUR	9	43907	10.11	9	388020	10.29
16	PUDUKOTTAI	16	88095	10.14	16	829020	10.16
17	RAMANATHAPURAM	18	88199	10.61	16	924550	10.78
18	SALEM	24	116660	8.88	23	1155010	9.02
19	SIVAGANGAI	14	82700	9.38	14	773634	9.12
20	THANJAVUR	20	99200	8.77	19	949334	8.77
21	THE NILGIRIS	11	38898	6.44	11	390667	6.36
22	THENI	11	62396	10.63	11	609551	10.86
23	TIRUPUR	17	106124	10.03	17	1037734	10.09
24	THIRUVALLUR	32	165126	9.30	34	1694910	9.63
25	THIRUVANNAMALAI	27	171576	10.19	27	1719682	10.31
26	THIRUVARUR	13	77434	9.86	14	786184	10.03
27	THOOTHUKUDI	14	67139	8.66	15	692959	8.79
28	TIRUCHIRAPPALLI	21	93189	10.15	20	944113	9.98
29	TIRUNELVELI	23	118532	10.39	21	1247268	10.48
30	VELLORE	41	249274	9.04	40	2349622	9.16
31	VILLUPURAM	32	198923	8.54	32	1926333	8.69
32	VIRUDHUNAGAR	16	79494	10.27	15	821831	10.62
	TOTAL	638	3242806	9.28	631	32379637	9.29

Annexure G: Human Resources Details- Manpower count and Attrition Count (Jan'14)

S. No	Associate Classification	Head Count								
		During the month (New			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**	65	71	**136**
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	4	9	**13**	134	126	**260**	953	450	**1403**
5	EMT (Under Training)									
6	Pilot (Trained)	119	0	**119**	483	0	**483**	1550	0	**1550**
7	Pilot (Under Training)									
8	Operations Staff	0	0	**0**	6	0	**6**	57	0	**57**
9	Support Staff	6	0	**6**	30	9	**39**	73	27	**100**
	Total	**129**	**9**	**138**	**687**	**168**	**855**	**2698**	**548**	**3246**

Sl No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	1	0	**1**	32	38	**70**
2	EMT	10	7	**17**	116	99	**215**
3	Pilot	21	0	**21**	269	0	**269**
4	Operations Staff	4	0	**4**	15	0	**15**
5	Support Staff	3	2	**5**	28	14	**42**
	Total	**39**	**9**	**48**	**460**	**151**	**611**

Annexure H: District Wise Hospital MoU Details

The number of MoU's signed with private hospital in Jan 2014 is zero.

Total MoU's signed with private hospitals from 15th Sep '08 to 31st Jan 2014 =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	0:03:54	40%	00:04:07
2	Average Time taken from Base to Scene/Incident	0:16:53	41%	00:17:05
3	Average Time taken at the Scene / Incident Location	0:12:10	46%	00:11:23
4	Average Time taken from Scene to Hospital	0:34:50	44%	00:34:30
5	Average Time taken from Call to Hospital	1:08:15	42%	01:07:12

Jan 2014 - 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	4931	20.0	3384	1547	2052	5.0	1400	652
5- 10 min	5994	24.3	3806	2188	6493	15.7	3815	2678
10 - 15 min	2138	8.7	1367	771	7074	17.1	4368	2706
15 - 20 min	2127	8.6	1555	572	6647	16.1	4806	1841
20 - 25 min	2014	8.2	1591	423	5271	12.8	4111	1160
25 - 30 min	1837	7.4	1488	349	4077	9.9	3419	658
30 - 35 min	1546	6.3	1266	280	2894	7.0	2495	399
35 - 40 min	1233	5.0	996	237	2251	5.5	1983	268
40 - 45 min	878	3.6	723	155	1465	3.5	1299	166
45 - 50 min	618	2.5	502	116	1024	2.5	919	105
50 - 55 min	422	1.7	356	66	703	1.7	644	59
55 - 60 min	284	1.2	236	48	412	1.0	380	32
> 60 min	667	2.7	503	164	917	2.2	819	98
Total cases	**24689**	**100.0**	**17773**	**6916**	**41280**	**100.0**	**30458**	**10822**

Jan 2014 - 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	438	1.8	309	129	823	2.3	588	235
10 -20 min	147	0.6	57	90	1643	4.6	927	716
20 - 30 min	615	2.5	273	342	3612	10.2	2135	1477
30 - 40 min	1330	5.4	758	572	5052	14.2	3290	1762
40 - 50 min	2071	8.4	1432	639	5377	15.2	3992	1385
50 - 60 min	2593	10.5	2063	530	4949	14.0	3951	998
>60 min	17495	70.9	12881	4614	14011	39.5	12004	2007
Total cases	**24689**	**100.0**	**17773**	**6916**	**35467**	**100.0**	**26887**	**8580**

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

Annexure J: Interesting Emergency Case

Emergency case 1

<table>
<tr><td colspan="2" align="center">Case Details Format</td></tr>
<tr><td>Case ID</td><td>283444</td></tr>
<tr><td>Date</td><td>19.1.14</td></tr>
<tr><td>Assign Time</td><td>13:03 PM</td></tr>
<tr><td>Ambulance Location</td><td>Thiruvallur Local Town</td></tr>
<tr><td>District</td><td>Thiruvallur</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name of EMT</td><td>Ayyapan</td></tr>
<tr><td>ID Number</td><td>39512</td></tr>
<tr><td>Name of Pilot</td><td>Nagarajan</td></tr>
<tr><td>ID Number</td><td>59213</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Patient details</td><td></td></tr>
<tr><td>Age</td><td>30</td></tr>
<tr><td>Gender</td><td>Male</td></tr>
<tr><td>Name</td><td>Allaiya</td></tr>
<tr><td>Contact Number (Patient / informer)</td><td>9843634605</td></tr>
<tr><td>Emergency Type</td><td>Poison</td></tr>
<tr><td>Level of Consciousness</td><td>Responding to Verbal Stimuli</td></tr>
<tr><td>Case Details</td><td>Allaiya, 45 year old gentleman; stressed out in mind; advanced endangering own life by consuming organophosphate poison ensuring everybody is busy and nobody is noticing his actions at 01.00PM in afternoon. After some time he vomited once, then his kin realized that something is grossly wrong. Further investigation revealed that around 250 ml poison is consumed by the victim. Our 108 team EMT and Pilot immediately reached on scene. Upon arrival EMT Ayyapan found victim was unresponsive last 30 min. EMT assessed vitals on scene, which revealed pulse rate of 36 beats/min, irregular and thready, respiration down to 8 breaths/min, Blod pressure sinking to 140/70 mm of Hg, SpO2 70% and constricted pupils. EMT called ERC Physician Dr. Parthiban and followed his advise by starting infusion of Normal Saline 500 ml fast and 2 amp of Inj Atropine and repeat 1 amp of Inj Atropin every 5 min.EMT shifted patient in to the ambulance and inserted another IV cannula as earlier canula was displaced, cleared airway by suction and started high flow of oxygen using Non rebreather Mask.</td></tr>
<tr><td>Prehospital Care Provided</td><td>Enroute EMT reassessed vitals which exhibited marginal improvement, pulse 100 beats /min, irregular and thready, respiration 22 breaths /min, BP 140/80 mm of Hg, SpO2 72% . EMT again contacted Emergency Physician Dr. Parthiban and as per advice EMT administered Ringer's Lactate 1000 ml and 4 amp of Inj Atropin. Victim was shifted to Thiruvallur General Hospital.</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Additional Challenges</td><td>Altered Mental Status</td></tr>
<tr><td>Photographs**</td><td></td></tr>
</table>

Emergency Case – 2

<table>
<tr><td colspan="2" align="center">Case Details Format</td></tr>
<tr><td>Case ID</td><td>303696</td></tr>
<tr><td>Date</td><td>20.1.14</td></tr>
<tr><td>Assign Time</td><td>17:54</td></tr>
<tr><td>Ambulance Location</td><td>Perumbalai phc</td></tr>
<tr><td>District</td><td>Dharmapuri</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name of EMT</td><td>J.Ravikumar</td></tr>
<tr><td>ID Number</td><td>17991</td></tr>
<tr><td>Name of Pilot</td><td>R.senthilkumaran</td></tr>
<tr><td>ID Number</td><td>36660</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Patient details</td><td></td></tr>
<tr><td>Age</td><td>45</td></tr>
<tr><td>Gender</td><td>female</td></tr>
<tr><td>Name</td><td>Mrs.Madammmal</td></tr>
<tr><td>Contact Number (Patient / informer)</td><td>7373865775</td></tr>
<tr><td>Emergency Type</td><td>Chest Pain</td></tr>
<tr><td>Level of Consciousness</td><td>Alert</td></tr>
<tr><td>Case Details</td><td>EMT and Pilot of Perumbalai PHC location were dispatched to a call to Arkasanalli village where a 45-year-old woman Mrs. Madammal started developing excruciating chest pain, sporadic fluttering sensation in her chest with weakness; at her residence. EMT and Pilot rushed to the scene and while enroute, called the son of the patient for advising him not to move her anywhere till the ambulance reaches and to give her complete rest. The ambulance reached the spot speedily. When they reached the scene, EMT found that she was oriented and also presented with signs of having breathing difficulty, profuse sweating all over the body. She had history of Hypertension since 3 years and suffering from fever for last few days. EMT examined the vital signs where in the pulse rate was 122 beats per minute, Temperature – 100.4 degree F and Blood pressure of 170/80 mm of Hg.</td></tr>
<tr><td>Prehospital Care Provided</td><td>Promptly the victim was taken into 108 ambulance using collapsible stretcher by 108 team.EMT applied oxygen at 5 LPM, and as per advise of Emergency Physician Dr. Gopinath and he administered a sublingual 5mg Nitroglycerine tablet, 350mg Tablet Disprin, Inj. Paracetamol IM and secured an IV Access.After five minutes, the patient narrated reduction in intensity of squeezing chest pain. Blood pressure read as 166/74mmofHg. The patient and her relatives preferred to go to Dharmapuri Medical college and hospital nearby. Rest of the transport went uneventful.</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Additional Challenges</td><td></td></tr>
<tr><td>Photographs**</td><td></td></tr>
</table>

Patient receiving Pre hospital care inside the '108' ambulance.

Emergency Case – 3

<table>
<tr><td colspan="2" align="center">**Case Details Format**</td></tr>
<tr><td>Case ID</td><td>50977</td></tr>
<tr><td>Date</td><td>01-04-2014</td></tr>
<tr><td>Assign Time</td><td>11.08</td></tr>
<tr><td>Ambulance Location</td><td>Kulasekaram Poilce Station</td></tr>
<tr><td>District</td><td>Kanniyakumari District</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Name of EMT</td><td>Deepa</td></tr>
<tr><td>ID Number</td><td>39518</td></tr>
<tr><td>Name of Pilot</td><td>Kasupandiyan</td></tr>
<tr><td>ID Number</td><td>59823</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Patient details</td><td></td></tr>
<tr><td>Age</td><td>20</td></tr>
<tr><td>Gender</td><td>Female</td></tr>
<tr><td>Name</td><td>Shree Vidya</td></tr>
<tr><td>Contact Number (Patient / informer)</td><td></td></tr>
<tr><td>Emergency Type</td><td>Labour Pain</td></tr>
<tr><td>Level of Consciousness</td><td>Conscious</td></tr>
<tr><td>Case Details</td><td>It was day of trials for Shree vidhya who was suffering from labor pain. The 108 team of EMT Deepa and Pilot Kasupandian were dispatched to address the mother's call in distress. After reaching the scene EMT assessed the patient's vital signs which were normal. EMT and Pilot immediately shifted her into ambulance with Emergency Physician Dr. Babulal's approval. Positioning the patient onto her left side she then enroute secured intravenous access.The intensity and frequency of labor pain increased indicating that the birth would be imminent. Quickly progressing to the second stage of labor with crowning of baby's head saw in amniotic sac at the perineum. EMT asked the Pilot to stop the ambulance and prepared to assist delivery in ambulance.</td></tr>
<tr><td>Prehospital Care Provided</td><td>EMT asked the patient to pant. She then slipped the cord from neck then they delivered rest of body safely. EMT provided proper care to baby, who was weighing around 3 kg and provided warmth with the halogen lamp. After successful delivery initiated Normal Saline infusion, oxygen 2 lit/min and on the long way to hospital monitored the patient's vital parameters constantly. EMT assisted delivery of placenta enroute to the hospital.The mother and the newborn were shifted to Kulasekaram Government Hospital . Family members thanked 108 for the safe delivery and resuscitation efforts of 108 team.</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Additional Challenges</td><td>Cord around the neck</td></tr>
<tr><td>Photographs**</td><td></td></tr>
</table>

Annexure K – Important Events & Photographs

Event: Hon'ble Health Minister reviewed the performance of 104 Health Helpline on 3rd Jan 2014 which was inaugurated by Hon'b;e Chief Minister of TamilNadu Dr. J. Jayalalalitha to the people of Tamil Nadu on December 30, 2013.

Event: Pongal day celebrated carried out at GVK office on 13th Jan 2013. Around 150 people participated in the event

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 (Jan '14)

		AN - Cases Monthly Report						
		For the month of Jan 2014						
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	82	79	94	23	299	-	-	-
2	CHENNAI	6	48	40	51	356	1	-	1
3	COIMBATORE	93	111	216	52	536	-	-	-
4	CUDDALORE	118	261	223	111	729	1	-	1
5	DHARMAPURI	207	64	304	26	601	-	-	-
6	DINDIGUL	73	47	200	33	368	-	-	-
7	ERODE	99	30	155	35	380	-	-	-
8	KANCHEEPURAM	250	136	379	86	893	-	-	-
9	KANYAKUMARI	18	14	102	20	170	-	-	-
10	KARUR	46	44	78	15	195	-	-	-
11	KRISHNAGIRI	170	117	270	38	621	-	-	-
12	MADURAI	100	36	230	75	555	-	-	-
13	NAGAPATTINAM	23	112	82	36	274	-	-	-
14	NAMAKKAL	96	46	112	15	270	-	-	-
15	THE NILGIRIS	37	30	43	43	171	-	-	-
16	PERAMBALUR	42	45	95	10	188	-	-	-
17	PUDUKOTTAI	112	141	117	51	432	-	-	-
18	RAMANATHAPURAM	64	94	92	26	303	-	-	-
19	SALEM	158	69	289	35	575	-	-	-
20	SIVAGANGAI	59	82	118	40	341	-	1	1
21	THANJAVUR	110	184	156	57	547	-	-	-
22	THENI	11	39	166	63	284	-	-	-
23	THIRUVALLUR	131	171	359	95	792	-	-	-
24	THIRUVANNAMALAI	247	165	389	58	954	-	-	-
25	THIRUVARUR	21	77	85	48	221	-	-	-
26	THOOTHUKUDI	41	102	139	51	326	-	-	-
27	TIRUCHIRAPPALLI	168	115	220	61	553	-	-	-
28	TIRUNELVELI	40	69	248	76	444	-	-	-
29	TIRUPUR	86	103	175	27	384	-	-	-
30	VELLORE	218	121	545	228	1203	1	-	1
31	VILLUPURAM	304	143	463	122	1045	-	-	-
32	VIRUDHUNAGAR	88	69	162	67	390	-	-	-
	Total	**3318**	**2964**	**6346**	**1774**	**15400**	**3**	**1**	**4**

Annexure M: Neonatal ambulance cases (Jan'14)

S.No	District	Location	Referral Hospital		Destination Hospitals
			Neonatal Cases Admission -January'14		
			Hospitals name	No.of cases	
1	MADURAI	VALAYANKULAM PHC NEONATAL	ARUPUKOTTAI GH	2	MADURAI GRH
			BABA HOSPITAL, TIRUPATTUR	1	
			DINDIGUL GH	1	
			KARAIKUDI GH	1	
			KARIYAPATTI GH	1	
			MELUR GH	2	
			MESMER HOSPITAL, DINDIGUL	2	
			MUKKULAM.A PHC	1	
			NATTAM GH	1	
			NILAIYUR PHC	2	
			PALAYANUR GH	1	
			PARAMAKUDI GH	4	
			RAJAKOOR PHC	1	
			SIVAGANGA MCH	1	
			SIVAKASI GH	1	
			T.RAMANATHAPURAM GH	1	
			THANAKKANKULAM PHC	1	
			THIRUMANGALAM GH	3	
			THIRUPARANKUNDRAM PHC	2	
			USILAMPATTI GH	3	
			VALAYANKULAM PHC	1	
			VEERAGANUR PHC	1	
			VELLALAPATTI.A. PHC	1	
			KARUNGALAKUDI PHC	1	MELUR GH
			MALLANKINARU PHC	1	VIRUDHUNAGAR GH
			VALAYANKULAM PHC NEONATAL-TOTAL	**37**	
2	DHARMAPURI	DHARMAPURI MEDICAL COLLEGE	BANDAHALLI PHC	3	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			ERIYUR PHC	1	
			HANUMANTHAPURAM PHC	1	
			HARUR GH	10	
			HOSUR GH	1	
			INDUR PHC	5	
			JEKKASAMUDRAM PHC	1	
			KAMBAINALLUR PHC	1	
			KOTTAPATTI PHC	1	
			KRISHNAGIRI GH	1	
			NULAHALLI PHC	3	
			PAPPIREDDIPATTI GH	2	
			PENNAGARAM GH	1	
			PERIYAMPATTI PHC	1	
			PERUMBALAI PHC	1	
			PULIKARAI PHC	1	
			RAMIYENAHALLI PHC	3	
			SHOLAKOTTAI PHC	1	
			THOPPUR PHC	3	
			THURINJIPATTI PHC	1	
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	4	SALEM MEDICAL COLLEGE HOSPITAL
			HARUR GH	1	
			HOSUR GH	1	
			UTHANGARAI GH	1	
			BOOTHANATHAM PHC	1	HARUR GH
			SALEM MEDICAL COLLEGE HOSPITAL	1	ICH
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	1	
			PALACODE PHC	1	
			DHARMAPURI MEDICAL COLLEGE TOTAL	**53**	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	**No.of cases**	
3	CUDDALORE	CUDDALORE GH NEONATAL	CHIDAMBARAM GH	1	CUDDALORE GH
			KADAMPULIYUR PHC	1	
			MELKANU PHC	1	
			MUNDIAMBAKKAM MCH	1	
			NADUVEERAPATTU PHC	1	
			ORAIYUR PHC	1	
			PANRUTI GH	1	
			THIRTHANAKIRI GH	1	
			THONDAMANATHAM PHC	1	
			VEERAPERUMANALLUR PHC	1	
			VIRDHACHALAM GH	2	
			CUDDALORE GH, CUDDALORE	2	Not an emergency
			CUDDALORE GH NEONATAL TOTAL	**14**	
4	KANCHIPURAM	KANCHIPURAM - NEONATAL	ADI ANNAMALAI PHC	1	ICH
			CHENGALPET MCH	8	
			KANCHIPURAM GH	8	
			SRIPERUMBUDUR GH	1	
			ACHARAPAKKAM PHC	1	
			NANDHIVARAM PHC	1	
			THIRUPPUKUZHI PHC	1	
			WALAJABAD PHC	1	
			SADRAS PHC	1	
			SALEM MEDICAL COLLEGE HOSPITAL	1	
			SINGAPERUMAL KOIL PHC	1	
			TIRUPATTUR GH	1	
			TIRUVANNAMALAI GH	8	
			VELLORE MCH (ADUKKAMPARAI)	1	
			CHINNA EZHACHERI PHC	1	KANCHIPURAM GH
			THIRUPPUKUZHI PHC	2	
			MADURANTAKAM GH	1	CHENGALPET MCH
			PADALAM PHC	1	
			PANRUTI PHC	1	
			WALAJABAD PHC	1	
			THELLAR PHC	1	
			CHENGALPET MCH	2	Not an emergency
			KANCHIPURAM - NEONATAL - TOTAL	**45**	
5	CHENNAI	ICH	ADYAR CHC	1	ICH
			AMIRTHAPURAM PHC	2	
			ARAKONAM GH	2	
			CHEYYAR GH	1	
			MMC	1	
			KILPAUK MCH	1	
			RSRM	2	
			IOG EGMORE	3	
			AYANAVARAM CHC	2	
			KODAMBAKKAM CHC	3	
			SHENOY NAGAR PHC	1	
			J.S. PULIYANTHOPE	1	
			KANCHIPURAM GH	2	
			KATTUR PHC	1	
			KAVARAPETTAI PHC	1	
			CHENGALPET MCH	2	
			KUNDRATHUR PHC	2	
			MEDAVAKKAM PHC	1	
			SOMANGALAM PHC	1	
			KUNDRATHUR PHC	1	
			PADIYANALLUR PHC	1	
			PERUMAL PATTU PHC	1	
			PONNERI GH	1	
			PULIYANTHOPE CHC	5	
			SADRAS PHC	2	
			SEMMANCHERY PHC	1	
			THIRUPATHUR GH	1	
			THIRUVANNAMALAI GH	3	
			TIRUPATTUR GH	1	
			THIRUVALLUR GH	3	
			KADAMBATTUR PHC	1	
			MINJUR PHC	2	
			VILLUPURAM GH	1	
			WCF PVT. CLINIC	1	
			PADI URBAN HEALTH CENTRE	1	KMCH
			KATTUR PHC	1	IOG EGMORE
			KANCHIPURAM GH	1	
			PADI URBAN HEALTH CENTRE	1	
			ICH	8	MMC
			RSRM	1	STANLEY GH
			AMIRTHAPURAM PHC	1	Not an emergency
			POZHICHALLUR PHC	1	
			AMMA PRIVATE HOSPITAL	1	
			ARAKONAM GH	1	
			ICH TOTAL	**72**	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	**No.of cases**	
			ADI ANNAMALAI PHC	1	
			ADYAR CHC	1	
			ANAKKAPUTHUR PHC	1	
			ANTHONY PVT HOSP	1	
			CHEYYAR GH	1	
			GOSHA	3	
			RSRM	2	
			KODAMBAKKAM CHC	1	
			THORAIPAKKAM PHC	1	
			KATTUR PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	1	
			TAMBARAM GH	4	ICH
			MEDAVAKKAM PHC	2	
			MINJUR PHC	1	
6	CHENNAI	TRIPLICANE- NEO II	MUDUR PHC	1	
			RAGAVI PVT HOSPITAL	1	
			SAIDAPET CHC	1	
			SEMMANCHERY PHC	1	
			TIRUVANNAMALAI GH	1	
			THIRUVALLUR GH	3	
			GUMMIDIPOONDI GH	1	
			NARAVARIKUPPAM PHC	1	
			PORUR PHC	1	
			THIRUNINDRAVUR PHC	1	
			STEDFORD HOSPITAL	2	
			VELLORE MCH (ADUKKAMPARAI)	1	
			ICH	1	KILPAUK MCH
			MIRSAHIB PET CHC	1	GOSHA
			SOLAIAPPAN PHC	1	STANLEY MCH
			ICH	1	SAIDAPET CHC
			THIRUVALLUR GH	2	Not an emergency
			TRIPLICANE- NEO II- TOTAL	**43**	
			ALANGAYAM PHC	1	
			AMBUR GH	1	
			ANDIAPPANUR PHC	9	
			JOLARPETTAI PHC	1	
			KADIRAMPATTU PHC	2	
			KAJALNAICKENPATTI PHC	5	
			KAKANAMPALAYAM PHC	2	
			KATHALAMBATTU PHC	1	TIRUPATTUR GH
			KUNICHI PHC	2	
			MELSANARKUPPAM PHC	3	
			NATRAMPALLI PHC	3	
7	VELLORE	NEO NATAL CIFT- TIRUPATHUR GH	NIMMIAMPETTI PHC	1	
			PUDUPETTAI PHC _ VELLORE	13	
			PUDURNADU PHC	3	
			VANIYAMPADI GH	2	
			VELLAKALNATHAM PHC	2	
			AMBUR GH	1	
			TIRUPATTUR GH	2	VELLORE MCH (ADUKKAMPARAI)
			VANIYAMPADI GH	2	
			KAPPALVADI PHC	1	KRISHNAGIRI GH
			NIMMIYAMBATT PHC	1	Not an emergency
			NEO NATAL CIFT- TIRUPATHUR GH - TOTAL	**58**	
			ALAPATTI PHC	2	
			BELARAPALLI PHC	1	
			CHINTHAGAMPALLI PHC	1	
			GURUBARAHALLI PHC	1	
			JAGADEVI PHC	1	KRISHNAGIRI GH
			KAVERIPATTINAM PHC	3	
			MEKALACHINNAMPALLI PHC	2	
			PERUGOPANAPALLI PHC	2	
8	KRISHNAGIRI	KRISHNAGIRI GH -NEO	RAYAKOTTAI PHC	2	
			SINGARAPETTAI PHC	1	
			SINTHAGAMPALLI PHC	2	
			UTHANGARAI GH	1	SALEM MEDICAL COLLEGE HOSPITAL
			HOSUR GH	1	VANIVILAS GOVT.HOSPITAL BANGALORE
			G M PRIVATE HOSPITAL, POCHAMPALLI	1	Not an emergency
			KRISHNAGIRI GH- Neonatal ambulance total	**21**	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
9	PUDUKOTTAI	RANI'S GH NEONATAL	KOTTAIPATTINAM PHC	1	PUDUKOTTAI GH,
			RANIS MATERNITY GH	3	RAJA MIRASDAR GH, THANJAVUR
			ALANGUDI GH	2	RANIS MATERNITY GH
			ARANTHANGI GH	7	
			MALAIYUR PHC	2	
			THIRUMALAIRAYAPURAM PHC	1	
			VALAYAPATTI GH	1	MADURAI GRH
			ANDAKULAM PHC	1	Not an emergency
			MERPANNAIKADU PHC	1	
			RANI'S GH NEONATAL total	**19**	
10	VIRUDHUNAGAR	VIRUDHUNAGAR GH NEONATAL	CHOCKNATHANPUDUR PHC	1	VIRUDHUNAGAR GH, VIRUDHUNAGAR
			KALKURICHI PHC	1	
			ARUPUKOTTAI GH	2	MADURAI GRH
			RAJAPALAYAM GH	2	
			SATTUR GH	3	
			SRIVILLIPUTUR GH	1	
			THIRUMANGALAM GH	2	
			VIRUDHUNAGAR GH	2	
			SURANKUDI PHC	1	KOVILPATTI GH
			VIRUDHUNAGAR GH NEONATAL-TOTAL	**15**	
11	TUTICORIN	THOOTHUKUDI GH NEONATAL	BETMANAGARAM PHC	1	TUTICORIN MEDICAL COLLEGE AND HOSPITAL
			ERAL PHC	1	
			KATCHAIDALAVAIPURAM PHC	1	
			KEELA ERAL PHC	1	
			KOVILPATTI GH	1	
			MUDIVAITHANANDAL PHC	1	
			PETMANAGARAM PHC	1	
			PUDUKOTTAI PHC	1	
			SEBATHAYAPURAM PHC	1	
			SIVAKALAI PHC	1	
			TIRUCHENDUR GH	1	
			KOVILPATTI GH	5	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			THOOTHUKUDI MEDICAL COLLEGE HOSPITAL	2	
			KULASEKARANPATTINAM PHC	1	TIRUCHENDUR GH
			TUTICORIN NEONATAL AMBULANCE-TOTAL	**19**	
12	T.V.MALAI	THIRUVANNAMALAI GH NEONATAL	ADI ANNAMALAI PHC	1	TIRUVANNAMALAI GH
			ANANANTHAL PHC	1	
			NORTHAMPOONDI PHC	1	
			PAVITHRAM PHC	1	
			PERIYAKULAM PHC	1	
			THURINJAPURAM PHC	1	
			TIRUVANNAMALAI GH	1	VELLORE MCH (ADUKKAMPARAI)
			ADI ANNAMALAI PHC	1	Not an emergency
			THIRUVANNAMALAI GH NEONATAL-TOTAL	**8**	
13	VELLORE	WALLAJAH GH NEONATAL	AMMUR PHC	3	VELLORE MCH (ADUKKAMPARAI)
			ARCOT GH	1	
			BANAVARAM PHC	3	
			MELPADI PHC	1	
			SHOLINGUR GH	1	
			SUMAITHANGI PHC	1	
			THIMIRI PHC	1	
			THIRUVALAM PHC	1	
			WALLAJAPET GH	2	
			ARCOT GH	1	WALLAJAPET GH
			KARADIKUPPAM PHC	1	
			LALAPET PHC	2	
			PUDUPADI PHC	1	
			MELPADI PHC	1	SHOLINGUR GH
			ARCOT GH	1	Not an emergency
			ALLUMELLURANGAPURAM PHC	1	
			WALLAJAH GH NEONATAL- TOTAL	**22**	
14	THIRUNELVELI	TIRUNELVELI MEDICAL COLLEGE HOSPITAL NEONATAL	ALANGULAM PHC	1	TIRUNELVELI MEDICAL COLLEGE HOSPITAL
			KALLIDAIKURICHI PHC	1	
			KALLUR PHC	1	
			KARUNGULAM PHC	1	
			MUKKUDAL PHC	1	
			REDIYYARPATTI PHC	1	
			SATHANKULAM GH	1	
			TENKASI GH	2	
			VALLANADU PHC	1	
			VEERANAM PHC	1	
			SRIVAIKUNDAM GH	1	
			KRISHNA HOSPITAL	1	RAJA HOSPITAL
			KANVAIKONDAN PHC	1	Not an emergency
			TIRUNELVELI MEDICAL COLLEGE HOSPITAL NEONATAL-TOTAL	**14**	
15	THANJAVUR	RMH NEONATAL	KUMBAKONAM GH	1	THANJAVUR MEDICAL COLLEGE HOSPITAL
			THIRUMANOR PHC	1	RAJA MIRASDAR GH
			BUDALUR PHC	1	
			ALAKUDI PHC	1	
			THIRUKATTUPALLI GH	1	
			THIRUMANOR PHC	1	
			RMH NEONATAL- TOTAL	**6**	
16	RAMNAD	RAMESWARAM GH			Newly Launched. Yet to take cases
17	CHENNAI	RSRM			Ambulance Downtime
18	TIRUCHIRAPALLI	TIRUCHIRAPALLI NEONATAL AMBULANCE			Yet to take case. Launched Recently
			Total Neonatal cases admitted in Hospital	**446**	

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