

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

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

**Month: July      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 : July 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month - Jun'13		During the Month - July'13		Up to the Month - (Apr'13 - July'13)	
		Performance	%	Performance	%	Performance	%
<b>1</b>	<b>Sense - Activities of the Emergency Response Center</b>						
<b>1.1</b>	<b>Details of the Calls</b>						
1.1.1	Number of Calls Landed	525022	100.00%	474941	100.00%	2345916	100.00%
1.1.2	Number of Unattended Calls (UAC)	6259	1.19%	4705	0.99%	27545	1.17%
1.1.3	<b>Number of calls answered</b>	<b>518763</b>	<b>98.81%</b>	<b>470236</b>	<b>99.01%</b>	<b>2318370</b>	<b>98.83%</b>
<b>1.2</b>	<b>Types of Calls</b>						
1.2.1	Emergency Calls	91967	17.73%	92294	19.63%	379011	16.35%
1.2.2	Non Emergency Calls	81881	15.78%	82467	17.54%	335369	14.47%
1.2.3	Ineffective Calls *	344915	66.49%	295475	62.84%	1603990	69.19%
1.2.4	<b>Total Number of Calls (Ref.1.1.3)</b>	<b>518763</b>	<b>100.00%</b>	<b>470236</b>	<b>100.00%</b>	<b>2318370</b>	<b>100.00%</b>
<b>1.3</b>	<b>Classification of Emergency Calls</b>						
1.3.1	Number of Medical Emergency Calls	89122	96.91%	89869	97.37%	367074	96.85%
1.3.2	Number Police Emergency Calls	1288	1.40%	1157	1.25%	5358	1.41%
1.3.3	Number fire Emergency Calls	1557	1.69%	1268	1.37%	6579	1.74%
1.3.4	<b>Total Emergency Calls (Ref. 1.2.1)</b>	<b>91967</b>	<b>100.00%</b>	<b>92294</b>	<b>100.00%</b>	<b>379011</b>	<b>100.00%</b>
<b>1.4</b>	<b>Classification of Medical Emergency Calls</b>						
1.4.1	Number of Medical Emergency calls	68525	76.89%	68779	76.53%	283963	77.36%
1.4.2	Number of repeated Emergency calls	20597	23.11%	21090	23.47%	83111	22.64%
1.4.3	<b>Total Medical Emergency Calls (Ref. 1.3.1)</b>	<b>89122</b>	<b>100.00%</b>	<b>89869</b>	<b>100.00%</b>	<b>367074</b>	<b>100.00%</b>
<b>1.5</b>	<b>Call Handling Data</b>						
1.5.1	Percentage of calls attended within 1 <sup>st</sup> Ring	NA	93.00%	NA	94.00%	NA	92.00%
1.5.2	Percentage of calls attended within 2 <sup>nd</sup> Ring	NA	3.00%	NA	2.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 <sup>rd</sup> Ring	NA	4.00%	NA	4.00%	NA	5.00%
<b>2</b>	<b>Reach - Ambulance Service utilized</b>						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	68525	NA	68779	NA	283963	NA
2.2	Total Number of Ambulance Trips	66951	NA	67902	NA	275727	NA
2.3	Number of Ambulance Services utilized	62673	91.46%	64294	93.48%	258524	91.04%
2.4	Number of Ambulance Services not utilized	4278	6.24%	3608	5.25%	17203	6.06%
2.5	Number of Ambulance Services busy **	1574	2.30%	877	1.28%	8236	2.90%
2.6	Number of Trips per ambulance	106.44	NA	107.95	NA	438.36	NA
2.7	<i>Number of Trips per ambulance/day</i>	<i>3.55</i>	<i>NA</i>	<i>3.48</i>	<i>NA</i>	<i>3.59</i>	<i>NA</i>
<b>3</b>	<b>Care</b>						
3.1	Total number of cases transported (Ref. 2.3)	62673	NA	64294	NA	258524	NA
3.2	Total number cases transported per ambulances	99.64	NA	102.22	NA	411.01	NA
3.3	<i>Total number cases transported per ambulances per day</i>	<i>3.32</i>	<i>NA</i>	<i>3.30</i>	<i>NA</i>	<i>3.37</i>	<i>NA</i>

**Note:** Total Lives Saved from 15<sup>th</sup> Sep 2008 to 31<sup>st</sup> July 2013 = 98,285

SL. No.	Details	Prev Month - Jun'13		During the Month - July'13		Up to the Month - (Apr'13 - July'13)	
		Performance	%	Performance	%	Performance	%
<b>4</b>	<b>Types of Emergencies handled</b>						
4.1	Accidental Poisoning	3105	4.95%	3292	5.12%	13027	5.04%
4.2	Acute Abdomen	5205	8.31%	5607	8.72%	19301	7.47%
4.3	Allergic Reactions	25	0.04%	67	0.10%	176	0.07%
4.4	Animal Attack	1360	2.17%	1502	2.34%	6298	2.44%
4.5	Assault	2805	4.48%	2751	4.28%	12358	4.78%
4.6	Behavioral	11	0.02%	8	0.01%	25	0.01%
4.7	Cardiac/Cardio Vascular	3314	5.29%	3577	5.56%	13734	5.31%
4.8	Diabetes	520	0.83%	581	0.90%	2123	0.82%
4.9	Disasters due to Natural elements	4	0.01%	3	0.00%	14	0.01%
4.10	Epilepsy	1729	2.76%	1926	3.00%	6799	2.63%
4.11	Fevers / Infections	1281	2.04%	1477	2.30%	5893	2.28%
4.12	Fire/Burns	683	1.09%	684	1.06%	2761	1.07%
4.13	Hazmat (Hazardous Material)	2	0.00%	4	0.01%	6	0.00%
4.14	Industrial	16	0.03%	23	0.04%	72	0.03%
4.15	Neonatal(upto 1 month)	1779	2.84%	1860	2.89%	7493	2.90%
4.16	Paediatric(1-12years)	117	0.19%	79	0.12%	359	0.14%
4.17	Pregnancy related	15670	25.00%	16249	25.27%	65039	25.16%
4.18	Respiratory	1705	2.72%	1913	2.98%	7586	2.93%
4.19	Road Traffic Accident - Trauma	15165	24.20%	14407	22.41%	60352	23.34%
4.20	Stroke/Cerebro Vascular Accidents	2025	3.23%	2184	3.40%	7261	2.81%
4.21	Suicide attempt	387	0.62%	334	0.52%	1439	0.56%
4.22	Trauma	2956	4.72%	2876	4.47%	11685	4.52%
4.23	Unconscious	1295	2.07%	1324	2.06%	5379	2.08%
4.24	Others	1514	2.42%	1566	2.44%	9344	3.61%
	<b>Total Medical Emergencies (1.4.1/2.3)</b>	<b>62673</b>	<b>100.00%</b>	<b>64294</b>	<b>100.00%</b>	<b>258524</b>	<b>100.00%</b>
<b>5</b>	<b>AN Mother and Neonatal – Emergencies Care</b>						
<b>5.1</b>	<b>Inter Facility Transfer of AN Mothers</b>						
5.1.1	Number of cases lifted thro' ERC to Hospital	6850	43.71%	7100	43.69%	28822	44.31%
5.1.2	Number of cases lifted from Hospital	8820	56.29%	9149	56.31%	36217	55.69%
5.1.3	Number of cases re-referred by Hospital to Higher Level	8	0.05%	5	0.03%	20	0.03%
5.1.4	Number of cases re-referred by referred institutions	1	0.01%	3	0.02%	8	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	9	0.06%	8	0.05%	28	0.04%
5.1.6	Total Number of AN Cases	15670	100.00%	16249	100.00%	65039	100.00%
<b>5.2</b>	<b>IFT others</b>	12983	59.55%	13711	59.98%	53067	59.44%
5.2.1	Neonatal (upto 1 month)	1544	7.08%	1638	7.17%	6578	7.37%
5.2.2	Road Traffic Accident - Trauma	2784	12.77%	2707	11.84%	10787	12.08%
5.2.3	Accidental Poisoning	1282	5.88%	1372	6.00%	5266	5.90%
5.2.4	Cardiac/Cardio Vascular	1041	4.77%	1188	5.20%	4305	4.82%
5.2.5	Others	6332	29.04%	6806	29.77%	26131	29.27%
5.2.6	Total number of IFTs (5.1.2+5.2)	<b>21803</b>	<b>100.00%</b>	<b>22860</b>	<b>100.00%</b>	<b>89284</b>	<b>100.00%</b>
<b>5.3</b>	<b>AN Mother/Infant Mother - Follow-Up Data</b>						
5.3.1	Number of Maternal Mortality at Hospital	9	0.06%	10	0.06%	37	0.06%
5.3.2	Number of Infant Mortality at Hospital	12	0.07%	15	0.08%	45	0.06%
<b>5.4</b>	<b>Neo-natal transport Data</b>						
5.4.1	Neonatal cases transported in Neo-natal ambulances	394	22.15%	418	22.47%	1617	21.58%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1779	100.00%	1860	100.00%	7493	100.00%
<b>6</b>	<b>Availed Tribal case count</b>						
6.1	Total number of cases taken from Tribal areas	1362	NA	1423	NA	5596	NA
<b>7</b>	<b>Critical Life Saved</b>						
7.1	Total Number of Lives Saved***	2843	NA	2144	NA	9904	NA
<b>8</b>	<b>Death En-route Case Details</b>						
8.1	Total number of cases where victims "Vitals were not recordable"	40	NA	61	NA	233	NA

## Financial Performance

10	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
10.1	108 Call center Salary Expenditure	22.38	89.52	31.60	70.99	-	(9.22)	18.53		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 arrears payment
10.2	Ambulance Personnel Cost	375.13	1,500.51	577.34	1,145.77	-	(202.21)	354.74		The excess is due to the payment of arrears to the associates
10.3	Care Personnel Cost	9.57	38.30	2.17	6.82	7.40	-	31.48	-	
10.4	Fuel Cost	151.80	607.20	188.35	733.26	-	(36.55)	-	(126.06)	The excess is due to the more distance travelled by the ambulance per trip against the envisaged Kms per trip
10.5	Repairs and Maintenance	23.63	94.52	86.48	154.76	-	(62.85)	-	(60.24)	The excess is due to the settlement of bills pretains to preceeding months
10.6	Medical Consumables	16.01	64.03	34.58	44.29	-	(18.57)	19.74		The excess is due to the settlement of bills pretains to preceeding months
10.7	Ambulance Mobile Telephone Expenditure	2.84	11.36	3.18	9.62	-	(0.34)	1.74		The excess is due to the settlement of bills pretains to preceeding months
10.8	Replacement of Tyres	21.00	84.00	39.74	71.02	-	(18.74)	12.98		The excess is due to the settlement of bills pretains to preceeding months
10.9	Refurbishment of Ambulances	5.57	22.28	0.87	5.98	4.70	-	16.30	-	
10.1	Uniform	1.50	6.00	5.41	8.27	-	(3.91)	-	(2.27)	The excess is due to the settlement of bills pretains to preceeding month
10.11	Vehicle Insurance	2.42	9.68	6.27	19.62	-	(3.85)	-	(9.94)	The excess is due to the more number of vehicles insured which were due for renewal of insurance
10.12	Training Cost	23.28	93.11	5.97	12.53	17.31	-	80.59	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	2.00	8.00	-	0.39	2.00	-	7.61	-	
10.15	Other Salaries- Support Staff	37.25	148.98	68.00	145.52	-	(30.75)	3.46		The excess is due to the payment of arrears to the associates
10.16	Marketing Expenditure	10.67	42.66	2.95	23.51	7.72	-	19.15	-	
10.17	Travelling Cost	14.36	57.43	9.73	27.13	4.62	-	30.30	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	30.06	120.24	54.93	116.75	-	(24.87)	3.49	-	The excess is due to the settlement of bills pertaining to preceeding months
	<b>Sub Total</b>	<b>749.46</b>	<b>2,997.83</b>	<b>1,117.56</b>	<b>2,596.24</b>	<b>43.76</b>	<b>(411.86)</b>	<b>600.09</b>	<b>(198.50)</b>	

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	<b>Non Recurrent Cost</b>									
1	Sense - Call Center Equipment ( Budget 2011-12)	14.60	14.60	1.01	10.70	13.59	-	3.90	-	
2	Reach - Ambulance Modifications ( Budget 2012-13)	13.37	13.37	6.01	21.04	7.36	-	-	(7.67)	
3	Infrastructure - Emergency Response Center (Budget 2011-12)	134.38	134.38	-	11.17	134.38	-	123.21	-	
	<b>Sub Total</b>	<b>162.35</b>	<b>162.35</b>	<b>7.02</b>	<b>42.91</b>	<b>155.33</b>	<b>-</b>	<b>127.11</b>	<b>(7.67)</b>	
	<b>Grand Total</b>	<b>911.81</b>	<b>3,160.19</b>	<b>1,124.58</b>	<b>2,639.15</b>	<b>199.09</b>	<b>(411.86)</b>	<b>727.20</b>	<b>(206.17)</b>	

**Note:** Budgeted during month : 911.81 No. of line items under utilized during month 9  
 Budget released during month : 1,000.00 No. of line items over utilized during month 11

Expenditure during month : 1,124.58  
**Savings during month : (212.77)**

**Note:** Budgeted upto month : 3,160.19 No. of line items under utilized upto month 15  
 Budget released upto month : 2,600.00 No. of line items over utilized upto month 5  
 Expenditure upto month : 2,639.15  
**Savings upto month : 521.03**

## Annexure A – Ambulance Details

S No	Ambulance Distribution Data	Phase I Ambulance Count and GH Vehicles (Force Motors)	Phase II Ambulance Count and GH Vehicles(Swaraj Mazda & Eicher)	Total
1	Number of Ambulances Supplied	426	203	629
2	Number of Ambulances modified	426	203	629
3	Number of Ambulances Launched during the month	0	0	0
4	Number of ambulances handed over to IRCS	0	0	0
5	Number of Ambulance on road for the month	397	191	588
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Chennai 1-Dharmapuri 8-Kancheepuram 1-Madurai 1-Perambalur 2-Ramanathapuram 1-Salem 3-Thiruvallur 3-Thiruvanamalai 1-Thoothukudi 1-Tiruchirapalli 1-Tirupur 3- Vellore 2-Villupuram	2-Nagapattinam 2- Dindigul 1-Thiruvanamalai 1-Coimbatore 3-Villupuram 2-Vellore 1-The Nilgris	41
	A)Down due to Condemnation	11		11
	B)Down due to Refurbishment /Accident	12		12
	C)Down due to Manpower shortage	18		18
7	Spare ambulances used in Districts	1-Ariyalur 2-Coimbatore 1-Cuddalore 1-Chennai 1-Dharmapuri 1-Dindigul 2-Kancheepuram 1-Karur 2-Madurai 1-Nagapattinam 1-Perambalur 2-Pudukkottai 1-Ramanathapuram 1-Sivagangai 1-Thanjavur 1-Theni 3-Thiruvallur 1-Thiruvarur 3-Thoothukudi 2-Tiruchirapalli 2-Tirunelveli 1-Tirupur 1-Vellore 1-Virudhunagar	1-Dharmapuri 2-Dindigul 2-Erode 1-Kanyakumari 2-Krishnagiri 1-Nagapattinam 1-Namakkal 1-Salem 1-Sivagangai 2-Thanjavur 1-The Nilgris 2-Thiruvallur 1-Vellore	52

# Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	31+ 3 Neonatal ambulances
COIMBATORE	24
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	18
ERODE	19
KANCHEEPURAM	37 + 2 NN
KANYAKUMARI	9
KARUR	9
KRISHNAGIRI	16
MADURAI	21 + 1 NN
NAGAPATTINAM	17
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	15
RAMANATHAPURAM	17
SALEM	23
SIVAGANGAI	14
THANJAVUR	18
THE NILGIRIS	11
THENI	11
THIRUVALLUR	35
THIRUVANAMALAI	27
THIRUVARUR	14
THOOTHUKUDI	16
TIRUCHIRAPALLI	20
TIRUNELVELI	20
TIRUPUR	17
VELLORE	41 + 1 NN
VILLUPURAM	30
VIRUDHUNAGAR	14
<b>Grand Total</b>	<b>629</b>



# Annexure C: District Wise Trip Details

1st - 31st July 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	2353	4.46	109414	208	46
CUDDALORE	26	3446	4.28	150455	187	44
THANJAVUR	18	2232	4.00	89063	160	40
CHENNAI	34	4112	3.90	76952	73	19
COIMBATORE	24	2899	3.90	96989	130	33
THENI	11	1299	3.81	57884	170	45
VILLUPURAM	30	3500	3.76	188736	203	54
TIRUNELVELI	20	2298	3.71	121500	196	53
KANCHEEPURAM	39	4470	3.70	214066	177	48
MADURAI	22	2521	3.70	86370	127	34
KANYAKUMARI	9	1021	3.66	36642	131	36
TIRUCHIRAPALLI	20	2227	3.59	89475	144	40
PUDUKKOTAI	15	1667	3.58	74696	161	45
SALEM	23	2548	3.57	109520	154	43
THIRUVARUR	14	1541	3.55	78488	181	51
ERODE	19	2060	3.50	93297	158	45
THIRUVANNAMALAI	27	2923	3.49	154563	185	53
KRISHNAGIRI	16	1731	3.49	93648	189	54
DHARMAPURI	18	1935	3.47	110083	197	57
NAMAKKAL	14	1498	3.45	62917	145	42
NAGAPATTINAM	17	1801	3.42	95176	181	53
SIVAGANGAI	14	1462	3.37	74627	172	51
ARIYALUR	11	1147	3.36	51208	150	45
VIRUDHUNAGAR	14	1447	3.33	82238	189	57
THIRUVALLUR	35	3558	3.28	164961	152	46
KARUR	9	903	3.24	45255	162	50
PERAMBALUR	9	822	2.95	35953	129	44
THOOTHUKUDI	16	1383	2.79	62966	127	46
VELLORE	42	3561	2.74	217487	167	61
DINDIGUL	18	1504	2.70	68624	123	46
RAMANATHAPURAM	17	1412	2.68	84532	160	60
THE NILGRIS	11	621	1.82	38952	114	63
<b>TOTAL</b>	<b>629</b>	<b>67902</b>	<b>3.48</b>	<b>3116737</b>	<b>160</b>	<b>46</b>

1st Apr- 31st July 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	9177	4.42	414904	200	45
THANJAVUR	18	9373	4.21	365774	164	39
CUDDALORE	27	13769	4.18	600324	182	44
MADURAI	22	10548	4.02	365155	139	35
THENI	11	5453	3.97	233373	170	43
TIRUCHIRAPALLI	20	9487	3.89	371864	152	39
KANCHEEPURAM	38	17795	3.86	813907	177	46
PUDUKKOTAI	15	7003	3.83	305913	167	44
CHENNAI	35	16332	3.80	302653	70	19
TIRUNELVELI	21	9559	3.78	515201	204	54
SALEM	22	10228	3.77	436162	161	43
THIRUVANNAMALAI	27	12038	3.65	643741	195	53
DHARMAPURI	18	7790	3.65	446272	209	57
COIMBATORE	25	11173	3.63	384097	125	34
NAMAKKAL	14	6153	3.60	253769	149	41
THIRUVARUR	15	6289	3.56	318210	180	51
VILLUPURAM	31	13532	3.55	723365	190	53
ARIYALUR	12	4948	3.53	229511	164	46
KARUR	9	3862	3.52	183575	167	48
ERODE	19	8041	3.47	343417	148	43
KRISHNAGIRI	16	6634	3.45	363980	189	55
SIVAGANGAI	14	5896	3.45	291924	171	50
KANYAKUMARI	9	3860	3.42	135002	120	35
THIRUVALLUR	35	14496	3.42	667185	157	46
NAGAPATTINAM	18	7334	3.39	389392	180	53
VIRUDHUNAGAR	15	6071	3.37	322164	179	53
VELLORE	39	14921	3.14	880986	185	59
PERAMBALUR	9	3416	3.11	149280	136	44
DINDIGUL	17	6446	3.11	295540	142	46
THOOTHUKUDI	15	5641	3.08	273462	149	48
RAMANATHAPURAM	17	5995	2.93	355943	174	59
THE NILGRIS	11	2467	1.84	161932	121	66
<b>TOTAL</b>	<b>629</b>	<b>275727</b>	<b>3.59</b>	<b>12537977</b>	<b>163</b>	<b>45</b>

**Annexure D – Hospital Case Admission Details**

<b>S No</b>	<b>Hospital Case Admission Details</b>	<b>During the month – July'13</b>		<b>Upto the month (April'13 – July'13)</b>	
		<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
1	Number of cases admitted in Government Hospitals	55,652	86.56%	2,22,351	86.01%
2	Number of cases admitted in Private Hospitals	3,447	5.36%	14,013	5.42%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,195	8.08%	22,160	8.57%
<b>TOTAL</b>		64,294	<b>100.00</b>	2,58,524	100.00%

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

July'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	24	26	18	18	19	39	9	9	16	22	17	14	9	15	17	23
Accidental Poisoning	75	78	113	256	115	56	96	159	20	27	67	171	128	98	37	75	68	123
Acute Abdomen	128	308	175	390	142	71	130	385	57	56	111	174	178	110	123	123	157	176
Allergic Reactions	3	7	2	3	2	1	7	2	1		2	2	3			2		2
Animal Attack	47	10	38	106	54	30	27	85	12	26	26	57	82	32	13	47	25	62
Assault	65	133	79	136	81	61	71	95	68	51	45	119	111	61	47	114	75	109
Behavioral		1		1	2						1		1			1		1
Cardiac/Cardio Vascular	67	218	192	179	87	59	111	218	48	64	53	136	100	105	56	85	107	119
Diabetes	9	47	28	23	13	9	24	33	12	10	7	15	14	12	3	8	12	31
Disasters due to Natural elements								1										
Environmentals				1														
Epilepsy	28	233	99	68	60	37	56	157	26	21	41	49	40	44	16	41	25	76
Fevers / Infections	19	99	57	69	51	14	31	66	107	21	86	31	69	28	20	19	25	46
Fire/Burns	11	35	20	33	13	14	19	61	5	3	11	42	47	14	4	12	19	21
Industrial		1		1	1	1	2	4			2	1	1			1		
Neonatal(upto 1 month)	28	161	49	56	92	48	33	126	27	30	42	86	19	47	20	31	42	76
Others	28	208	70	71	56	30	37	120	51	20	19	31	58	45	18	26	31	34
Paediatric(1-12years)		3	3	2	3	1	1	13		2			3	1	2	1		6
Pregnancy related	300	345	509	831	548	358	426	1002	200	207	605	570	315	256	211	458	330	618
Respiratory	25	193	136	89	46	25	57	131	26	24	22	54	63	36	18	42	30	74
Stroke/Cerebrovascular Accidents	36	217	122	100	58	31	95	115	37	40	34	52	61	63	22	38	43	81
Suicide attempt	9	34	10	18	10	5	9	19	1	4	3	8	9	8	2	7	8	20
Trauma (non Vehicular)	34	338	177	125	55	73	113	191	63	32	51	113	80	68	27	56	57	89
Trauma (Vehicular)	174	876	707	666	352	481	551	1050	205	190	412	597	325	349	131	408	287	573
Unconscious	13	231	108	48	20	27	52	95	13	8	7	46	28	30	18	20	26	48
<b>Grand Total</b>	<b>1099</b>	<b>3776</b>	<b>2694</b>	<b>3272</b>	<b>1861</b>	<b>1432</b>	<b>1948</b>	<b>4128</b>	<b>979</b>	<b>836</b>	<b>1647</b>	<b>2354</b>	<b>1735</b>	<b>1407</b>	<b>788</b>	<b>1615</b>	<b>1367</b>	<b>2385</b>
Number of cases/ ambulance	100	111	112	126	103	80	103	106	109	93	103	107	102	101	88	108	80	104
Number of cases/ Ambulance/day	3.2	3.6	3.6	4.1	3.3	2.6	3.3	3.4	3.5	3.0	3.3	3.5	3.3	3.2	2.8	3.5	2.6	3.3

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	18	11	11	35	27	14	16	20	20	17	42	30	14	629
Accidental Poisoning	82	103	29	95	117	168	145	74	84	91	98	151	217	76	3292
Acute Abdomen	119	231	45	93	328	302	159	105	204	165	148	256	335	123	5607
Allergic Reactions	1	1	1	1	6	1	2		1	2	5	4	3		67
Animal Attack	47	64	8	20	73	120	41	23	46	33	22	102	98	26	1502
Assault	92	138	24	51	63	105	83	74	104	113	79	112	135	57	2751
Behavioral															8
Cardiac/Cardio Vascular	83	106	35	81	231	107	90	57	112	127	185	151	157	51	3577
Diabetes	9	11	6	23	40	24	8	10	20	18	26	29	38	9	581
Disasters due to Natural elements									2						3
Environmentals															1
Epilepsy	24	45	19	47	129	64	43	41	67	60	85	77	76	32	1926
Fevers/Infections	22	22	7	26	49	58	50	29	33	94	71	51	57	50	1477
Fire/Burns	25	17	5	16	39	28	13	22	18	23	16	28	30	20	684
Industrial		2		1	3			1	1			1	3		27
Neonatal(upto 1 month)	23	47	25	36	69	94	26	48	65	54	46	169	107	38	1860
Others	25	51	16	15	87	48	45	35	46	43	63	66	55	17	1565
Paediatric(1-12years)	4	2	1	2	4	5		1	5	1	3	4	4	2	79
Pregnancy related	354	545	163	347	883	953	315	299	593	555	384	1194	1101	474	16249
Respiratory	25	50	27	37	127	64	39	35	57	66	100	95	74	26	1913
Stroke/CerebroVascular Accidents	40	53	58	37	114	58	62	40	64	101	89	83	98	42	2184
Suicide attempt	5	10	1	7	26	15	11	3	6	11	18	18	16	3	334
Trauma (non Vehicular)	52	85	38	47	141	89	65	53	86	113	116	113	82	54	2876
Trauma (Vehicular)	363	511	69	250	704	476	282	345	463	507	610	641	579	273	14407
Unconscious	16	33	21	25	77	35	22	28	37	35	44	39	52	22	1324
<b>Grand Total</b>	<b>1411</b>	<b>2127</b>	<b>598</b>	<b>1257</b>	<b>3310</b>	<b>2814</b>	<b>1501</b>	<b>1323</b>	<b>2114</b>	<b>2212</b>	<b>2208</b>	<b>3384</b>	<b>3317</b>	<b>1395</b>	<b>64294</b>
<b>Number of cases/ambulance</b>	<b>101</b>	<b>118</b>	<b>54</b>	<b>114</b>	<b>95</b>	<b>104</b>	<b>107</b>	<b>83</b>	<b>106</b>	<b>111</b>	<b>130</b>	<b>81</b>	<b>111</b>	<b>100</b>	<b>102</b>
<b>Number of cases/Ambulance/day</b>	<b>3.3</b>	<b>3.8</b>	<b>1.8</b>	<b>3.7</b>	<b>3.1</b>	<b>3.4</b>	<b>3.5</b>	<b>2.7</b>	<b>3.4</b>	<b>3.6</b>	<b>4.2</b>	<b>2.6</b>	<b>3.6</b>	<b>3.2</b>	<b>3.3</b>

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

Apr'13 - July'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURAM	DINDIGUL	ERODE	KANCHEEPURAM	KANNIYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	12	35	25	27	18	17	19	38	9	9	16	22	18	14	9	15	17	22
Accidental Poisoning	338	288	498	901	473	285	370	689	114	106	311	588	473	354	161	387	297	469
Acute Abdomen	509	981	561	1427	555	263	418	1315	163	244	384	608	656	370	392	476	537	586
Allergic Reactions	7	8	7	9	4	1	13	4	3	1	3	11	12	0	5	3	3	8
Animal Attack	243	42	131	510	240	158	102	321	57	92	131	215	309	138	78	226	159	193
Assault	330	567	361	664	342	291	303	465	301	236	192	451	468	268	212	461	348	487
Behavioral	4	1	1	2	3	0	0	0	1	1	1	1	2	0	0	1	0	1
Cardiac/Cardio Vascular	265	914	708	692	382	243	431	814	162	197	180	508	412	340	184	348	380	447
Diabetes	31	195	103	80	46	31	75	135	33	29	27	78	51	50	19	36	45	94
Disasters due to Natural elements	0	1	0	0	0	0	1	1	0	0	0	0	2	0	0	0	0	0
Environmentals	0	2	0	1	0	1	0	1	0	0	1	1	0	0	0	0	0	0
Epilepsy	79	783	366	264	202	108	183	541	93	94	142	217	169	171	78	142	102	250
Fevers / Infections	78	394	221	277	152	57	106	254	245	87	176	136	238	91	86	93	173	148
Fire/Burns	52	149	85	125	45	71	68	221	28	21	48	129	109	39	27	62	66	91
Industrial	0	2	5	6	2	1	2	7	0	1	3	2	2	1	0	3	0	1
Neonatal(upto 1 month)	130	623	178	245	419	232	150	502	89	142	163	354	120	192	93	124	173	265
Others	143	1119	394	446	242	176	296	625	181	142	119	268	290	201	125	176	171	289
Paediatric(1-12years)	3	18	13	19	12	4	6	46	1	4	9	5	6	13	7	8	8	14
Pregnancy related	1357	1307	1919	3161	2176	1445	1579	3846	734	920	2384	2489	1265	1207	767	1871	1356	2553
Respiratory	83	797	436	336	149	104	225	524	111	73	102	232	245	179	89	133	131	263
Stroke/Cerebrovascular Accidents	104	692	349	354	166	112	283	432	106	125	91	210	205	214	92	163	186	274
Suicide attempt	39	129	55	99	34	26	43	82	8	17	35	31	48	32	18	28	35	69
Trauma (non Vehicular)	147	1321	607	487	247	297	451	752	267	170	188	452	330	312	116	232	220	358
Trauma (Vehicular)	763	3515	2818	2710	1419	2047	2206	4362	857	791	1453	2518	1480	1497	666	1686	1246	2400
Unconscious	56	965	419	153	67	91	196	406	79	44	60	207	99	96	64	77	102	177
<b>Grand Total</b>	<b>4761</b>	<b>14813</b>	<b>10235</b>	<b>12968</b>	<b>7377</b>	<b>6044</b>	<b>7507</b>	<b>16345</b>	<b>3633</b>	<b>3537</b>	<b>6203</b>	<b>9711</b>	<b>6991</b>	<b>5765</b>	<b>3279</b>	<b>6736</b>	<b>5738</b>	<b>9437</b>
Number of cases/ ambulance	414	420	405	480	422	356	395	433	393	393	394	452	394	412	364	449	343	424
Number of cases/ Ambulance/day	3.4	3.4	3.3	3.9	3.5	2.9	3.2	3.5	3.2	3.2	3.2	3.7	3.2	3.4	3.0	3.7	2.8	3.5

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	18	11	11	35	27	15	15	20	21	17	39	31	15	629
Accidental Poisoning	308	469	88	413	549	647	474	273	344	405	450	543	725	237	13027
Acute Abdomen	393	752	158	356	1183	1004	597	344	648	517	537	865	1165	337	19301
Allergic Reactions	2	5	2	2	13	6	6	4	5	4	8	10	7	0	176
Animal Attack	211	266	22	128	248	414	172	100	254	181	122	331	379	125	6298
Assault	340	590	123	284	343	494	387	302	593	491	366	505	535	258	12358
Behavioral	0	1	0	0	1	0	1	0	0	1	0	0	2	0	25
Cardiac/Cardio Vascular	294	475	193	329	890	443	383	253	407	463	638	605	540	214	13734
Diabetes	32	48	26	49	136	78	50	38	61	80	83	140	107	37	2123
Disasters due to Natural elements	1	0	0	0	1	1	0	0	3	1	0	1	1	0	14
Environmentals	0	0	0	0	0	0	0	0	0	0	0	0	1	0	8
Epilepsy	101	185	64	123	416	239	146	134	206	200	298	308	290	105	6799
Fevers/Infections	66	95	43	133	257	173	166	198	175	600	251	207	237	280	5893
Fire/Burns	69	119	29	55	160	136	79	57	76	89	67	167	139	83	2761
Industrial	1	3	0	1	8	3	2	2	3	2	2	5	5	3	78
Neonatal(upto 1 month)	111	164	103	115	230	404	90	167	260	210	161	756	393	135	7493
Others	201	323	122	140	546	302	230	165	290	277	395	421	352	169	9336
Paediatric(1-12years)	8	13	4	4	24	17	7	6	15	13	11	18	13	10	359
Pregnancy related	1442	2218	634	1345	3439	4039	1333	1264	2474	2196	1449	5009	3936	1925	65039
Respiratory	113	229	102	129	512	284	188	138	234	322	301	378	321	123	7586
Stroke/CerebroVascular Accidents	116	187	172	128	437	199	195	157	215	267	293	294	316	127	7261
Suicide attempt	21	43	4	20	112	58	34	21	43	35	61	79	63	17	1439
Trauma (non Vehicular)	229	368	152	265	601	359	285	225	380	395	376	476	407	213	11685
Trauma (Vehicular)	1548	2175	246	1095	3015	2038	1139	1433	2111	2152	2531	2638	2497	1300	60352
Unconscious	67	124	66	85	348	158	71	105	166	156	164	224	198	89	5379
<b>Grand Total</b>	<b>5674</b>	<b>8852</b>	<b>2353</b>	<b>5199</b>	<b>13469</b>	<b>11496</b>	<b>6035</b>	<b>5386</b>	<b>8963</b>	<b>9057</b>	<b>8564</b>	<b>13980</b>	<b>12629</b>	<b>5787</b>	<b>258524</b>
Number of cases/ambulance	405	485	214	462	388	426	416	359	448	436	504	358	404	392	411
Number of cases/Ambulance/day	3.3	4.0	1.8	3.8	3.2	3.5	3.4	2.9	3.7	3.6	4.1	2.9	3.3	3.2	3.4

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

Sl.No	District	Ambulance Count	During the month July 2013		Ambulance Count	Upto the month Apr' 13 - July'13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	51208	9.40	12	229511	9.38
2	CHENNAI	34	76952	8.19	35	302653	8.14
3	COIMBATORE	24	96989	9.45	25	384097	9.25
4	CUDDALORE	26	150455	10.03	27	600324	10.05
5	DHARMAPURI	18	110083	8.80	18	446272	8.47
6	DINDIGUL	18	68624	8.33	17	295540	8.24
7	ERODE	19	93297	8.38	19	343417	8.52
8	KANCHEEPURAM	39	214066	9.45	38	813907	9.28
9	KANYAKUMARI	9	36642	7.32	9	135002	7.59
10	KARUR	9	45255	8.20	9	183575	8.36
11	KRISHNAGIRI	16	93648	8.46	16	363980	8.10
12	MADURAI	22	86370	9.93	22	365155	10.13
13	NAGAPATTINAM	17	95176	8.78	18	389392	8.65
14	NAMAKKAL	14	62917	8.85	14	253769	8.87
15	PERAMBALUR	9	35953	10.20	9	149280	10.08
16	PUDUKOTTAI	15	74696	10.05	15	305913	10.13
17	RAMANATHAPURAM	17	84532	10.75	17	355943	10.62
18	SALEM	23	109520	9.06	22	436162	9.03
19	SIVAGANGAI	14	74627	9.03	14	291924	8.95
20	THANJAVUR	18	89063	8.97	18	365774	8.64
21	THE NILGIRIS	11	38952	6.29	11	161932	6.36
22	THENI	11	57884	11.07	11	233373	11.09
23	TIRUPUR	17	109414	9.90	17	414904	10.02
24	THIRUVALLUR	35	164961	9.52	35	667185	9.70
25	THIRUVANNAMALAI	27	154563	10.36	27	643741	10.45
26	THIRUVARUR	14	78488	9.87	15	318210	10.18
27	THOOTHUKUDI	16	62966	8.89	15	273462	8.70
28	TIRUCHIRAPPALLI	20	89475	10.26	20	371864	9.81
29	TIRUNELVELI	20	121500	10.31	21	515201	10.56
30	VELLORE	42	217487	9.19	39	880986	9.14
31	VILLUPURAM	30	188736	8.74	31	723365	8.84
32	VIRUDHUNAGAR	14	82238	10.81	15	322164	10.69
<b>TOTAL</b>		<b>629</b>	<b>3116737</b>	<b>9.28</b>	<b>629</b>	<b>12537977</b>	<b>9.25</b>



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

S. No	Associate Classification	Head Count								
		During the month (New joinees)			Upto the month			Current Month		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Emergency Response Officers (CO/DOs/EROs)	0	3	3	13	15	28	59	71	130
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	29	22	51	49	51	100	926	415	1341
5	EMT (Under Training)									
6	Pilot (Trained)	41		41	164	0	164	1349	0	1349
7	Pilot (Under Training)									
8	Operations Staff			0	2	0	2	61	0	61
9	Support Staff	3	0	3	11	2	13	70	32	102
<b>Total</b>		<b>73</b>	<b>25</b>	<b>98</b>	<b>239</b>	<b>68</b>	<b>307</b>	<b>2465</b>	<b>518</b>	<b>2983</b>

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	6	5	11	18	21	39
2	EMT	23	9	32	61	56	117
3	Pilot	31	0	31	151	0	151
4	Operations Staff	2	0	2	7	0	7
5	Support Staff	0	0	0	10	3	13
<b>Total</b>		<b>62</b>	<b>14</b>	<b>76</b>	<b>247</b>	<b>80</b>	<b>327</b>

## Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15<sup>th</sup> Sep '08 to 31<sup>st</sup> July 2013 =1806.

## Annexure I – Call and Dispatch Average Handle Time

S No	Call / Dispatch Time Break-Up	During the Month Time (HH:MM:SS)	Greater than Average in %	Up to the Month Time (HH:MM:SS)
1	Average Call Handling Time	0:01:36	38%	0:01:31
2	Average Ambulance Dispatch Time	0:02:40	42%	0:02:38
3	Average Time taken from Base to Scene/Incident	0:16:58	42%	0:16:27
4	Average Time taken at the Scene / Incident Location	0:10:56	40%	0:10:52
5	Average Time taken from Scene to Hospital	0:33:46	40%	0:33:59
6	Average Time taken from Call to Hospital	1:06:04	42%	1:06:15

July 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	3700	16.2	2493	1207	1098	2.6	697	401
5- 10 min	5813	25.4	3671	2142	6638	16.0	3944	2694
10 - 15 min	2076	9.1	1421	655	7428	17.9	4858	2570
15 - 20 min	2121	9.3	1661	460	6927	16.7	5274	1653
20 - 25 min	2115	9.3	1766	349	5454	13.2	4503	951
25 - 30 min	1874	8.2	1524	350	4265	10.3	3667	598
30 - 35 min	1565	6.8	1272	293	3050	7.4	2714	336
35 - 40 min	1196	5.2	986	210	2180	5.3	1941	239
40 - 45 min	753	3.3	610	143	1500	3.6	1339	161
45 - 50 min	555	2.4	448	107	1003	2.4	888	115
50 - 55 min	363	1.6	284	79	627	1.5	566	61
55 - 60 min	227	1.0	177	50	412	1.0	374	38
> 60 min	501	2.2	362	139	853	2.1	762	91
<b>Total cases</b>	<b>22859</b>	<b>100.0</b>	<b>16675</b>	<b>6184</b>	<b>41435</b>	<b>100.0</b>	<b>31527</b>	<b>9908</b>

July 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	34	0.1	21	13	147	0.4	98	49
10 -20 min	117	0.5	65	52	1915	5.3	1119	796
20 - 30 min	620	2.7	277	343	4023	11.1	2493	1530
30 - 40 min	1307	5.7	794	513	5716	15.8	3918	1798
40 - 50 min	2103	9.2	1600	503	5912	16.3	4656	1256
50 - 60 min	2648	11.6	2145	503	5229	14.4	4374	855
>60 min	16030	70.1	11773	4257	13298	36.7	11683	1615
<b>Total cases</b>	<b>22859</b>	<b>100.0</b>	<b>16675</b>	<b>6184</b>	<b>36240</b>	<b>100.0</b>	<b>28341</b>	<b>7899</b>


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

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



Case ID	3834327
Date	22.07.2013
Assign Time	23:42
Ambulance Location	Triplicane Neonatal Ambulance
District	Chennai
Name of EMT	Mr.S.Poornima
ID Number	34135
Name of Pilot	Mr.Maharajan
ID Number	44056
Patient details	
Age	3 days
Gender	Male
Name	Baby of Nithya
Emergency Type	Apnea
Level of Consciousness	Unresponsive
<b>Case Details (Description)</b>	<p>On 22nd July, our Triplicane, Neonatal ambulance received a call from DO stating that Baby of Nithya, three days age old male neonate with birth weight 2.75 kg was referred from Arakonam GH to ICH- Egmore for the complaints of apnea, hypoglycemia and cyanosis. It was an enroute pickup from Arakonam general 108 ambulances. Immediately Our NEMT reached the scene and assessed the neonate. The vitals were skin color- mottled, temperature- cold, CRT- &gt;3 sec, HR- Nil, Cry and Movements- absent, SpO2- 69% (with oxygen), CBG- 27 mg/dl. Our NEMT recieved the neonate from general ambulance EMT. Then as per NERCP advice, our NEMT took the neonate to Thiruvallur GH for prehospital stabilization. Inj.Adrenaline first loading dose was given to the neonate and inj.10% D was adminisitered to the neonate for hypoglycemia correction. After prehospital stabilzation, the neonate again went to Apnea and hypoglycemia. on enroute inj.Adrenaline second dose was administered. Inj.Dopamine was administered. Then the neonate was safely shited to ICH- Egmore.</p>
Photographs/Media	
Report/ Appreciation Letter	



## Emergency Case – 2

Case ID	3715517	
Date	15-7-13	
Assign Time	13:01	
Ambulance Location	TRIPLICANE HEAD OFFICE	
District	CHENNAI	
Name of EMT	D.CHANDRASEKAR	
ID Number	23918	
Name of Pilot	R.MANIVANNAN	
ID Number	40596	
Patient details		
Age	25	
Gender	FEMALE	
Name	ABITHA	
Contact Number (Patient / informer)	DILSATH BEGAM/9566247029/9629783706	
Emergency Type	POST PARTUM HEMORRHAGE - PPH	
Level of Consciousness	Responding to Verbal Stimuli	
Case Details	<p>A 25 year old lady in her first pregnancy at 38 weeks of gestation came in labor at a corporation hospital. Her antenatal period had been uneventful. She delivered vaginally at 11am in the morning. The labor was uneventful and she delivered a 3.2kg baby boy.</p> <p>Active management of 3rd stage instituted and the placenta was delivered. After the placenta was delivered it was noted that there was active bleeding from the vagina. The on-call doctor was informed and he ordered for uterine massage, exploration did not reveal any retained products. The uterus remained atonic despite repeated injections.</p> <p>The patient continued to bleed, so vaginal packing was done and she was planned for transferred to the Kasturiba Gandhi general hospital. The placenta was also re-examined for its completeness. 108 have been called for prompt transport to the referring facility.</p> <p>EMT Chandrasekhar and Pilot Manivannan quickly responded to the call, Examination upon arrival showed very pale patient, drowsy but still responding to call, the BP was 80/50mmHg and the PR was 142b/min. The uterus was contracted and she was still actively bleeding from the vagina.</p> <p>Once the primary survey is completed, EMT immediately shifted the patient into the ambulance. He then initiated interventions such as applying high flow oxygen, continued fluid resuscitation IV NS and RL. EMT conferenced with Emergency Physician Dr. Madhu applied Non pneumatic Anti Shock Garment (NASG) available in 108 ambulances to control further bleeding.</p> <p>●</p>	
Prehospital Care Provided	Maintained vitals at regular intervals, Given Oxygen - 15 Litres/min, IV NS and RL, applied Non Pneumatic anti shock garment to reduce blood loss to the victim.	
Additional Challenges	Patient had severe blood loss	
Photographs**		

### Emergency Case – 3

Case ID	3604123	
Date	08.07.2013	
Assign Time	10:10	
Ambulance Location	Bathalagundu	
District	Dindigul	
Name of EMT	Pappa . A	
ID Number	18791	
Name of Pilot	Vanaraja N	
ID Number	13082	
		
Patient details		
Age	60	
Gender	Male	
Name	Karuppudevar	
Contact Number (Patient / informer)	Dhuraiyan - 7639919938	
Emergency Type	Accidental Fall	
Level of Consciousness	Alert	
Case Details	<p>Case of a accidental fall into a 30-feet-deep well was fished out with the help of team 108 and villagers nearby. Karuppudevar is a farmer fell into the well after slipping on the ground while trying to draw water. Hectic efforts were taken to rescue him continued for more than one and a half hours. The team tried to rescue the victim using spine board to take him out of the well. After extrication, the victim was still conscious but were complaining of severe pain all over body. Multiple fractures including pelvis, suspected Right leg - femur bone fracture, he also had abrasions on both her legs and had swelling on his forehead.</p> <p>Quickly EMT started oxygen to the Victim and provided wound care to both of them. As he assessed the vital health parameters, Muktaben had a Blood Pressure of 80/60 mmHg, a Pulse Rate of 92 bpm, a Respiration Rate of 20 breaths per minute with 97% Oxygen saturation.</p> <p>Then, the EMT called ERCP Dr Ramesh for further guidance. Under his advice, EMT administered Injection Diclofenac to him. He was further admitted to Bathalagundu GH for advanced care. And finally his lives got saved.</p>	
Prehospital Care Provided	O2 applied, wound care, Splinting, Used spine board, IV access, RL - 500ml, Inj. Diclofenac.	
Additional Challenges	Extrication - Long hours, Patient had multiple injuries, long bone fracture.	
Photographs**		



## Annexure K – Important Events & Photographs

**Event:** Doctor's day observed on 1<sup>st</sup> July across the state. Doctors in various Medical institutions were greeted by our Team of associates.



**Event:** Demo carried out at Annai Velankanni Polytechnic, Anguchetipalyam, panruti on 25.07.13 covering more than 100 students. The facilities available inside the ambulances were explained.



### Other Events:

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

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

AN - Cases Monthly Report									
For the month of July 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	80	68	111	24	300	-	-	-
2	CHENNAI	2	63	65	67	345	-	-	-
3	COIMBATORE	102	93	223	62	509	-	-	-
4	CUDDALORE	137	297	235	132	831	-	2	2
5	DHARMAPURI	143	56	296	26	548	-	-	-
6	DINDIGUL	74	60	177	30	358	-	-	-
7	ERODE	111	46	189	50	426	-	-	-
8	KANCHEEPURAM	184	172	492	103	1002	-	-	-
9	KANYAKUMARI	11	19	149	13	200	-	-	-
10	KARUR	54	43	89	17	207	-	-	-
11	KRISHNAGIRI	157	99	278	54	605	-	-	-
12	MADURAI	84	82	287	93	570	-	-	-
13	NAGAPATTINAM	23	115	101	63	315	-	-	-
14	NAMAKKAL	78	25	121	14	256	-	-	-
15	THE NILGIRIS	33	28	50	36	163	-	-	-
16	PERAMBALUR	48	50	98	8	211	-	-	-
17	PUDUKOTTAI	139	131	138	37	458	-	-	-
18	RAMANATHAPURAM	61	80	138	39	330	-	-	-
19	SALEM	165	77	305	44	618	-	-	-
20	SIVAGANGAI	64	87	111	60	354	-	-	-
21	THANJAVUR	95	224	152	59	545	-	-	-
22	THENI	10	46	178	90	347	-	-	-
23	THIRUVALLUR	134	144	422	122	883	1	1	2
24	THIRUVANNAMALAI	266	189	402	61	953	2	-	2
25	THIRUVARUR	23	111	101	72	315	-	-	-
26	THOOTHUKUDI	32	61	142	47	299	-	-	-
27	TIRUCHIRAPPALLI	215	106	226	29	593	-	-	-
28	TIRUNELVELI	41	98	288	105	555	-	-	-
29	TIRUPUR	70	88	177	34	384	-	-	-
30	VELLORE	211	127	596	189	1194	1	-	1
31	VILLUPURAM	313	216	423	112	1101	1	-	1
32	VIRUDHUNAGAR	145	89	187	31	474	-	-	-
<b>Total</b>		<b>3305</b>	<b>3190</b>	<b>6947</b>	<b>1923</b>	<b>16249</b>	<b>5</b>	<b>3</b>	<b>8</b>



Annexure M: Neonatal ambulance cases (July'13)

Neonatal Cases Admission -July'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	MADURAI NEONATAL	CHECKANURANI PHC	1	Madurai GH
			CHOCKNATHANPUDUR PHC	1	
			DEVAKOTTAI GH	1	
			KODAKOIL PHC	2	
			KONDAGAI PHC	1	
			MANAMADURAI PHC	1	
			MELAKKAL PHC	1	
			MELUR GH	4	
			MUTHANANDAL PHC	1	
			NAGAMALAI PUDUKOTTAI PHC	3	
			NATHAM GH	1	
			PALAGANATHAM CORPN HOSP	1	
			PIRANMALAI PHC	1	
			PUDUPATTI.T PHC	1	
			RAJAPALAYAM GH	5	
			SATHAKUDI PHC	1	
			SATTUR GH	1	
			SIVAGANGA MCH	5	
			SRIVILLIPUTHUR GH	2	
			THIRUMANGALAM GH	1	
			THIRUPARANKUNDRAM PHC	1	
			THIRUPUVANAM CHC	1	
			TIRUPATTUR GH	2	
			VEERAGANUR PHC	1	
			VIKRAMANGALAM PHC	1	
			VIRUDHUNAGAR GH,	4	
			KARUNGALAKUDI PHC	1	MELUR GH
THALLAKULAM PHC	1	Not an emergency			
Madurai Neonatal Total			47		
2	Dharmapuri	Dharmapuri MCH Neonatal	ANUMANDHARAPURAM PHC	1	Dharmapuri GH
			BELRAMPATTY PHC	1	
			BOOTHANATHAM PHC	1	
			CHINTHALAPADI PHC	1	
			ERIYUR PHC	1	
			HARUR GH	8	
			INDUR PHC	2	
			KADAMADAI PHC	1	
			KARIMANGALAM PHC	2	
			KRISHNAGIRI GH, KRISHNAGIRI	4	
			LALIGAM PHC	2	
			NAGADESAMPATTY PHC	1	
			NOOLAHALLI PHC	2	
			NULAHALLI PHC	2	
			PALAKODE PHC	1	
			PAPPARAPATTI PHC	2	
			PERIYAMPATTI PHC	1	
			PERUMPALAI PHC	4	
			PULIKARAI PHC	2	
			SHOLAKOTTAI PHC	2	
			SUBA PVT HOSPITAL	1	
			THOPPUR PHC	1	
			THURINJIPATTI PHC	4	
			DHARMAPURI MCH	1	SUBA PVT HOSPITAL
			DHARMAPURI MCH	6	Salem GH
			PRNNAGRAM GH	1	
			PALAKODE PHC	1	Not an emergency
DHARMAPURI MCH	1	ICH			
Dharmapuri MCH Neonatal Total			57		

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
3	cuddalore	CUDDALORE GH NEONATAL	KARAIKADU PHC	3	Cuddalore GH
			KULLANCHAVADI PHC	2	
			KURINJIPADI GH	4	
			MANGALAMPETTAI PHC	1	
			MANGALUR PHC	1	
			MARUNGUR PHC	1	
			MELPATTAMPAKKAM PHC	1	
			PANRUTI GH	1	
			PUDHUPETTAI PHC	1	
			PUDUCHATRAM PHC	2	
			RAMAPAKKAM PHC	1	
			THIRUCHOPURAM PHC	1	
			THIRUVANTHIPURAM PHC	2	
			THONDAMANATHAM PHC	2	
			VADALUR PHC	3	
			VRIDHACHALAM GH	2	
			CUDDALORE GH	4	JIPMER
			VADALUR PHC	1	ICH- Egmore
			THIRUCHOPURAM PHC	2	Not an emergency
			<b>Cuddalore GH Neonatal Total</b>	<b>35</b>	
4	kancheepuram	CHENGALPATTU NEONATAL	CHEYAR GH	1	ICH
			CUDDALORE GH	1	
			DHARMAPURI MCH	1	
			CHENGALPET MCH	9	
			KANCHIPURAM GH	8	
			CHEYUR GH	1	
			TAMBARAM GH	1	
			SOMANGALAM PHC	1	
			WALAJABAD PHC	1	
			SALEM MEDICAL COLLEGE HOSPITAL	1	
			TIRUVANNAMALAI GH	4	
			TIRUPATTUR GH	1	
			VELLORE MCH (ADUKKAMPARAI)	1	
			AYYAMPETTAI PHC	1	Chengalpattu MCH
			CHEYAR GH	2	
			KAYAPAKKAM PHC	1	
			CHENGALPET MCH	10	
			MADURANTAKAM GH	1	
			KARUNKUZH PHC	2	
			NERUMBUR PHC	1	
			ORATHY PHC	1	
			WALAJABAD PHC	2	
			PRIVATE CLINIC	1	
			SONAMBEDU PHC	1	
			THELLAR PHC	2	
			VANDAVASI GH	1	
			CHEYAR GH	1	KMCH
			CHENGALPET MCH	4	
			NANDHIVARAM PHC	1	
			IRUMBEDU PHC	1	Not an emergency
			KALAPAKKAM PHC	1	
			CHENGALPET MCH	6	
			NALLUR PHC	1	
			PERIYAKAPPAM PHC	1	
			TIRUVANNAMALAI GH	1	
			THIRUKALUKUNDRAM PHC	1	
			VELLORE MCH (ADUKKAMPARAI)	1	
			<b>Chengalpattu Neonatal Total</b>	<b>76</b>	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
5	Chennai	ICH- Egmore	ARAKONAM GH	5	ICH- Egmore
			KILPAUK MCH	4	
			GOSHA	1	
			RSRM	1	
			IOG EGMORE	1	
			AYANAVARAM CHC	1	
			ESI HOSP. AYANAVARAM	1	
			KODAMBAKKAM CHC	1	
			SHENOY NAGAR PHC	3	
			KANCHIPURAM GH	2	
			TAMBARAM GH	2	
			KUNDRATHUR PHC	3	
			SOMANGALAM PHC	3	
			MURARI PVT HOSPITAL	2	
			PERUMAL PATTU PHC	2	
			PONNERI GH	1	
			PULIYANTHOPE CHC	2	
			SAIDAPET CHC	2	
			THIRUPUKUZH PHC	1	
			THIRUVALLUR GH	5	
			TIRUVANNAMALAI GH	1	
			AVADI GH	1	
			TIRUTTANI GH	1	
			ARANI PHC	1	
			ATHIPATTU PHC	1	
			MADARAPAKKAM PHC	1	
			MINJUR PHC	5	
			VELLORE MCH (ADUKKAMPARAI)	1	
			PERUMAL PATTU PHC	1	
			CHEYAR GH	1	KMCH
			POONAMALLEE PHC	1	
			ICH	1	
			NARAVARIKUPPAM PHC	1	Stanley MCH
			MANGADU PHC	1	IOG
			ICH	1	MMC
			THIRUVALLUR GH	1	SRMC, PORUR
			CHEYAR GH	1	Not an emergency
			MEDAVAKKAM PHC	1	
			ARAKONAM GH	1	
			AYANAVARAM CHC	1	
			GUMMIDIPOONDI PHC	1	
			IOG	1	
			WFC PVT HOSPITAL	1	
			PERUMAL PATTU PHC	3	
			<b>ICH Egmore Total</b>	<b>73</b>	
6	Chennai	Triplacane- Neo II	ADYAR CHC	2	ICH- egmore
			ANGAPUTHUR PHC	1	
			ARAKONAM GH	1	
			GOSHA	6	
			RSRM	3	
			KODAMBAKKAM CHC	1	
			PERAMBUR RAILWAY HOSPITAL	3	
			THORAIPAKKAM PHC	1	
			KANCHIPURAM GH	1	
			TAMBARAM GH	1	
			MEDAVAKKAM PHC	1	
			OKKIAM THURAIPAKKAM PHC	2	
			NEO LIFE CHILDREN PVT HOSP	1	
			MOTHER AND CHILD CARE CLINIC	1	
			PATANJI PHC	1	
			PULIYANTHOPE CHC	1	
			SAIDAPET CHC	2	
			TIRUVANNAMALAI GH	1	
			THIRUVALLUR GH	1	
			PONNAMALLEE GH	3	
			TIRUTTANI GH	1	
			MINJUR PHC	1	
			STEDFORD HOSPITAL	1	
			VELLORE MCH (ADUKKAMPARAI)	1	
			CHENGALPET MCH	2	KMCH
			GOWRI NURSING HOME	1	
			PULIYANTHOPE CHC	1	
			MIRSAHIB PET CHC	1	GOSHA
			RSRM	1	MMM
			GOSHA	3	Not an emergency
			PERIYAPALAYAM PHC	1	
			RSRM	2	
			<b>TriplacaneNEO Total</b>	<b>50</b>	

S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
7	Chennai	RSRM	KILPAUK MCH	1	ICH
			RSRM	2	
			AYANAVARAM CHC	1	
			KODAMBAKKAM CHC	1	
			PERAMBUR RAILWAY HOSPITAL	2	
			KAVARAPETTAI PHC	1	
			MINJUR PHC	6	
			PERIYAPALAYAM PHC	1	
			RANGA NURSINGHOME	1	
			THIRUVALLUR GH	3	
			PONNERI GH	2	
			TIRUTTANI GH	1	
			KATTUR PHC	1	
			PORUR PHC	1	
			PADIANALLUR PHC	1	Stanley MCH
			POONERI GH	1	
			ICH	1	IOG
			THIRUVALLUR GH	2	KMCH
			<b>RSRM Neo Total</b>	<b>29</b>	
8	Vellore	Tirupathur CIFT Neonatal ambulance	ALANGAYAM PHC	1	Tirupathur - GH
			ANDIAPPANUR PHC	3	
			JOLARPETTAI PHC	2	
			KADIRAMPATTU PHC	1	
			KAJALNAICKENPATTI PHC	3	
			KAKANAMPALAYAM PHC	1	
			KARAPATTU PHC	1	
			KAVALUR PHC	1	
			KUNICHI PHC	2	
			NATRAMPALLI PHC	7	
			PERAMPATTU PHC	1	
			PUDUPETTAI PHC	13	
			PUDURNADU PHC	2	
			RAMANAICKENPETTAI PHC	3	
			SINGARAPETTAI PHC	1	
			VANIYAMPADI GH	4	
			TIRUPATTUR GH	1	CMC
			PUDUPETTAI PHC	1	Not an emergency
			ALANGAYAM PHC	1	
			UTTARANGAI GH	1	Dharmapuri GH
			DHARMAPURI MCH	1	ICH- Egmore
			<b>Tirupathur Neo total</b>	<b>51</b>	
			<b>Total Neonatal cases admitted in Hospital</b>	<b>418</b>	

## Annexure N: Issues to be sorted out

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

### Legend:

NA – Not Applicable

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

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

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

Place: Chennai – Tamil Nadu

**B.N.Sridhar**  
Chief Operating Officer