

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: Nov 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 : Nov 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month - Oct'13		During the Month - Nov'13		Up to the Month - (Apr'13 - Nov'13)	
		Performance	%	Performance	%	Performance	%
1	Sense - Activities of the Emergency Response Center						
1.1	Details of the Calls						
1.1.1	Number of Calls Landed	380728	100.00%	409356	100.00%	4152276	100.00%
1.1.2	Number of Unattended Calls (UAC)	4833	1.27%	7056	1.72%	58645	1.41%
1.1.3	Number of calls answered	375895	98.73%	402300	98.28%	4093630	98.59%
1.2	Types of Calls						
1.2.1	Emergency Calls	93874	24.97%	98138	24.39%	764378	18.67%
1.2.2	Non Emergency Calls	65151	17.33%	71013	17.65%	635054	15.51%
1.2.3	Ineffective Calls *	216870	57.69%	233149	57.95%	2694198	65.81%
1.2.4	Total Number of Calls (Ref.1.1.3)	375895	100.00%	402300	100.00%	4093630	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	92423	98.45%	96498	98.33%	745513	97.53%
1.3.2	Number Police Emergency Calls	772	0.82%	906	0.92%	9126	1.19%
1.3.3	Number fire Emergency Calls	679	0.72%	734	0.75%	9739	1.27%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	93874	100.00%	98138	100.00%	764378	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	70247	76.01%	70989	73.57%	567337	76.10%
1.4.2	Number of repeated Emergency calls	22176	23.99%	25509	26.43%	178176	23.90%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	92423	100.00%	96498	100.00%	745513	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	93.00%	NA	93.00%	NA	92.00%
1.5.2	Percentage of calls attended within 2 nd Ring	NA	3.00%	NA	3.00%	NA	3.00%
1.5.3	Percentage of calls attended within or above 3 rd Ring	NA	4.00%	NA	4.00%	NA	5.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref.1.4.1)	70247	NA	70989	NA	567337	NA
2.2	Total Number of Ambulance Trips	69598	NA	70069	NA	554890	NA
2.3	Number of Ambulance Services utilized	67279	95.77%	67564	95.18%	527717	93.02%
2.4	Number of Ambulance Services not utilized	2319	3.30%	2505	3.53%	27173	4.79%
2.5	Number of Ambulance Services busy **	649	0.92%	920	1.30%	12447	2.19%
2.6	Number of Trips per ambulance	110.12	NA	110.87	NA	880.78	NA
2.7	Number of Trips per ambulance/day	3.55	NA	3.70	NA	3.61	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	67279	NA	67564	NA	527717	NA
3.2	Total number cases transported per ambulances	106.45	NA	106.91	NA	837.65	NA
3.3	Total number cases transported per ambulances per day	3.43	NA	3.56	NA	3.43	NA

Note: Total Lives Saved from 15th Sep 2008 to 30th Nov 2013 = 1, 31,768

SL. No.	Details	Prev Month - Oct'13		During the Month - Nov'13		Up to the Month - (Apr'13 - Nov'13)	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	2920	4.34%	2901	4.29%	25320	4.96%
4.2	Acute Abdomen	5043	7.50%	4967	7.35%	40020	7.64%
4.3	Allergic Reactions	47	0.07%	44	0.07%	379	0.07%
4.4	Animal Attack	2130	3.17%	1816	2.69%	14316	2.64%
4.5	Assault	2555	3.80%	2411	3.57%	22826	4.55%
4.6	Behavioral	4	0.01%	5	0.01%	50	0.01%
4.7	Cardiac/Cardio Vascular	3683	5.47%	4124	6.10%	28794	5.34%
4.8	Diabetes	615	0.91%	620	0.92%	4611	0.86%
4.9	Disasters due to Natural elements	1	0.00%	8	0.01%	31	0.01%
4.10	Epilepsy	1948	2.90%	2175	3.22%	14647	2.68%
4.11	Fevers / Infections	2590	3.85%	2706	4.01%	14924	2.45%
4.12	Fire/Burns	621	0.92%	724	1.07%	5455	1.05%
4.13	Hazmat (Hazardous Material)	0	0.00%	0	0.00%	7	0.00%
4.14	Industrial	19	0.03%	7	0.01%	123	0.02%
4.15	Neonatal(upto 1 month)	2033	3.02%	1868	2.76%	15233	2.88%
4.16	Paediatric(1-12years)	89	0.13%	105	0.16%	695	0.13%
4.17	Pregnancy related	19701	29.28%	18966	28.07%	139837	25.75%
4.18	Respiratory	2217	3.30%	2535	3.75%	16407	2.97%
4.19	Road Traffic Accident - Trauma	13190	19.60%	13250	19.61%	116225	22.85%
4.20	Stroke/Cerebro Vascular Accidents	2158	3.21%	2437	3.61%	16104	2.93%
4.21	Suicide attempt	296	0.44%	311	0.46%	2754	0.55%
4.22	Trauma	2764	4.11%	2889	4.28%	23291	4.49%
4.23	Unconscious	1388	2.06%	1450	2.15%	11015	2.08%
4.24	Others	1267	1.88%	1245	1.84%	14653	3.09%
	Total Medical Emergencies (1.4.1/2.3)	67279	100.00%	67564	100.00%	527717	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	8655	43.93%	8184	43.15%	61795	44.19%
5.1.2	Number of cases lifted from Hospital	11046	56.07%	10782	56.85%	78042	55.81%
5.1.3	Number of cases re-referred by Hospital to Higher Level	7	0.04%	5	0.03%	41	0.03%
5.1.4	Number of cases re-referred by referred institutions	2	0.01%	0	0.00%	10	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	9	0.05%	5	0.03%	51	0.04%
5.1.6	Total Number of AN Cases	19701	100.00%	18966	100.00%	139837	100.00%
5.2	IFT others						
5.2.1	Neonatal (upto 1 month)	1814	6.82%	1668	6.32%	13449	7.05%
5.2.2	Road Traffic Accident - Trauma	2820	10.60%	2934	11.11%	22409	11.74%
5.2.3	Accidental Poisoning	1302	4.89%	1374	5.20%	10762	5.64%
5.2.4	Cardiac/Cardio Vascular	1324	4.98%	1449	5.49%	9511	4.98%
5.2.5	Others	8306	31.21%	8201	31.05%	56684	29.70%
5.2.6	Total number of IFTs (5.1.2+5.2)	26612	100.00%	26408	100.00%	190857	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	9	0.05%	9	0.05%	72	0.05%
5.3.2	Number of Infant Mortality at Hospital	7	0.03%	12	0.06%	95	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	470	23.12%	489	26.18%	3565	23.40%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	2033	100.00%	1868	100.00%	15233	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1399	NA	1466	NA	11051	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	3250	NA	3012	NA	36137	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	61	NA	67	NA	478	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	140.43	18.18	128.44	0.79	-	11.99	-	
10.2	Ambulance Personnel Cost	312.82	2,354.22	314.16	2,335.95	-	(1.35)	18.27	-	
10.3	Care Personnel Cost	8.71	69.72	6.25	49.27	2.46	-	20.44	-	
10.4	Fuel Cost	197.15	1,542.27	206.29	1,531.57	-	(9.14)	10.70	-	
10.5	Repairs and Maintenance	38.49	308.38	47.43	418.70	-	(8.94)	-	(110.32)	The excess is due to the settlement of bills pretains to preceeding month
10.6	Medical Consumables	21.17	159.51	17.21	158.02	3.96	-	1.49	-	
10.7	Ambulance Mobile Telephone Expenditure	3.33	33.00	10.49	38.98	-	(7.16)	-	(5.98)	The excess is due to the settlement of bills pretains to preceeding month
10.8	Replacement of Tyres	20.03	152.70	16.40	101.29	3.63	-	51.41	-	
10.9	Refurbishment of Ambulances	5.06	81.88	2.24	70.83	2.82	-	11.06	-	
10.1	Uniform	0.13	31.01	2.95	18.81	-	(2.83)	12.20	-	
10.11	Vehicle Insurance	1.81	26.53	0.90	26.54	0.91	-	-	(0.01)	The excess is due to the settlement of bills pretains to preceeding month
10.12	Training Cost	25.98	105.94	4.87	69.18	21.11	-	36.76	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	2.77	8.76	4.53	15.79	-	(1.77)	-	(7.03)	The excess is due to the settlement of bills pretains to preceeding month
10.15	Other Salaries- Support Staff	41.49	322.91	34.51	275.16	6.98	-	47.75	-	The excess is due to the settlement of bills pretains to preceeding month
10.16	Marketing Expenditure	10.00	43.00	6.23	55.00	3.77	-	-	(12.00)	The excess is due to the settlement of bills pretains to preceeding month
10.17	Travelling Cost	12.82	88.17	21.88	95.43	-	(9.06)	-	(7.26)	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	30.07	239.52	31.22	248.54	-	(1.16)	-	(9.01)	
	Sub Total	750.78	5,707.95	745.74	5,637.49	46.44	(41.40)	222.07	(151.61)	

	Financial Performance	Planned		Achieved				Difference		Remarks
		During Month	Upto Month	During Month	Upto Month	Savings During Month	Excess During Month	Savings Upto Month	Excess Upto Month	
	Non Recurrent Cost									
1	Sense - Call Center Equipment	7.80	84.78	40.43	81.87	-	(32.63)	2.91	-	
2	Reach - Ambulance Modifications (Budget 2012-13 & 13-14)	4.50	9.00	-	-	4.50	-	9.00	-	
3	Infrastructure - Emergency Response Center	65.08	201.69	6.19	60.01	58.89	-	141.68	-	
	Sub Total	77.38	295.47	46.62	141.88	63.39	(32.63)	153.59	-	
	Total	828.17	6,003.42	792.36	5,779.37	109.83	(74.03)	375.66	(151.61)	
	ECC	37.46	120.51	20.18	72.96	17.28	-	47.55	-	
	104	9.97	36.94	5.36	17.81	4.61	-	19.12	-	
	Grand Total	875.60	6,160.86	817.90	5,870.14	127.11	(74.03)	423.21	(151.61)	

Note: Budgeted during month : 875.60 No. of line items under utilized during month **11**
 Budget released during month : 1,000.59 No. of line items over utilized during month **10**

 Expenditure during month : 817.90
Savings during month : 53.08

Note: Budgeted upto month : 6,160.86 No. of line items under utilized upto month **14**
 Budget released upto month : 5,916.07 No. of line items over utilized upto month **7**
 Expenditure upto month : 5,870.14
Savings upto month : 271.60

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	429	203	632
2	Number of Ambulances modified	429	203	632
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	409	187	596
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Coimbatore 1-Dharmapuri 1-Erode 3-Kancheepuram 1-Pudukkotai 1-Thiruvallur 3-Thiruvanamalai 1-Tiruchirapalli 2-Tirunelveli 1-Tirupur 2-Vellore 3-Villupuram	1-Dindigul 1-Erode 1-kanyakumari 2-karur 2-nagapattinam 1-Sivagangai 1-Thanjavur 1-The Nilgrs 4-Vellore 2-Villupuram	36
	A)Down due to Condemnation	12		12
	B)Down due to Refurbishment /Accident	15		15
	C)Down due to Manpower shortage	9		9
7	Spare ambulances used in Districts	1-Ariyalur 1-Coimbatore 1-Cuddalore 3-Kancheepuram 1-Karur 2-Madurai 1-Nagapattinam 1-Perambalur 2-Pudukkotai 1-Sivagangai 1-Thanjavur 1-Theni 1-Thiruvallur 1-Thiruvanamalai 1-Thiruvarur 2-Thoothukudi 2-Tiruchirapalli 3-Tirunelveli 1-Tirupur 2-Vellore 2-Virudhunagar	1-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 2-Karur 2-Krishnagiri 1-Nagapattinam 1-Namakkal 1-Salem 1-Sivagangai 1-Thanjavur 2-The Nilgrs 3-Vellore 4-Villupuram	53

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	30+ 3 Neonatal ambulances
COIMBATORE	24
CUDDALORE	25 + 1 NN
DHARMAPURI	17 + 1 NN
DINDIGUL	17
ERODE	20
KANCHEEPURAM	37 + 1 NN
KANYAKUMARI	9
KARUR	12
KRISHNAGIRI	16 + 1 NN
MADURAI	20 + 1 NN
NAGAPATTINAM	18
NAMAKKAL	14
PERAMBALUR	9
PUDUKOTTAI	16 + 1 NN
RAMANATHAPURAM	15
SALEM	22
SIVAGANGAI	14
THANJAVUR	19
THE NILGIRIS	11
THENI	11
THIRUVALLUR	33
THIRUVANAMALAI	28
THIRUVARUR	13
THOOTHUKUDI	14
TIRUCHIRAPALLI	20
TIRUNELVELI	23
TIRUPUR	17
VELLORE	39 + 1 NN
VILLUPURAM	32
VIRUDHUNAGAR	15 + 1 NN
Grand Total	632

Annexure C: District Wise Trip Details

1st - 30th Nov 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	2337	4.58	107566	211	46
CHENNAI	33	4326	4.37	88885	90	21
THENI	11	1410	4.27	66113	200	47
MADURAI	21	2687	4.27	91630	145	34
CUDDALORE	26	3245	4.16	151261	194	47
COIMBATORE	24	2957	4.11	100405	139	34
THIRUVANNAMALAI	28	3429	4.08	181552	216	53
THANJAVUR	19	2317	4.06	96058	169	41
NAMAKKAL	14	1695	4.04	69817	166	41
SALEM	22	2630	3.98	124819	189	47
THIRUVARUR	13	1554	3.98	79680	204	51
TIRUCHIRAPALLI	20	2361	3.94	95154	159	40
KANCHEEPURAM	38	4404	3.86	214736	188	49
DHARMAPURI	18	1974	3.66	117317	217	59
ARIYALUR	11	1205	3.65	55949	170	46
VILLUPURAM	32	3453	3.60	193114	201	56
PUDUKKOTAI	17	1834	3.60	87433	171	48
SIVAGANGAI	14	1510	3.60	80130	191	53
ERODE	20	2128	3.55	91593	153	43
THIRUVALLUR	33	3434	3.47	162787	164	47
PERAMBALUR	9	934	3.46	40636	151	44
NAGAPATTINAM	18	1844	3.41	107280	199	58
DINDIGUL	17	1715	3.36	84131	165	49
THOOTHUKUDI	14	1398	3.33	72464	173	52
VELLORE	40	3987	3.32	256679	214	64
RAMANATHAPURAM	15	1489	3.31	96121	214	65
KANYAKUMARI	9	875	3.24	31804	118	36
VIRUDHUNAGAR	16	1547	3.22	88766	185	57
TIRUNELVELI	23	2208	3.20	126001	183	57
KRISHNAGIRI	17	1560	3.06	101181	198	65
KARUR	12	1029	2.86	52880	147	51
THE NILGRIS	11	593	1.80	37597	114	63
TOTAL	632	70069	3.70	3351539	177	48

1st Apr- 30th Nov 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/ambby/day	Total Kilometre Run	Kilometre/ Ambby/Day	Average Kilometre/Trip
TIRUPUR	17	18306	4.41	829304	200	45
CUDDALORE	27	27454	4.25	1215803	188	44
THANJAVUR	19	18815	4.17	757825	168	40
CHENNAI	34	33984	4.07	662715	79	20
MADURAI	22	21044	4.01	727933	139	35
THENI	11	10726	3.95	481930	178	45
TIRUCHIRAPALLI	20	19023	3.90	755498	155	40
KANCHEEPURAM	38	35916	3.85	1692277	181	47
PUDUKKOTAI	16	14370	3.80	652455	173	45
SALEM	22	20738	3.80	918699	168	44
COIMBATORE	25	22803	3.78	776516	129	34
THIRUVANNAMALAI	27	24839	3.74	1369479	206	55
NAMAKKAL	14	12590	3.69	525052	154	42
DHARMAPURI	18	15800	3.67	919574	214	58
VILLUPURAM	31	28025	3.66	1540095	201	55
THIRUVARUR	14	12328	3.64	633816	187	51
ARIYALUR	11	9809	3.57	455735	166	46
ERODE	19	16479	3.51	709679	151	43
TIRUNELVELI	21	18019	3.50	1001328	194	56
THIRUVALLUR	34	28948	3.48	1358965	163	47
SIVAGANGAI	14	11866	3.47	610614	179	51
KRISHNAGIRI	16	13563	3.45	772253	196	57
NAGAPATTINAM	18	14790	3.41	810292	187	55
KANYAKUMARI	9	7502	3.37	267386	120	36
VIRUDHUNAGAR	15	11925	3.29	658705	181	55
PERAMBALUR	9	6970	3.17	306822	140	44
KARUR	10	7572	3.14	370641	154	49
VELLORE	40	30190	3.10	1841827	189	61
DINDIGUL	17	12895	3.04	602208	142	47
THOOTHUKUDI	15	10983	3.03	550822	152	50
RAMANATHAPURAM	16	11917	3.01	735691	186	62
THE NILGRIS	11	4701	1.75	313096	117	67
TOTAL	630	554890	3.61	25825035	168	47

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Nov'13		Upto the month (April'13 – Nov'13)	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	58,660	86.82%	4,56,578	86.52%
2	Number of cases admitted in Private Hospitals	3,154	4.67%	26,833	5.08%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,750	8.51%	44,306	8.40%
TOTAL		67,564	100.00	5,27,717	100.00%

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

Nov/13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	33	24	26	18	17	20	38	9	12	17	21	18	14	9	17	15	22
Accidental Poisoning	68	62	163	126	122	71	68	126	34	22	70	169	88	65	34	111	58	95
Acute Abdomen	127	321	169	319	182	66	99	319	48	73	87	144	197	95	62	103	143	140
Allergic Reactions	1	2	2	2	1			2				1	4	3			2	1
Animal Attack	49	8	36	119	58	55	40	99	17	32	27	70	73	61	25	68	47	49
Assault	47	125	106	118	58	63	74	76	73	58	43	98	104	62	32	84	77	100
Behavioral								1				1						
Cardiac/Cardio Vascular	80	240	197	195	110	80	147	247	40	71	58	164	127	108	71	105	100	148
Diabetes	14	44	38	25	10	8	21	42	10	15	14	20	20	13	5	9	12	23
Disasters due to Natural elements		1	1	1	1												1	
Environmentals																		
Epilepsy	33	219	109	89	66	39	53	173	20	24	36	86	59	60	27	45	37	73
Fevers / Infections	54	154	74	146	77	31	51	190	35	47	69	42	126	41	96	92	52	99
Fire/Burns	11	50	14	39	7	24	12	63	7	7	5	28	28	19	3	10	19	30
Industrial		1				1								2			1	
Neonatal (upto 1 month)	36	182	36	62	92	50	47	111	20	24	52	82	27	46	39	27	24	76
Others	15	120	67	58	28	19	31	99	20	11	21	38	34	14	15	28	24	41
Paediatric(1-12years)	1	9	2	2	1	2	3	13	1		2	4	4	6	5		2	3
Pregnancy related	358	524	545	973	581	485	516	1138	228	267	564	630	336	337	262	544	391	731
Respiratory	41	240	151	113	57	47	68	196	32	43	35	80	79	66	37	41	46	83
Stroke/CerebroVascular Accidents	35	223	127	88	44	56	105	145	35	49	34	88	71	86	29	59	52	99
Suicide attempt	10	33	19	15	6	5	15	17	1	2	8	10	6	12	2	8	8	12
Trauma (non Vehicular)	26	365	139	104	61	72	107	192	63	31	30	121	94	90	23	48	50	85
Trauma (Vehicular)	157	886	731	507	318	448	541	872	159	182	342	651	295	407	129	384	277	571
Unconscious	13	269	105	42	26	28	43	79	12	25	17	47	20	38	17	32	25	50
Grand Total	1176	4078	2831	3143	1906	1650	2041	4200	855	983	1514	2574	1792	1631	913	1798	1448	2509
Number of cases/ambulance	107	124	118	121	106	97	102	111	95	82	89	123	100	117	101	106	97	114
Number of cases/Ambulance/day	3.6	4.1	3.9	4.0	3.5	3.2	3.4	3.7	3.2	2.7	3.0	4.1	3.3	3.9	3.4	3.5	3.2	3.8

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	19	11	11	33	28	13	14	20	23	17	40	32	16	632
Accidental Poisoning	65	125	29	91	94	124	90	67	67	101	103	143	184	66	2901
Acute Abdomen	92	165	54	107	247	238	154	86	140	186	166	257	299	82	4967
Allergic Reactions	4	2			1	4	1			2	3	2	3	1	44
Animal Attack	63	79	6	44	43	110	60	61	93	62	37	81	94	50	1816
Assault	61	96	27	60	59	82	60	62	112	130	63	74	82	45	2411
Behavioral				1	1								1		5
Cardiac/Cardio Vascular	84	155	43	135	209	155	113	59	135	150	175	224	139	60	4124
Diabetes	11	17	4	13	40	37	9	15	16	26	27	39	17	6	620
Disasters due to Natural elements				1								1	1		8
Environmentals							1								1
Epilepsy	34	68	26	35	123	93	44	51	72	67	74	102	110	28	2175
Fevers / Infections	41	86	9	43	150	189	97	29	116	71	75	116	160	48	2706
Fire/Burns	22	43	9	8	34	30	26	15	21	14	19	42	33	32	724
Industrial												2			7
Neonatal(upto 1 month)	44	36	24	26	68	107	33	45	48	48	43	166	94	53	1868
Others	28	47	18	31	49	90	27	25	27	34	61	51	45	28	1244
Paediatric(1-12years)	2	1	2	3	3	7	2	3	4	4	2	10	1	1	105
Pregnancy related	426	657	157	359	1039	1197	357	416	700	501	438	1537	1237	535	18966
Respiratory	46	78	24	51	146	85	58	45	91	101	92	132	92	39	2535
Stroke/CerebroVascular Accidents	41	73	30	36	129	114	63	44	69	75	83	108	95	52	2437
Suicide attempt	7	13		1	26	13	6	1	12	7	9	14	9	4	311
Trauma (non Vehicular)	53	71	36	60	155	192	63	61	93	82	96	103	80	43	2889
Trauma (Vehicular)	340	393	67	231	577	431	224	259	414	467	619	581	493	297	13250
Unconscious	20	42	10	32	95	47	20	25	56	21	59	52	61	22	1450
Grand Total	1484	2247	575	1368	3288	3345	1508	1369	2286	2149	2244	3837	3330	1492	67564
Number of cases/ambulance	106	118	52	124	100	119	116	98	114	93	132	96	104	93	107
Number of cases/Ambulance/day	3.5	3.9	1.7	4.1	3.3	4.0	3.9	3.3	3.8	3.1	4.4	3.2	3.5	3.1	3.6

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

Apr'13 - Nov'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURI	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	25	27	18	17	19	38	9	10	16	22	18	14	9	16	16	22
Accidental Poisoning	595	598	1097	1576	986	600	717	1263	235	200	638	1132	913	647	320	782	533	934
Acute Abdomen	1098	2294	1207	2809	1252	548	823	2750	318	510	786	1194	1417	756	754	917	1127	1131
Allergic Reactions	15	15	14	22	10	5	17	14	3	6	4	14	31	6	13	4	23	12
Animal Attack	484	87	310	1130	501	347	246	722	129	216	262	453	728	374	194	574	339	465
Assault	572	1120	699	1245	649	588	628	818	588	428	406	857	932	514	362	874	707	939
Behavioral	5	2	1	2	4	1	0	2	2	1	2	2	3	0	0	1	0	1
Cardiac/Cardio Vascular	517	1856	1491	1441	816	499	933	1696	350	421	401	1043	865	725	399	726	830	967
Diabetes	78	396	216	164	105	60	148	307	79	72	76	164	126	112	45	73	98	202
Disasters due to Natural elements	0	3	2	3	1	0	1	1	0	0	0	0	2	0	0	0	1	0
Environmentals	0	5	0	1	0	2	0	1	2	1	1	3	0	1	0	0	0	0
Epilepsy	178	1695	763	603	459	242	381	1158	173	191	274	487	352	381	151	314	222	525
Fevers / Infections	258	1032	442	768	418	155	255	942	423	210	507	321	669	233	299	341	328	434
Fire/Burns	88	326	160	262	86	154	142	471	55	49	83	264	207	84	39	133	125	175
Industrial	0	6	6	7	3	2	3	11	1	2	4	4	3	3	0	5	3	1
Neonatal (upto 1 month)	287	1394	336	514	819	428	329	943	193	242	405	739	213	393	231	243	309	564
Others	210	1789	652	705	364	290	441	987	295	210	201	414	463	300	182	256	283	442
Paediatric(1-12years)	6	52	18	31	14	11	13	96	4	10	17	15	14	26	14	13	13	24
Pregnancy related	2848	3312	4061	6917	4496	3168	3434	8372	1658	1906	4925	5083	2573	2599	1738	4125	2822	5476
Respiratory	203	1716	949	750	347	236	501	1160	213	196	215	521	508	417	200	291	276	569
Stroke/Cerebrovascular Accidents	221	1621	811	736	392	271	637	1003	229	276	204	491	481	479	209	334	369	571
Suicide attempt	82	248	115	177	61	48	91	163	11	28	66	80	95	64	31	55	62	118
Trauma (non Vehicular)	269	2821	1208	970	518	571	843	1561	526	299	337	924	677	620	238	453	430	773
Trauma (Vehicular)	1373	7185	5881	5028	2707	3840	4584	8433	1547	1492	2964	5129	2778	2978	1192	3255	2421	4735
Unconscious	116	1962	842	330	148	189	396	791	156	103	125	400	212	225	131	181	203	348
Grand Total	9503	31535	21281	26191	15156	12255	15563	33665	7190	7069	12903	19734	14262	11937	6742	13950	11524	19406
Number of cases/ambulance	845	921	860	988	860	705	808	880	788	716	800	918	803	853	749	900	709	867
Number of cases/Ambulance/day	3.5	3.8	3.5	4.1	3.5	2.9	3.3	3.6	3.2	2.9	3.3	3.8	3.3	3.5	3.1	3.7	2.9	3.6

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

EMERGENCY TYPE	SIVAGANGAI	THANJAVUR	THE NILGIRIS	THENI	THIRUVALLUR	THIRUVANNAMALAI	THIRUVARUR	THOOTHUKUDI	TIRUCHIRAPPALLI	TIRUNELVELI	TIRUPUR	VELLORE	VILLUPURAM	VIRUDHUNAGAR	Grand Total
Ambulance count	14	19	11	11	34	27	14	15	20	21	17	40	31	15	630
Accidental Poisoning	611	961	184	814	995	1228	818	519	685	802	857	1097	1521	462	25320
Acute Abdomen	802	1512	340	757	2374	2042	1239	701	1322	1081	1152	1827	2448	732	40020
Allergic Reactions	9	12	2	4	20	24	13	5	10	8	14	14	14	2	379
Animal Attack	467	667	54	283	495	937	443	238	623	392	276	672	916	292	14316
Assault	627	1023	207	492	639	815	701	545	1020	960	622	838	956	455	22826
Behavioral	0	1	1	2	5	0	1	0	0	2	4	1	4	0	50
Cardiac/ Cardio Vascular	646	1018	358	758	1728	961	780	522	872	952	1314	1345	1157	407	28794
Diabetes	78	101	47	119	276	194	92	83	142	172	212	290	222	62	4611
Disasters due to Natural elements	1	0	1	2	2	1	0	1	3	1	0	3	2	0	31
Environmentals	0	0	0	0	1	0	1	0	0	0	0	1	2	0	22
Epilepsy	225	422	126	258	887	569	293	284	438	420	583	693	676	224	14647
Fevers / Infections	221	297	93	259	822	680	472	286	476	890	496	607	816	474	14924
Fire/Burns	133	237	50	102	333	250	158	120	144	170	126	325	243	161	5455
Industrial	1	3	2	2	9	4	4	5	5	2	4	10	9	6	130
Neonatal(upto 1 month)	247	321	187	244	499	834	174	369	476	377	345	1495	775	308	15233
Others	313	484	203	264	822	517	352	238	431	414	612	637	588	272	14631
Paediatric(1-12years)	13	22	7	11	48	40	13	12	23	19	17	43	22	14	695
Pregnancy related	3104	4842	1287	2751	7543	8773	2694	2838	5284	4404	3143	10722	8951	3988	139837
Respiratory	246	501	201	266	1071	622	400	311	486	628	644	837	664	262	16407
Stroke/CerebroVascular Accidents	271	431	278	271	910	526	390	338	544	537	622	678	682	291	16104
Suicide attempt	42	95	8	43	212	111	74	36	70	62	116	141	118	31	2754
Trauma (non Vehicular)	440	722	283	505	1197	783	532	432	746	757	779	894	778	405	23291
Trauma (Vehicular)	2901	4044	488	1956	5717	3759	2136	2528	4032	3950	5014	5095	4643	2440	116225
Unconscious	154	281	111	168	734	330	147	189	348	274	371	463	410	177	11015
Grand Total	11552	17997	4518	10331	27339	24000	11927	10600	18180	17274	17323	28728	26617	11465	527717
Number of cases/ambulance	825	973	411	929	801	881	860	713	909	818	1019	720	848	771	838
Number of cases/Ambulance/day	3.4	4.0	1.7	3.8	3.3	3.6	3.5	2.9	3.7	3.4	4.2	3.0	3.5	3.2	3.4

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

Sl.No	District	Ambulance Count	During the month Nov 2013		Ambulance Count	Upto the month Apr' 13 - Nov'13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	55949	8.81	11	455735	9.29
2	CHENNAI	33	88885	8.42	34	662715	8.21
3	COIMBATORE	25	100405	9.13	25	776516	9.19
4	CUDDALORE	26	151261	9.84	27	1215803	9.97
5	DHARMAPURI	17	117317	8.84	18	919574	8.70
6	DINDIGUL	18	84131	8.59	18	602208	8.35
7	ERODE	20	91593	8.61	19	709679	8.58
8	KANCHEEPURAM	39	214736	9.60	38	1692277	9.38
9	KANYAKUMARI	9	31804	7.66	9	267386	7.59
10	KARUR	11	52880	9.83	10	370641	8.58
11	KRISHNAGIRI	17	101181	8.38	16	772253	8.28
12	MADURAI	21	91630	10.01	22	727933	10.06
13	NAGAPATTINAM	18	107280	8.92	18	810292	8.83
14	NAMAKKAL	14	69817	8.91	14	525052	8.90
15	PERAMBALUR	9	40636	10.63	9	306822	10.33
16	PUDUKOTTAI	17	87433	10.05	16	652455	10.19
17	RAMANATHAPURAM	15	96121	10.94	16	735691	10.79
18	SALEM	22	124819	8.79	22	918699	9.03
19	SIVAGANGAI	14	80130	9.19	14	610614	9.06
20	THANJAVUR	19	96058	8.67	19	757825	8.74
21	THE NILGIRIS	11	37597	6.11	11	313096	6.36
22	THENI	11	66113	10.85	11	481930	10.91
23	TIRUPUR	17	107566	9.90	17	829304	10.10
24	THIRUVALLUR	33	162787	10.00	34	1358965	9.70
25	THIRUVANNAMALAI	28	181552	10.12	27	1369479	10.33
26	THIRUVARUR	13	79680	9.88	14	633816	10.06
27	THOOTHUKUDI	14	72464	8.78	15	550822	8.82
28	TIRUCHIRAPPALLI	20	95154	10.38	20	755498	9.99
29	TIRUNELVELI	22	126001	10.39	21	1001328	10.45
30	VELLORE	40	256679	9.12	40	1841827	9.18
31	VILLUPURAM	32	193114	8.40	31	1540095	8.73
32	VIRUDHUNAGAR	16	88766	11.24	15	658705	10.69
TOTAL		632	3351539	9.34	630	25825035	9.29

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

S. No	Associate Classification	Head Count								
		During the month (New joinees)			Upto the month			Current Month		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Emergency Response Officers (CO/DOs/EROs)	0	0	0	34	33	67	67	72	139
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	26	8	34	121	111	232	959	445	1404
5	EMT (Under Training)									
6	Pilot (Trained)	51	0	51	307	0	307	1405	0	1405
7	Pilot (Under Training)									
8	Operations Staff	1	0	1	6	0	6	71	3	74
9	Support Staff	4	0	4	23	9	32	62	22	84
Total		82	8	90	491	153	644	2564	542	3106

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	5	4	9	31	38	69
2	EMT	8	8	16	98	88	186
3	Pilot	10	0	10	238	0	238
4	Operations Staff	1	0	1	11	0	11
5	Support Staff	0	0	0	25	11	36
Total		24	12	36	403	137	540

Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15th Sep '08 to 30th Nov 2013 =1806.

Annexure I – Call and Dispatch Average Handle Time

S No	Call / Dispatch Time Break-Up	During the Month Time (HH:MM:SS)	Greater than Average in %	Up to the Month Time (HH:MM:SS)
1	Average Call to Dispatch Time	0:04:13	41%	00:04:09
2	Average Time taken from Base to Scene/Incident	0:18:00	40%	00:17:02
3	Average Time taken at the Scene / Incident Location	0:11:55	44%	00:11:13
4	Average Time taken from Scene to Hospital	0:35:12	41%	00:34:24
5	Average Time taken from Call to Hospital	1:09:57	42%	01:06:53

Nov 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	4358	16.5	3049	1309	1549	3.8	978	571
5- 10 min	6170	23.4	3996	2174	6125	14.9	3681	2444
10 - 15 min	2239	8.5	1448	791	6475	15.7	4193	2282
15 - 20 min	2224	8.4	1630	594	6423	15.6	4749	1674
20 - 25 min	2257	8.5	1812	445	5360	13.0	4292	1068
25 - 30 min	2181	8.3	1747	434	4314	10.5	3560	754
30 - 35 min	1825	6.9	1493	332	3230	7.8	2777	453
35 - 40 min	1488	5.6	1168	320	2458	6.0	2154	304
40 - 45 min	999	3.8	785	214	1651	4.0	1440	211
45 - 50 min	801	3.0	634	167	1100	2.7	990	110
50 - 55 min	572	2.2	455	117	793	1.9	691	102
55 - 60 min	362	1.4	298	64	503	1.2	453	50
> 60 min	932	3.5	701	231	1175	2.9	1046	129
Total cases	26408	100.0	19216	7192	41156	100.0	31004	10152

Nov 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	183	0.7	140	43	346	1.0	248	98
10 -20 min	150	0.6	57	93	1571	4.4	977	594
20 - 30 min	566	2.1	264	302	3476	9.8	2102	1374
30 - 40 min	1360	5.1	811	549	4942	14.0	3398	1544
40 - 50 min	2243	8.5	1619	624	5472	15.5	4125	1347
50 - 60 min	2778	10.5	2221	557	5153	14.6	4203	950
>60 min	19128	72.4	14104	5024	14446	40.8	12472	1974
Total cases	26408	100.0	19216	7192	35406	100.0	27525	7881

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

Annexure J: Interesting Emergency Case

Emergency case 1

Case Details Format	
Case ID	5480381
Date	11.11.13
Assign Time	19:49:00 AM
Ambulance Location	Suramangalam
District	Salem
Name of EMT	Bhuvaneshwari
ID Number	34127
Name of Pilot	Sampath
ID Number	45663
Patient details	
Age	71
Gender	Male
Name	Shekar
Contact Number (Patient / informer)	8345550444
Emergency Type	Chest Pain
Level of Consciousness	Responding to Verbal stimuli
Case Details	<p>Ill since last two months, 71 years old shekar from Mullai nagar village, salem district on 11th of November developed severe chest pain with breathing difficulty. Concerned by the incident, his son immediately called '108' and requested emergency medical help. The case was assigned to suramangalam ambulance location. By the time the '108' team reached at the patient's residence, he had already lost his consciousness and was in critical state. Knowing that further delay could prove fatal for him, the '108' team swiftly shifted him into the ambulance and started oxygen at a rate of 15 Liters per minute. On examination, His Blood Pressure was 90/50 mm of Hg, Pulse Rate was 42 bpm and Respiration Rate was 16 breaths per minute.</p>
Prehospital Care Provided	<p>Then, EMT was shocked to find that the oxygen saturation was only 93% which is lower than the normal range. She then provided him comfortable position and administered high flow oxygen. As EMT promptly dialed Emergency Physician and followed the advice, by administering Medications such as Tab. Asprin, Tab. Clopidogrel, Inj. Rantac and IV fluid RL (500ml). Later the oxygen saturation level improved to 100% by the time he was safely handed over to salem GH. He was further monitored and received care for sudden hypoxia and possible cardiovascular complications and was discharged in good health.</p>
Additional Challenges	
Photographs**	

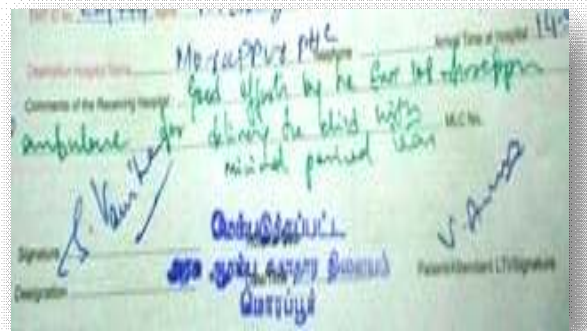


'108' ambulance.

Emergency Case – 2

Case Details Format

Case ID	5396565
Date	4.11.13
Assign Time	13:10
Ambulance Location	Morapur
District	Dharmapuri
Name of EMT	V.Murugan
ID Number	39774
Name of Pilot	Senthilkumar
ID Number	18074



Patient details	
Age	34
Gender	Female
Name	Roja
Contact Number (Patient / informer)	9626353261
Emergency Type	Delivery conducted in the Ambulance For PIH with Bradycardia
Level of Consciousness	Conscious
Case Details	On 4th Nov 2013 our Morapur location ambulance received a call from ERO at around 13.01pm to attend a case of Labour Pain from Mukanurpatti village. Our ambulance got dispatched to the scene and while reaching scene EMT Assessed the mother was having temperature 98.67 F,HR-100b/m,RR:20b/m,spo2:98%.EMT found that the victim was in severe labor pain.our EMT performed initial assessment and then used scoop stretcher to shift the victim to Ambulance. EMT collected history from the patient and came to know that she had a past history of fetal loss in her previous pregnancy .
Prehospital Care Provided	EMT Adminstered oxygen 6litre/min and administered IV RL. While transporting the patient EMT noticed that the severity of the pain aggravated drastically and crowning stage was seen.so EMT Prepared disposable delivery kit conducted delivery.At 2:30am the victim delivered male baby with a normal APGAR:10. EMT Performed neonatal resuscitation and further shifted both mother and newborn to Dharmapuri District Morapur phc . During 24hrs followup it is found both mother and baby were safe.
Additional Challenges	

Emergency Case – 3

Case Details Format	
Case ID	5506773
Date	14.11.13
Assign Time	06.23
Ambulance Location	Srivilliputhur
District	Virudhunagar
Name of EMT	G.Rajeswaran
ID Number	040700
Name of Pilot	M.R.Balasubramanian
ID Number	018569
Patient details	
Age	40
Gender	Male
Name	Kannan
Contact Number (Patient / informer)	8110918430
Emergency Type	Train Traffic Accident
Level of Consciousness	Unconscious
Case Details	We received a call from the Srivilliputhur Railway Police that a victim was found on the railway track and our Srivilliputhur Amby was assigned the case. Our team reached the spot and found that the victim was unconscious and had head injury with lacerations through out the body. The victim had fall down from the train as he was durnken. Our Amby team took the help of the Railway police to identify the correct spot and rescued him. The victim was admitted in Srivilliputhur G.H. after been provided with primary care he was referred to Madurai medical college and our Srivilliputhur amby shifted him to Madurai GH and saved his life. The public and the media appreciated our team for their sincere efforts and dedication in finding the victim in order to save someone's life.
Prehospital Care Provided	EMT controlled major bleeding and provided wound care, administered supplementary O2 and Initiated IV line. After consulting with emergency physician online EMT then started infusion of Intravenous fluids.
Additional Challenges	One of the passengers in the train informed that a person had fell down from the train, but correct location not known, so our team searched for the victim on the track to locate the right spot
Photographs**	

Dinakaran - 15.11.2013



Media report of the case

Annexure K – Important Events & Photographs

Event: Best served associates on the eve of Diwali were felicitated by The Project Director. EMTs/PILOTS and EROs were honoured and they shared their experiences on that day.



Event: Awareness on Safe transportation during Pregnancy and the usage of 108 ambulance services in other emergencies were explained to the Pregnant mothers at Bhanavaram PHC at Vellore on 11th Nov 2013. More than 50 AN mothers attended the programme



Other Events:

- EDD/HRP data follow up thro VHN/Preg Mothers in every district by deputing an EMT in Major Govt Institutions.
- Hot Spot analysis done in all locations to identify zero call villages and demo carried out in that villages to improve the utilisation.

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

AN - Cases Monthly Report									
For the month of Nov 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 referred by FRU to Higher Level Institutions	Number of cases referred by referred institutions	Total Cases Re-referred
1	ARIYALUR	98	86	138	33	358	-	-	-
2	CHENNAI	6	79	31	82	524	-	-	-
3	COIMBATORE	101	113	221	73	545	-	-	-
4	CUDDALORE	129	368	273	169	973	3	-	3
5	DHARMAPURI	170	64	286	33	581	-	-	-
6	DINDIGUL	99	70	239	30	485	-	-	-
7	ERODE	129	71	194	43	516	-	-	-
8	KANCHEEPURAM	243	175	507	134	1138	-	-	-
9	KANYAKUMARI	16	21	139	14	228	-	-	-
10	KARUR	58	84	102	14	267	-	-	-
11	KRISHNAGIRI	132	91	251	53	564	-	-	-
12	MADURAI	97	80	212	73	630	-	-	-
13	NAGAPATTINAM	22	131	108	55	336	-	-	-
14	NAMAKKAL	89	53	148	31	337	-	-	-
15	THE NILGIRIS	37	25	49	31	157	-	-	-
16	PERAMBALUR	66	69	101	14	262	-	-	-
17	PUDUKOTTAI	134	185	159	52	544	-	-	-
18	RAMANATHAPURAM	81	84	125	36	391	-	-	-
19	SALEM	152	84	374	65	731	-	-	-
20	SIVAGANGAI	103	98	146	33	426	-	-	-
21	THANJAVUR	122	233	192	71	657	-	-	-
22	THENI	18	54	184	90	359	-	-	-
23	THIRUVALLUR	130	158	564	134	1039	1	-	1
24	THIRUVANNAMALAI	316	186	494	58	1197	-	-	-
25	THIRUVARUR	26	106	136	66	357	-	-	-
26	THOOTHUKUDI	49	100	198	67	416	-	-	-
27	TIRUCHIRAPPALLI	219	151	281	54	700	-	-	-
28	TIRUNELVELI	33	92	269	90	501	-	-	-
29	TIRUPUR	90	101	193	34	438	-	-	-
30	VELLORE	261	125	790	297	1537	1	-	1
31	VILLUPURAM	370	234	491	129	1237	-	-	-
32	VIRUDHUNAGAR	129	115	211	46	535	-	-	-
Total		3725	3686	7806	2204	18966	5	0	5

Annexure M: Neonatal ambulance cases (Nov'13)

Neonatal Cases Admission -November'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
1	Madurai	VALAYANKULAM PHC NEONATAL	ACHIYAMPATTI GH	1	Madurai GH
			ARUPUKOTTAI GH	3	
			AYILANGUDI PHC	1	
			DEVAKOTTAI GH	1	
			DINDIGUL GH	4	
			KARAIKUDI GH	1	
			KODAKOIL PHC	2	
			MATTAPARAI PHC	1	
			MUDUKANKULAM PHC	1	
			NAGAMALAI PUDUKOTTAI PHC	1	
			NILAIYUR PHC	2	
			PARAMAKUDI GH	4	
			POOVANTHI PHC	1	
			SANTHAKUDI PHC	1	
			SATTUR GH	1	
			SEMBANUR PHC	1	
			SIVAGANGA MCH	6	
			THATHANERI ESI HOSP	1	
			THIRUMANGALAM GH	9	
			THIRUPARANKUNDRAM PHC	2	
			THIRUPATTUR GH	1	
			USILAMPATTI GH	5	
			VADIPATTI GH	1	
			VELLALAPATTI.A. PHC	1	
			VIKRAMANGALAM PHC _ MADURAI	1	
			VIRUDHUNAGAR GH	1	
			ACHIYAMPATTI GH	1	Not an emergency
			AYILANGUDI PHC	1	
			MELLUR GH	1	
Valayankulam PHC Total			57		
2	Dharmapuri	DHARMAPURI MEDICAL COLLEGE	BAIRNATHAM PHC	1	Dharmapuri GH
			BANDAHALLI PHC	2	
			BELRAMPATTY PHC	1	
			BOOTHANATHAM PHC	1	
			CHINNAKUPPAM PHC	1	
			ERIYUR PHC	1	
			HANUMANTHAPURAM PHC	1	
			HARUR GH	9	
			INDUR PHC	1	
			LALIGAM PHC	3	
			MARANDAHALLI PHC	1	
			NAGADESAMPATTY PHC	1	
			NULAHALLI PHC	3	
			PALACODE GH	5	
			PALAYAMPUDUR PHC	1	
			PAPPARAPATTI PHC	2	
			PENDARAHALLI PHC	1	
			PULIKARAI PHC	3	
			RAMIYENAHALLI PHC	3	
			THOPPUR PHC	1	
			TIRUPATTUR GH	1	Salem GH
			DHARMAPURI GH	1	
			HARUR GH	2	
			INDUR PHC	1	
			JEKKASAMUDRAM PHC	1	
			KADAYAMPATTI PHC	1	
			KRISHNAGIRI GH	1	
			DHARMAPURI GH	1	
			PALAYAMPUDUR PHC	1	ESI, BANGALORE
			ALAPATTI PHC	1	
			ERIYUR PHC	1	
			Dharmapuri MCH Neonatal Total		

Neonatal Cases Admission -November'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
3	cuddalore	CUDDALORE GH NEONATAL	CHIDAMBARAM GH	1	Cuddalore GH
			KARAIKADU PHC	1	
			KURINJIPADI GH	1	
			PALAYAMKOTTAI PHC	1	
			PANRUTI GH	4	
			PUDUCHATHIRAM PHC _ CUDD	1	
			RAMPAKKAM PHC	1	
			THEERTHANGIRI PHC	1	
			THIRUCHOPURAM PHC	1	
			THONDAMANATHAM PHC	7	
			VADALUR PHC	1	
			VANKADAMPETTAI PHC	1	
			VEERAPERUMANALLUR PHC	1	
			VRIDHACHALAM GH	3	
			CUDDALORE GH	6	JIPMER
			CUDDALORE GH,	1	
			ORAIYUR PHC	1	Mundiyapakkam MCH, Villupuram
			PANRUTI GH	1	
			VRIDHACHALAM GH	5	
			Cuddalore GH Neonatal Total	39	
4	kancheepuram	KANCHIPURAM - NEONATAL	ADI ANNAMALAI PHC	1	ICH
			CHEYAR GH	1	
			CHENGALPET MCH	5	
			KANCHIPURAM GH	5	
			CHEYUR GH	1	
			NALLAMBUR PHC	1	
			THIRUPPUKUZHI PHC	1	
			WALAJABAD PHC	1	
			MEENAKSHI MCH	1	
			TIRUVANNAMALAI GH	7	
			TIRUPATTUR GH	2	
			VELLORE MCH (ADUKKAMPARAI)	3	
			CHENGALPET MCH	1	KMCH
			KANCHIPURAM GH	2	
			MADURANTAKAM GH	2	
			UTHIRAMERUR GH	1	CMC HOSPITAL, VELLORE
			KANCHIPURAM GH	1	
			CHENGALPET MCH	1	CHENGALPET MCH
			ACHARAPAKKAM PHC	1	
			IRUMBEDU PHC	1	
			ORATHY PHC	1	
			REDDIPALAYAM PHC	1	THIRUVALLUR GH
			ULUNDAI PHC	1	
			PADUR PHC	1	Not an emergency
			Chengalpattu Neonatal Total	43	
5	Chennai	ICH- Egmore	ADI ANNAMALAI PHC	2	ICH- Egmore
			ADYAR CHC	3	
			AMIRTHAPURAM PHC	2	
			ANAKKAPUTHUR PHC	1	
			ANDHRA MAHILA SABHA TRUST HOSP	1	
			ARAKONAM GH	2	
			KILPAUK MCH	2	
			GOSHA	2	
			RSRM	2	
			IOG EGMORE	6	
			AYANAVARAM CHC	2	
			ELANGO NAGAR CHC	1	
			PERIYAR NAGAR PHC	1	
			APPASAMY	1	
			KANCHIPURAM GH	4	
			KAVARAPETTAI PHC	1	
			CHENGALPET MCH	1	
			MADURANTAKAM GH	2	
			AYYAMPETTAI PHC	1	
			MANGADU PHC	1	
			MEDAVAKKAM PHC	4	
			NEW LIFE CHILDREN PVT HOSP	1	
			PERAMBAKKAM PHC	1	
			PERAMBUR CORPORATION HOSPITAL	1	
			PERUMAL PATTU PHC	2	
			PULIYANTHOPE CHC	1	
			R.K.NAGAR PHC	1	
			RAGAI PVT HOSPITAL	1	
			RAJU HOSPITAL	1	
			S.B.S PVT HOSP	1	
			SHENOY NAGAR PHC	1	
			TIRUVANNAMALAI GH	5	
			THAKKOLAM PHC	1	
			THATHANAPLAYAM PHC	1	
			TIRUPATTUR GH	3	
			THIRUVALLUR GH	4	
			PONNERI GH	1	
			TIRUTTANI GH	2	
			DEVAMPAT PHC	2	
			MANALI PHC	1	
			MINJUR PHC	2	
			NEMAM PHC	1	
			PANCHATTI PHC	1	
			PERIYAPALAYAM PHC	1	
			PORUR PHC	2	
			VELLORE MCH (ADUKKAMPARAI)	1	
			WCF PVT CLINIC	1	
			SAIDAPET CHC	1	KMCH
			ARAKONAM GH	1	
			PERIYAR NAGAR PHC	1	RSRM
			PANCHATTI PHC	1	
			GUMMIDIPOONDI GH	2	IOG EGMORE
			ICH	3	
			IOG	1	CHILDS TRUST
			DEEPAM, TAMBARAM	1	
			ADYAR CHC	2	SAIDAPET CHC
			ARAKONAM GH	1	Not an emergency
			K.H.M PVT HOSPITAL	1	
			RSRM	1	
			KAVARAPETTAI PHC	1	
			ICH Egmore Total	99	

Neonatal Cases Admission -November'13								
S.No	District	Location	Referral Hospital		Destination Hospitals			
			Hospitals name	No.of cases				
6	Chennai	Triplicane- Neo II	CHROMPET GH	2	ICH- egmore			
			ADYAR CHC	4				
			ANAKKAPUTHUR PHC	1				
			GOSHA	3				
			RSRM	2				
			IOG EGMORE	3				
			AYANAVARAM CHC	1				
			KODAMBAKKAM CHC	1				
			PERIYAR NAGAR PHC	3				
			SAIDAPET GH	1				
			KAVARAPETTAI PHC	1				
			CHENGALPET MCH	1				
			KANCHIPURAM GH	2				
			MADURANTAKAM GH	2				
			TAMBARAM GH	2				
			MEDAVAKKAM PHC	4				
			OKKIAM THURAIPAKKAM PHC	1				
			SIRUKUNDRAM PHC	1				
			PULIYANTHOPE CHC	1				
			PURASAIWAKKAM PHC	1				
			TIRUVANNAMALAI GH	2				
			PERUNGALATHUR PHC	1				
			THELLAR PHC	1				
			MADARAPAKKAM PHC	1				
RSRM	1	STANLEY MCH						
ADYAR CHC	1	SAIDAPET CHC						
KANCHIPURAM GH	1	Not an emergency						
			TriplicaneNEO Total	45				
7	Chennai	RSRM	ADYAR CHC	1	ICH			
			ARAKONAM GH	1				
			GOSHA	1				
			RSRM	2				
			AYANAVARAM CHC	1				
			TAMBARAM GH	1				
			PONNERI GH	2				
			PULIYANTHOPE CHC	4				
			SAIDAPET CHC	1				
			TIRUVANNAMALAI GH	1				
			MANALI PHC	1				
			PERIYAPALAYAM PHC	1				
			STEDFORD HOSPITAL	1				
			SHENOY NAGAR PHC	1	KMCH			
			RSRM	1	STANLEY			
			PULIYUR PHC	1	THIRUVALLUR GH			
						RSRM Neo Total	21	
			8	Chennai	Tirupathur CIFT Neonatal ambulance	ALANGAYAM PHC	2	Tirupathur - GH
ANDIAPPANUR PHC	8							
JOLARPETTAI PHC	3							
KADIRAMPATTU PHC	2							
KAJALNAICKENPATTI PHC	2							
KUNICHI PHC	2							
MELSANARKUPPAM PHC	1							
NATRAMPALLI PHC	4							
PERAMPATTU PHC	1							
PUDUPATTU PHC	1							
PUDUPETTAI PHC _ VELLORE	10							
PUDURNADU PHC	2							
VANIYAMPADI GH	1							
VELLAKALNATHAM PHC	1							
VILAMPAKKAM PHC	1							
VANYAMBADI GH	1	VELLORE MCH (ADUKKAMPARAI)						
TIRUPATTUR GH	3							
SINGARAPETTAI PHC	1	DHARMAPURI MEDICAL COLLEGE HOSPITAL						
TIRUPATTUR GH	2	ICH- Egmore						
ANDIAPPANUR PHC	3							
ANDIAPPANUR PHC	1	Not an emergency						
KUNICHI PHC	1							
						Tirupathur Neo total	53	

Neonatal Cases Admission -November'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
9	Krishnagiri	Krishnagiri GH Neonatal ambulance	CHINTHAGAMPALLI PHC	1	KRISHNAGIRI GH
			GURUBARAHALLI PHC	1	
			KAPPALVADI PHC	1	
			MATHUR GH	1	
			NACHAIKUPPAM PHC	1	
			NAGAMALAI PUDUKOTTAI PHC	1	
			NAGARASAMPATTI PHC	1	
			NEDUNGAL PHC	2	
			PANAGAMUTLU PHC	2	
			PERUGOPANAPALLI PHC	1	
			SAMALPATTI PHC	1	
			SHOOLAGIRI PHC	4	
			SINTHAGAMPALLI PHC	1	
			VEPPANAPALLI PHC	1	
			KRISHNAGIRI GH	5	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			ALAPATTI PHC	1	
			HOSUR GH	1	
			SINGARAPETTAI PHC	1	TIRUPATTUR GH
			KRISHNAGIRI GH	1	SALEM MEDICAL COLLEGE HOSPITAL
			HOSUR GH	1	
			ANDIAPPANUR PHC	1	ICH
			VANIYAMPADI GH	1	VELLORE MCH (ADUKKAMPARAI)
			ALAPATTI PHC	2	Not an emergency
			KRISHNAGIRI GH- Neonatal ambulance total	33	
10	Pudukottai	RANEE'S GH NEONATAL	VARAPPUR PHC	1	PUDUKOTTAI GH,
			PUDUKOTTAI GH	1	TRICHY GH
			RANIS MATERNITY GH	5	RAJA MIRASDAR GH, THANJAVUR
			ARANTHANGI GH	4	RANIS MATERNITY GH
			PARAMBUR PHC	1	
			KEELANILAI PHC	1	
			VISALIKOIL PHC	1	
			PUDUR.V PHC	1	
			PUDUKOTTAI GH	1	THANJAVUR MEDICAL COLLEGE HOSPITAL
			RANIS MATERNITY GH	1	
			ALANGUDI GH	1	Not an emergency
			RANI'S GH NEONATAL total	18	
11	Virudhunagar	Virudhunagar Neonatal ambulance	ELAIYIRAMPANNAI PHC	1	KOVILPATTI GH
			AMATHUR PHC	1	VIRUDHUNAGAR GH, VIRUDHUNAGAR
			KALKURICHI PHC	1	
			RAJAPALAYAM GH	1	
			ARUPUKOTTAI GH	7	MADURAI GRH
			KALLIGUDI PHC	1	
			MUSUTTAIKKURICHCHI PHC	1	
			SATTUR GH	2	
			SRIVILLIPUTUR GH	1	
			VIRUDHUNAGAR GH	6	
			RAJAPALAYAM GH	3	
			VIRUDHUNAGAR GH	1	Not an emergency
			KALLIGUDI PHC	1	
			Virudhunagar Neonatal ambulance-Total	27	
			Total Neonatal cases admitted in Hospital	489	

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