

Government of Tamilnadu
Tamil Nadu Health Systems Project

108 Emergency Management Services
Performance Report

Month: Oct Year: 2013

&

Financial Year 2013-2014

Table of Contents

Page No

1. Sense - Activities of the Emergency Response Center (ERC)	3
2. Reach – Ambulance Trip Data.....	3
3. Life saved Data.....	3
4. Care - Emergencies Handled.....	3 - 4
5. AN Mother & Neo-natal cases Data	4
6. Financial Performance	5 -6

Annexure:

Annexure A: Ambulance Details.....	7
Annexure B: District Wise Distribution of Ambulances.....	8
Annexure C: District Wise Trip Details.....	9 - 10
Annexure D: Hospital Case Admission Details	11
Annexure E: District Wise Emergency Cases Handled.....	12 - 15
Annexure F: District Wise Kilometre Run & Kilometre / Litre Details...	16
Annexure G: Human Resources Details.....	17
Annexure H: District Wise Hospital MoU Details.....	18
Annexure I: Call and Dispatch Average Handle Time.....	18-19
Annexure J: Interesting Emergency Cases.....	20-22
Annexure K: Important Events & Photographs.....	23
Annexure L: AN Cases Monthly report.....	24
Annexure M: Neonatal ambulance cases.....	25 -28
Annexure N : Issues to be sorted out.....	29

GOVERNMENT OF TAMIL NADU
TAMIL NADU HEALTH SYSTEMS PROJECT
108 - EMERGENCY AMBULANCE SERVICES

Monthly performance report
(FORM A)

Month : Oct 2013

FY- Year :2013-'14

SL. No.	Details	Prev Month - Sep'13		During the Month - Oct'13		Up to the Month - (Apr'13 - Oct'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	510623	100.00%	380728	100.00%	3742920	100.00%
1.1.2	Number of Unattended Calls (UAC)	11522	2.26%	4833	1.27%	51589	1.38%
1.1.3	Number of calls answered	499101	97.74%	375895	98.73%	3691330	98.62%
1.2	Types of Calls						
1.2.1	Emergency Calls	97031	19.44%	93874	24.97%	666240	18.05%
1.2.2	Non Emergency Calls	81256	16.28%	65151	17.33%	564041	15.28%
1.2.3	Ineffective Calls *	320814	64.28%	216870	57.69%	2461049	66.67%
1.2.4	Total Number of Calls (Ref. 1.1.3)	499101	100.00%	375895	100.00%	3691330	100.00%
1.3	Classification of Emergency Calls						
1.3.1	Number of Medical Emergency Calls	95327	98.24%	92423	98.45%	649015	97.41%
1.3.2	Number Police Emergency Calls	992	1.02%	772	0.82%	8220	1.23%
1.3.3	Number fire Emergency Calls	712	0.73%	679	0.72%	9005	1.35%
1.3.4	Total Emergency Calls (Ref. 1.2.1)	97031	100.00%	93874	100.00%	666240	100.00%
1.4	Classification of Medical Emergency Calls						
1.4.1	Number of Medical Emergency calls	70792	74.26%	70247	76.01%	496348	76.48%
1.4.2	Number of repeated Emergency calls	24535	25.74%	22176	23.99%	152667	23.52%
1.4.3	Total Medical Emergency Calls (Ref. 1.3.1)	95327	100.00%	92423	100.00%	649015	100.00%
1.5	Call Handling Data						
1.5.1	Percentage of calls attended within 1 st Ring	NA	90.00%	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	7.00%	NA	4.00%	NA	5.00%
2	Reach - Ambulance Service utilized						
2.1	Number of Medical Emergency Dispatch requests (Ref. 1.4.1)	70792	NA	70247	NA	496348	NA
2.2	Total Number of Ambulance Trips	69391	NA	69598	NA	484821	NA
2.3	Number of Ambulance Services utilized	67024	94.68%	67279	95.77%	460153	92.71%
2.4	Number of Ambulance Services not utilized	2367	3.34%	2319	3.30%	24668	4.97%
2.5	Number of Ambulance Services busy **	1401	1.98%	649	0.92%	11527	2.32%
2.6	Number of Trips per ambulance	110.32	NA	110.12	NA	770.78	NA
2.7	Number of Trips per ambulance/day	3.68	NA	3.55	NA	3.60	NA
3	Care						
3.1	Total number of cases transported (Ref. 2.3)	67024	NA	67279	NA	460153	NA
3.2	Total number cases transported per ambulances	106.56	NA	106.45	NA	731.56	NA
3.3	Total number cases transported per ambulances per day	3.55	NA	3.43	NA	3.42	NA

Note: Total Lives Saved from 15th Sep 2008 to 31st Oct 2013 = 1, 26,947

SL. No.	Details	Prev Month - Sep'13		During the Month - Oct'13		Up to the Month - (Apr'13 - Oct'13)	
		Performance	%	Performance	%	Performance	%
4	Types of Emergencies handled						
4.1	Accidental Poisoning	3162	4.72%	2920	4.34%	22419	4.96%
4.2	Acute Abdomen	5401	8.06%	5043	7.50%	35053	7.64%
4.3	Allergic Reactions	63	0.09%	47	0.07%	335	0.07%
4.4	Animal Attack	2027	3.02%	2130	3.17%	12500	2.64%
4.5	Assault	2621	3.91%	2555	3.80%	20415	4.55%
4.6	Behavioral	6	0.01%	4	0.01%	45	0.01%
4.7	Cardiac/Cardio Vascular	3598	5.37%	3683	5.47%	24670	5.34%
4.8	Diabetes	606	0.90%	615	0.91%	3991	0.86%
4.9	Disasters due to Natural elements	5	0.01%	1	0.00%	23	0.01%
4.10	Epilepsy	1855	2.77%	1948	2.90%	12472	2.68%
4.11	Fevers / Infections	1971	2.94%	2590	3.85%	12218	2.45%
4.12	Fire/Burns	629	0.94%	621	0.92%	4731	1.05%
4.13	Hazmat (Hazardous Material)	1	0.00%	0	0.00%	7	0.00%
4.14	Industrial	9	0.01%	19	0.03%	116	0.02%
4.15	Neonatal(upto 1 month)	1850	2.76%	2033	3.02%	13365	2.88%
4.16	Paediatric(1-12years)	71	0.11%	89	0.13%	590	0.13%
4.17	Pregnancy related	18264	27.25%	19701	29.28%	120871	25.75%
4.18	Respiratory	2101	3.13%	2217	3.30%	13872	2.97%
4.19	Road Traffic Accident - Trauma	14729	21.98%	13190	19.60%	102975	22.85%
4.20	Stroke/Cerebro Vascular Accidents	2124	3.17%	2158	3.21%	13667	2.93%
4.21	Suicide attempt	320	0.48%	296	0.44%	2443	0.55%
4.22	Trauma	2866	4.28%	2764	4.11%	20402	4.49%
4.23	Unconscious	1431	2.14%	1388	2.06%	9565	2.08%
4.24	Others	1314	1.96%	1267	1.88%	13408	3.09%
	Total Medical Emergencies (1.4.1/2.3)	67024	100.00%	67279	100.00%	460153	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	8198	44.89%	8655	43.93%	53611	44.35%
5.1.2	Number of cases lifted from Hospital	10066	55.11%	11046	56.07%	67260	55.65%
5.1.3	Number of cases re-referred by Hospital to Higher Level	4	0.02%	7	0.04%	36	0.03%
5.1.4	Number of cases re-referred by referred institutions	0	0.00%	2	0.01%	10	0.01%
5.1.5	Total Number of Re-referred cases (5.1.3+5.1.4)	4	0.02%	9	0.05%	46	0.04%
5.1.6	Total Number of AN Cases	18264	100.00%	19701	100.00%	120871	100.00%
5.2	IFT others						
5.2.1	Neonatal (upto 1 month)	1614	6.48%	1814	6.82%	11781	7.16%
5.2.2	Road Traffic Accident - Trauma	3113	12.50%	2820	10.60%	19475	11.84%
5.2.3	Accidental Poisoning	1354	5.44%	1302	4.89%	9388	5.71%
5.2.4	Cardiac/Cardio Vascular	1190	4.78%	1324	4.98%	8062	4.90%
5.2.5	Others	7574	30.40%	8306	31.21%	48483	29.48%
5.2.6	Total number of IFTs (5.1.2+5.2)	24911	100.00%	26612	100.00%	164449	100.00%
5.3	AN Mother/Infant Mother - Follow-Up Data						
5.3.1	Number of Maternal Mortality at Hospital	8	0.04%	9	0.05%	63	0.05%
5.3.2	Number of Infant Mortality at Hospital	18	0.09%	7	0.03%	83	0.06%
5.4	Neo-natal transport Data						
5.4.1	Neonatal cases transported in Neo-natal ambulances	486	26.27%	470	23.12%	3076	23.02%
5.4.2	Total Neonatal cases transported (Ref. 4.15)	1850	100.00%	2033	100.00%	13365	100.00%
6	Availed Tribal case count						
6.1	Total number of cases taken from Tribal areas	1255	NA	1399	NA	9585	NA
7	Critical Life Saved						
7.1	Total Number of Lives Saved***	3055	NA	3250	NA	27552	NA
8	Death En-route Case Details						
8.1	Total number of cases where victims "Vitals were not recordable"	59	NA	61	NA	411	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	17.35	121.46	16.44	110.26	0.91	-	11.20	-	
10.2	Ambulance Personnel Cost	291.06	2,037.41	268.11	2,021.79	22.95	-	15.62	-	
10.3	Care Personnel Cost	8.71	61.00	10.79	43.02	-	(2.08)	17.98	-	
10.4	Fuel Cost	192.16	1,345.12	207.05	1,325.28	-	(14.89)	19.84	-	
10.5	Repairs and Maintenance	38.55	269.88	58.48	359.51	-	(19.93)	-	(89.63)	The excess is due to the settlement of bills pretains to preceeding month
10.6	Medical Consumables	19.76	138.35	27.33	84.04	-	(7.57)	54.31	-	
10.7	Ambulance Mobile Telephone Expenditure	3.58	25.06	3.75	28.48	-	(0.17)	-	(3.42)	The excess is due to the settlement of bills pretains to preceeding month
10.8	Replacement of Tyres	18.95	132.67	11.57	60.54	7.38	-	72.13	-	
10.9	Refurbishment of Ambulances	10.97	76.82	6.08	68.59	4.90	-	8.23	-	
10.1	Uniform	4.41	30.88	3.69	12.60	0.72	-	18.29	-	
10.11	Vehicle Insurance	3.53	24.73	0.44	25.64	3.09	-	-	(0.92)	The excess is due to the settlement of bills pretains to preceeding month
10.12	Training Cost	11.42	79.97	4.36	64.31	7.06	-	15.65	-	
10.13	Other Insurance	-	-	-	-	-	-	-	-	
10.14	Annual Maintenance	1.19	8.36	-	11.13	1.19	-	-	(2.77)	The excess is due to the settlement of bills pretains to preceeding month
10.15	Other Salaries- Support Staff	40.20	281.42	39.69	239.96	0.52	-	41.46	-	The excess is due to the settlement of bills pretains to preceeding month
10.16	Marketing Expenditure	4.71	33.00	1.21	17.00	3.50	-	16.00	-	The excess is due to the settlement of bills pretains to preceeding month
10.17	Travelling Cost	10.76	75.34	10.32	73.54	0.45	-	1.80	-	
10.18	Administrative Expenditure (Telephone, Electricity, house keeping, security, office expenditures)	29.92	209.46	40.01	206.47	-	(10.09)	2.99	-	
	Sub Total	707.28	4,950.93	709.33	4,752.16	52.67	(54.72)	295.50	(96.73)	

	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	16.74	117.21	0.23	8.76	16.51	-	108.45	-	
2	Reach - Ambulance Modifications (Budget 2012-13 & 13-14)	43.13	301.90	-	3.82	43.13	-	298.08	-	
3	Infrastructure - Emergency Response Center	17.28	120.95	1.38	29.88	15.90	-	91.07	-	
	Sub Total	77.15	540.06	1.61	42.46	75.54	-	497.60	-	
	Total	784.43	5,490.98	710.94	4,794.62	128.21	(54.72)	793.10	(96.73)	
	ECC	11.86	83.05	18.91	46.96					
	Grand Total	796.29	5,574.03	729.85	4,841.58	128.21	(54.72)	793.10	(96.73)	

Note: Budgeted during month : 796.29 No. of line items under utilized during month 15
 Budget released during month : 3.07 No. of line items over utilized during month 6

 Expenditure during month : 729.85
 Savings during month : 73.49

Note: Budgeted upto month : 5,574.03 No. of line items under utilized upto month 17
 Budget released upto month : 4,616.33 No. of line items over utilized upto month 4
 Expenditure upto month : 4,841.58
 Savings upto month : 696.37

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	408	189	597
6	Number of Ambulance Off road for the month (Down due to breakdown/Accident/FC/ Manpower shortage)	1-Chennai 1-karur 5-Kancheepuram 1-Madurai 1-Pudukkotai 1-Thiruvallur 3-Thiruvanamalai 1-Thiruvarur 1-Tiruchirapalli 1-Tirunelveli 1-Tirupur 2-Vellore 2-Villupuram	1-Karur 2-Nagapattinam 1-Namakkal 2-Sivagangai 2-Thanjavur 1-The Nilgris 4-Vellore 1-Villupuram	35
	A)Down due to Condemnation	12		12
	B)Down due to Refurbishment /Accident	13		13
	C)Down due to Manpower shortage	10		10
7	Spare ambulances used in Districts	1-Ariyalur 3-Coimbatore 1-Cuddalore 1-Dindigul 4-Kancheepuram 1-Karur 2-Madurai 1-Nagapattinam 1-Perambalur 2-Pudukkotai 1-Sivagangai 1-Thanjavur 1-Theni 1-Thiruvallur 1-Thiruvarur 2-Thoothukudi 2-Tiruchirapalli 3-Tirunelveli 1-Tirupur 3-Vellore 2-Virudhunagar	1-Dharmapuri 1-Dindigul 1-Erode 1-Kanyakumari 1-Karur 2-Krishnagiri 1-Nagapattinam 1-Namakkal 1-Salem 1-Sivagangai 1-Thanjavur 2-The Nilgris 1-Thiruvallur 2-Vellore 4-Villupuram	56

Annexure B: District Wise Distribution of Ambulances

Districts	Count of Ambulances
ARIYALUR	11
CHENNAI	30+ 3 Neonatal ambulances
COIMBATORE	25
CUDDALORE	25 + 1 NN
DHARMAPURI	16 + 1 NN
DINDIGUL	18
ERODE	20
KANCHEEPURAM	37 + 2 NN
KANYAKUMARI	9
KARUR	11
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	22
TIRUPUR	17
VELLORE	39 + 1 NN
VILLUPURAM	32
VIRUDHUNAGAR	15 + 1 NN
Grand Total	632

Annexure C: District Wise Trip Details

1st - 31st Oct 2013						
District	No: of Ambulances	Trips Upto the Month	Average no: of trips/amby/day	Total Kilometre Run	Kilometre/ Amby/Day	Average Kilometre/Trip
CHENNAI	33	4612	4.51	93074	91	20
CUDDALORE	26	3477	4.31	157033	195	45
TIRUPUR	17	2249	4.27	102055	194	45
THANJAVUR	19	2398	4.07	99685	169	42
MADURAI	21	2606	4.00	94283	145	36
THIRUVARUR	13	1572	3.90	86657	215	55
KANCHEEPURAM	39	4657	3.85	224529	186	48
DHARMAPURI	17	2001	3.80	115244	219	58
TIRUCHIRAPALLI	20	2326	3.75	95443	154	41
COIMBATORE	25	2843	3.67	97723	126	34
THIRUVALLUR	33	3731	3.65	182038	178	49
THENI	11	1243	3.65	61573	181	50
VILLUPURAM	32	3570	3.60	206768	208	58
SALEM	22	2442	3.58	115920	170	47
THIRUVANNAMALAI	28	3087	3.56	183562	211	59
NAMAKKAL	14	1541	3.55	65936	152	43
SIVAGANGAI	14	1533	3.53	85745	198	56
ARIYALUR	11	1204	3.53	57382	168	48
PUDUKKOTAI	17	1802	3.42	87971	167	49
ERODE	20	2088	3.37	91059	147	44
KRISHNAGIRI	17	1774	3.37	108829	207	61
KANYAKUMARI	9	931	3.34	34251	123	37
NAGAPATTINAM	18	1802	3.23	106091	190	59
PERAMBALUR	9	892	3.20	39323	141	44
THOOTHUKUDI	14	1383	3.19	72554	167	52
VELLORE	40	3887	3.13	245107	198	63
RAMANATHAPURAM	15	1456	3.13	95423	205	66
TIRUNELVELI	22	2043	3.00	122325	179	60
VIRUDHUNAGAR	16	1420	2.86	80796	163	57
DINDIGUL	18	1568	2.81	76750	138	49
KARUR	11	929	2.72	46835	137	50
THE NILGRIS	11	531	1.56	36955	108	70
TOTAL	632	69598	3.55	3368919	172	48

1st Apr- 31st Oct 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	15969	4.39	721738	198	45
CUDDALORE	27	24209	4.26	1064542	187	44
THANJAVUR	18	16498	4.18	661767	168	40
CHENNAI	34	29658	4.03	573830	78	19
MADURAI	22	18357	3.98	636303	138	35
THENI	11	9316	3.91	415817	174	45
TIRUCHIRAPALLI	20	16662	3.89	660344	154	40
KANCHEEPURAM	38	31512	3.85	1477541	180	47
PUDUKKOTAI	15	12536	3.83	565022	173	45
SALEM	22	18108	3.77	793880	165	44
COIMBATORE	25	19846	3.73	676111	127	34
THIRUVANNAMALAI	27	21410	3.69	1187927	205	55
DHARMAPURI	18	13826	3.68	802257	213	58
VILLUPURAM	31	24572	3.67	1346981	201	55
NAMAKKAL	14	10895	3.64	455235	152	42
THIRUVARUR	14	10774	3.60	554136	185	51
ARIYALUR	11	8604	3.56	399786	166	46
TIRUNELVELI	21	15811	3.54	875327	196	55
KRISHNAGIRI	16	12003	3.51	671072	196	56
ERODE	19	14351	3.50	618086	151	43
THIRUVALLUR	34	25514	3.48	1196178	163	47
SIVAGANGAI	14	10356	3.46	530484	177	51
NAGAPATTINAM	18	12946	3.42	703012	185	54
KANYAKUMARI	9	6627	3.39	235582	120	36
VIRUDHUNAGAR	15	10378	3.30	569939	181	55
KARUR	10	6543	3.19	317761	155	49
PERAMBALUR	9	6036	3.13	266186	138	44
VELLORE	40	26203	3.07	1585148	186	60
DINDIGUL	17	11180	3.00	518077	139	46
THOOTHUKUDI	15	9585	2.99	478358	149	50
RAMANATHAPURAM	16	10428	2.97	639570	182	61
THE NILGRIS	11	4108	1.75	275499	117	67
TOTAL	629	484821	3.60	22473496	167	46

Annexure D – Hospital Case Admission Details

S No	Hospital Case Admission Details	During the month – Oct'13		Upto the month (April'13 – Oct'13)	
		Count	%	Count	%
1	Number of cases admitted in Government Hospitals	58,706	87.26%	3,97,918	86.48%
2	Number of cases admitted in Private Hospitals	3,150	4.68%	23,679	5.15%
3	Others (Number of cases provided First aid only refused treatment, etc.)	5,423	8.06%	38,556	8.38%
TOTAL		67,279	100.00	4,60,153	100.00%

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

Oct'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPUR	DINDIGUL	ERODE	KANCHEEPURAM	KANYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	33	25	26	18	18	19	39	9	10	16	22	18	14	9	15	16	23
Accidental Poisoning	62	83	141	183	131	79	80	154	32	22	65	102	108	65	40	98	59	111
Acute Abdomen	105	315	176	334	186	86	111	330	37	62	100	155	176	97	89	119	127	125
Allergic Reactions	3	1	1	2				2		2	1	1	7	1	4		2	1
Animal Attack	65	17	68	151	60	51	41	100	23	39	39	61	115	50	33	105	53	74
Assault	57	151	71	149	71	88	85	79	85	50	54	99	97	61	38	94	83	96
Behavioral	1																	
Cardiac/Cardio Vascular	60	267	187	184	106	56	110	211	48	56	44	129	112	83	39	98	123	129
Diabetes	12	51	26	23	14	9	16	44	10	13	10	18	21	15	8	2	15	30
Disasters due to Natural elements																		
Environmentals									1			1						
Epilepsy	17	226	102	86	61	33	61	172	16	22	38	73	45	50	15	40	30	55
Fevers / Infections	54	185	41	154	87	29	33	237	39	31	107	59	123	35	65	52	28	82
Fire/Burns	5	55	25	26	12	18	17	64	7	6	13	46	14	4	2	24	10	15
Industrial		2	1					2	1	1		2				1		
Neonatal(upto 1 month)	57	199	42	74	103	47	46	95	22	32	81	113	25	46	34	26	37	65
Others	16	164	69	67	21	41	31	80	30	20	25	26	32	30	16	14	26	36
Paediatric(1-12years)		5	1	6			1	16		4	2	2	4	2	2	2	1	2
Pregnancy related	381	557	550	973	600	458	464	1224	259	263	716	707	338	380	255	576	383	695
Respiratory	25	249	117	115	46	25	67	169	29	27	27	67	66	54	33	36	43	78
Stroke/Cerebrovascular Accidents	38	243	100	96	50	28	80	132	28	31	23	60	69	65	31	46	42	67
Suicide attempt	14	30	11	18	7	7	8	19		2	7	11	17	3	2	4	9	12
Trauma (non Vehicular)	30	388	154	125	63	53	87	202	63	25	33	99	69	72	25	61	49	95
Trauma (Vehicular)	146	978	741	532	311	386	620	1033	159	166	322	603	297	336	119	338	283	508
Unconscious	22	222	99	54	18	22	45	103	22	10	16	63	29	25	20	34	30	41
Grand Total	1170	4388	2723	3352	1947	1516	2003	4468	911	884	1723	2497	1764	1474	870	1770	1433	2317
Number of cases/ ambulance	106	133	109	129	108	84	105	115	101	88	108	114	98	105	97	118	90	101
Number of cases/ Ambulance/day	3.4	4.3	3.5	4.2	3.5	2.7	3.4	3.7	3.3	2.9	3.5	3.7	3.2	3.4	3.1	3.8	2.9	3.2

District Wise Emergency Cases Handled...contd (Oct 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	27	13	15	20	21	17	41	32	14	629
Accidental Poisoning	78	118	22	99	105	143	68	60	87	75	84	133	188	45	2920
Acute Abdomen	100	177	44	95	292	242	171	99	142	127	160	250	323	91	5043
Allergic Reactions	1	2			2	2	4		1		3	2	1	1	47
Animal Attack	75	111	14	46	61	124	79	33	77	54	42	92	130	47	2130
Assault	84	120	22	56	72	65	86	55	97	100	62	82	93	53	2555
Behavioral					2						1				4
Cardiac/Cardio Vascular	100	136	41	113	206	116	105	56	108	115	156	190	158	41	3683
Diabetes	16	15	8	17	29	30	14	8	22	25	28	37	24	5	615
Disasters due to Natural elements				1											1
Environmentals					1										3
Epilepsy	40	61	8	27	123	76	33	38	59	47	58	112	90	34	1948
Fevers / Infections	45	48	13	25	186	157	101	22	80	55	49	131	182	55	2590
Fire/Burns	18	12	6	12	44	31	15	17	18	20	10	24	16	15	621
Industrial				1	1	1		2	1				2	1	19
Neonatal(upto 1 month)	36	53	14	36	68	104	16	63	56	40	50	185	118	50	2033
Others	20	33	20	28	76	41	27	19	29	30	56	50	65	26	1264
Paediatric(1-12years)	3	1		1	10	6	3	3	2			6	3	1	89
Pregnancy related	456	691	155	354	1092	1207	376	440	748	610	474	1461	1344	514	19701
Respiratory	30	76	19	22	153	94	62	45	55	60	78	131	86	33	2217
Stroke/CerebroVascular Accidents	45	61	25	40	132	69	38	63	100	64	75	94	85	38	2158
Suicide attempt	2	11		4	17	10	8	2	4	7	11	19	17	3	296
Trauma (non Vehicular)	54	93	28	48	139	82	57	44	76	89	110	114	90	47	2764
Trauma (Vehicular)	290	467	57	169	694	388	261	257	446	429	596	592	404	262	13190
Unconscious	30	35	17	19	94	40	18	26	37	34	57	53	41	12	1308
Grand Total	1523	2321	513	1213	3599	3028	1542	1352	2245	1981	2160	3758	3460	1374	67279
Number of cases/ambulance	109	122	47	110	109	112	119	90	112	94	127	92	108	98	107
Number of cases/Ambulance/day	3.5	3.9	1.5	3.6	3.5	3.6	3.8	2.9	3.6	3.0	4.1	3.0	3.5	3.2	3.5

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

Apr'13 - Oct'13																		
EMERGENCY TYPE	ARIYALUR	CHENNAI	COIMBATORE	CUDDALORE	DHARMAPURAM	DINDIGUL	ERODE	KANCHEEPURAM	KANNIYAKUMARI	KARUR	KRISHNAGIRI	MADURAI	NAGAPATTINAM	NAMAKKAL	PERAMBALUR	PUDUKOTTAI	RAMANATHAPURAM	SALEM
Ambulance count	11	34	25	27	18	17	19	38	9	9	16	22	18	14	9	15	17	23
Accidental Poisoning	527	536	934	1450	864	529	649	1137	201	178	568	963	825	582	286	671	475	839
Acute Abdomen	971	1973	1038	2490	1070	482	724	2431	270	437	699	1050	1220	661	692	814	984	991
Allergic Reactions	14	13	12	20	9	5	17	12	3	6	4	13	27	3	13	4	21	11
Animal Attack	435	79	274	1011	443	292	206	623	112	184	235	383	655	313	169	506	292	416
Assault	525	995	593	1127	591	525	554	742	515	370	363	759	828	452	330	790	630	839
Behavioral	5	2	1	2	4	1	0	1	2	1	2	1	3	0	0	1	0	1
Cardiac/Cardio Vascular	437	1616	1294	1246	706	419	786	1449	310	350	343	879	738	617	328	621	730	819
Diabetes	64	352	178	139	95	52	127	265	69	57	62	144	106	99	40	64	86	179
Disasters due to Natural elements	0	2	1	2	0	0	1	1	0	0	0	0	2	0	0	0	0	0
Environmentals	0	5	0	1	0	2	0	1	2	1	1	3	0	1	0	0	0	0
Epilepsy	145	1476	654	514	393	203	328	985	153	167	238	401	293	321	124	269	185	452
Fevers / Infections	204	878	368	622	341	124	204	752	388	163	438	279	543	192	203	249	276	335
Fire/Burns	77	276	146	223	79	130	130	408	48	42	78	236	179	65	36	123	106	145
Industrial	0	5	6	7	3	1	3	11	1	2	4	4	3	1	0	5	2	1
Neonatal(upto 1 month)	251	1212	300	452	727	378	282	832	173	218	353	657	186	347	192	216	285	488
Others	195	1669	585	647	336	271	410	888	275	199	180	376	429	286	167	228	259	401
Paediatric(1-12years)	5	43	16	29	13	9	10	83	3	10	15	11	10	20	9	13	11	21
Pregnancy related	2490	2788	3516	5944	3915	2683	2918	7234	1430	1639	4361	4453	2237	2262	1476	3581	2431	4745
Respiratory	162	1476	798	637	290	189	433	964	181	153	180	441	429	351	163	250	230	486
Stroke/Cerebro/vascular Accidents	186	1398	684	648	348	215	532	858	194	227	170	403	410	393	180	275	317	472
Suicide attempt	72	215	96	162	55	43	76	146	10	26	58	70	89	52	29	47	54	106
Trauma (non Vehicular)	243	2456	1069	866	457	499	736	1369	463	268	307	803	583	530	215	405	380	688
Trauma (Vehicular)	1216	6299	5150	4521	2389	3392	4043	7561	1388	1310	2622	4478	2483	2571	1063	2871	2144	4164
Unconscious	103	1693	737	288	122	161	353	712	144	78	108	353	192	187	114	149	178	298
Grand Total	8327	27457	18450	23048	13250	10605	13522	29465	6335	6086	11389	17160	12470	10306	5829	12152	10076	16897
Number of cases/ ambulance	738	798	742	867	748	608	712	770	693	645	718	790	704	736	648	810	608	749
Number of cases/ Ambulance/day	3.4	3.7	3.5	4.1	3.5	2.8	3.3	3.6	3.2	3.0	3.4	3.7	3.3	3.4	3.0	3.8	2.8	3.5

District Wise Emergency Cases Handled...contd (Apr - Oct 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	34	27	14	15	20	21	17	40	31	14	629
Accidental Poisoning	546	836	155	723	901	1104	728	452	618	701	754	954	1337	396	22419
Acute Abdomen	710	1347	286	650	2127	1804	1085	615	1182	895	986	1570	2149	650	35053
Allergic Reactions	5	10	2	4	19	20	12	5	10	6	11	12	11	1	335
Animal Attack	404	588	48	239	452	827	383	177	530	330	239	591	822	242	12500
Assault	566	927	180	432	580	733	641	483	908	830	559	764	874	410	20415
Behavioral	0	1	1	1	4	0	1	0	0	2	4	1	3	0	45
Cardiac/Cardio Vascular	562	863	315	623	1519	806	667	463	737	802	1139	1121	1018	347	24670
Diabetes	67	84	43	106	236	157	83	68	126	146	185	251	205	56	3991
Disasters due to Natural elements	1	0	1	1	2	1	0	1	3	1	0	2	1	0	23
Environmentals	0	0	0	0	1	0	0	0	0	0	0	1	2	0	21
Epilepsy	191	354	100	223	764	476	249	233	366	353	509	591	566	196	12472
Fevers / Infections	180	211	84	216	672	491	375	257	360	819	421	491	656	426	12218
Fire/Burns	111	194	41	94	299	220	132	105	123	156	107	283	210	129	4731
Industrial	1	3	2	2	9	4	4	5	5	2	4	8	9	6	123
Neonatal(upto 1 month)	203	285	163	218	431	727	141	324	428	329	302	1329	681	255	13365
Others	285	437	185	233	773	427	325	213	404	380	551	586	543	244	13387
Paediatric(1-12years)	11	21	5	8	45	33	11	9	19	15	15	33	21	13	590
Pregnancy related	2678	4185	1130	2392	6504	7576	2337	2422	4584	3903	2705	9185	7714	3453	120871
Respiratory	200	423	177	215	925	537	342	266	395	527	552	705	572	223	13872
Stroke/Cerebrovascular Accidents	230	358	248	235	781	412	327	294	475	462	539	570	587	239	13667
Suicide attempt	35	82	8	42	186	98	68	35	58	55	107	127	109	27	2443
Trauma (non Vehicular)	387	651	247	445	1042	591	469	371	653	675	683	791	698	362	20402
Trauma (Vehicular)	2561	3651	421	1725	5140	3328	1912	2269	3618	3483	4395	4514	4150	2143	102975
Unconscious	134	239	101	136	639	283	127	164	292	253	312	411	349	155	9565
Grand Total	10068	15750	3943	8963	24051	20655	10419	9231	15894	15125	15079	24891	23287	9973	460153
Number of cases/ambulance	719	855	358	804	701	765	744	610	795	730	887	622	744	691	732
Number of cases/Ambulance/day	3.4	4.0	1.7	3.8	3.3	3.6	3.5	2.8	3.7	3.4	4.1	2.9	3.5	3.2	3.4

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

Sl.No	District	Ambulance Count	During the month Oct 2013		Ambulance Count	Upto the month Apr' 13 - Oct'13	
			KM	Kmpl		KM	Kmpl
1	ARIYALUR	11	57382	9.31	11	399786	9.36
2	CHENNAI	33	93074	8.28	34	573830	8.17
3	COIMBATORE	25	97723	8.90	25	676111	9.20
4	CUDDALORE	26	157033	9.84	27	1064542	9.99
5	DHARMAPURI	17	115244	9.07	18	802257	8.68
6	DINDIGUL	18	76750	8.36	17	518077	8.32
7	ERODE	20	91059	8.64	19	618086	8.57
8	KANCHEEPURAM	39	224529	9.47	38	1477541	9.35
9	KANYAKUMARI	9	34251	7.51	9	235582	7.58
10	KARUR	11	46835	8.70	10	317761	8.40
11	KRISHNAGIRI	17	108829	8.57	16	671072	8.27
12	MADURAI	21	94283	9.81	22	636303	10.07
13	NAGAPATTINAM	18	106091	9.28	18	703012	8.82
14	NAMAKKAL	14	65936	8.89	14	455235	8.90
15	PERAMBALUR	9	39323	10.60	9	266186	10.28
16	PUDUKOTTAI	17	87971	10.12	15	565022	10.21
17	RAMANATHAPURAM	15	95423	11.05	16	639570	10.77
18	SALEM	22	115920	9.05	22	793880	9.07
19	SIVAGANGAI	14	85745	9.37	14	530484	9.04
20	THANJAVUR	19	99685	8.96	18	661767	8.75
21	THE NILGIRIS	11	36955	6.49	11	275499	6.40
22	THENI	11	61573	10.22	11	415817	10.92
23	TIRUPUR	17	102055	10.21	17	721738	10.13
24	THIRUVALLUR	33	182038	9.55	34	1196178	9.66
25	THIRUVANNAMALAI	28	183562	10.27	27	1187927	10.36
26	THIRUVARUR	13	86657	10.03	14	554136	10.08
27	THOOTHUKUDI	14	72554	8.78	15	478358	8.82
28	TIRUCHIRAPPALLI	20	95443	10.06	20	660344	9.93
29	TIRUNELVELI	22	122325	10.44	21	875327	10.46
30	VELLORE	40	245107	9.03	40	1585148	9.18
31	VILLUPURAM	32	206768	8.71	31	1346981	8.78
32	VIRUDHUNAGAR	16	80796	10.36	15	569939	10.61
TOTAL		632	3368919	9.31	629	22473496	9.29

Annexure G: Human Resources Details- Manpower count and Attrition Count (Oct'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)	19	9	28	34	33	67	72	76	148
2	CO/DO/ERO (Under Training)									
3	Assigned PDOs									
4	EMT (Trained)	20	11	31	95	103	198	940	446	1386
5	EMT (Under Training)									
6	Pilot (Trained)	44	0	44	256	0	256	1364	0	1364
7	Pilot (Under Training)									
8	Operations Staff	1	0	1	5	0	5	71	3	74
9	Support Staff	2	2	4	19	9	28	58	22	80
Total		86	22	108	409	145	554	2505	547	3052

SI No.	Associate Attrition	Attrition Count					
		During the month			Up to the month		
		Male	Female	Total	Male	Female	Total
1	Emergency Response officers (ERO)	3	4	7	26	34	60
2	EMT	9	12	21	90	80	170
3	Pilot	49	0	49	228	0	228
4	Operations Staff	0	0	0	10	0	10
5	Support Staff	5	0	5	25	11	36
Total		66	16	82	379	125	504

Annexure H: District Wise Hospital MoU Details

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

Total MoU's signed with private hospitals from 15th Sep '08 to 31st Oct 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	0:04:09	40%	0:04:08
2	Average Time taken from Base to Scene/Incident	0:17:52	41%	0:16:54
3	Average Time taken at the Scene / Incident Location	0:11:47	43%	0:11:07
4	Average Time taken from Scene to Hospital	0:35:31	40%	0:34:17
5	Average Time taken from Call to Hospital	1:05:33	42%	1:06:26

Sep 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	4438	16.7	2970	1468	1308	3.2	834	474
5- 10 min	6183	23.2	3926	2257	6245	15.4	3628	2617
10 - 15 min	2472	9.3	1627	845	6726	16.5	4258	2468
15 - 20 min	2432	9.1	1822	610	6337	15.6	4570	1767
20 - 25 min	2310	8.7	1857	453	5167	12.7	4131	1036
25 - 30 min	2109	7.9	1697	412	4328	10.6	3621	707
30 - 35 min	1851	7.0	1488	363	3191	7.8	2754	437
35 - 40 min	1484	5.6	1184	300	2374	5.8	2072	302
40 - 45 min	996	3.7	806	190	1613	4.0	1426	187
45 - 50 min	685	2.6	551	134	1078	2.7	975	103
50 - 55 min	540	2.0	421	119	750	1.8	676	74
55 - 60 min	327	1.2	261	66	526	1.3	468	58
> 60 min	785	2.9	586	199	1024	2.5	923	101
Total cases	26612	100.0	19196	7416	40667	100.0	30336	10331


Sep 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	55	0.2	33	22	182	0.5	115	67
10 -20 min	185	0.7	81	104	1621	4.6	914	707
20 - 30 min	721	2.7	308	413	3488	9.9	1996	1492
30 - 40 min	1520	5.7	932	588	5063	14.4	3418	1645
40 - 50 min	2303	8.7	1655	648	5398	15.3	4096	1302
50 - 60 min	2940	11.0	2300	640	5099	14.5	4104	995
>60 min	18888	71.0	13887	5001	14393	40.8	12396	1997
Total cases	26612	100.0	19196	7416	35244	100.0	27039	8205

Response time – IFT and Non-IFT cases (Oct'13)


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

Annexure J: Interesting Emergency Case

Emergency case 1

Case Details Format	
Case ID	5040594
Date	5.10.13
Assign Time	16:18
Ambulance Location	Perumpalai PHC
District	Dharmapuri
Name of EMT	J.Ravikumar
ID Number	17991
Name of Pilot	G.Karthik
ID Number	37452
	
<div style="border: 1px solid red; padding: 5px; color: red; text-align: center;"> Patient receiving pre hospital care inside the '108' ambulance. </div>	
Patient details	
Age	65
Gender	Female
Name	Mayile
Contact Number (Patient / informer)	9843578604
Emergency Type	Blood Vomiting
Level of Consciousness	Responding to Verbal stimulus
Case Details	<p>On 5.10.13 there was a call received at 108 emergency response center to attend a case of Blood Vomiting. EMT Ravikumar and Pilot karthik immediately rushed to the scene. At scene, EMT found a 65 years old Female who was struck with the immense difficulty and was displaying severe distress. She is suffering from Blood vomiting every 1 hr for last two days associated with difficulty in mobility. EMT immediately took her in ambulance, placing her in sitting position, applied oxygen and prepared for IV access. EMT enquired about the significant past medical history and turn of events prior to this problem. At scene vital signs were pulse 86bpm, RR:16, BP:110/70mmhg, Spo2:96%. EMT Ravikumar started pre-hospital care and took ERCP advice from Dr. Akbar and Administered inj Rantac 2cc, i.v line RL, O2. The victim got shifted and admitted Peenagaram government hospital. During 48 hrs follow up it is found victim in stable condition.</p>
Prehospital Care Provided	Oxygen applied, IV access and IV RL.
Additional Challenges	No
Photographs**	

Emergency Case – 2

Case Details Format	
Case ID	5195508
Date	18/10/2013
Assign Time	13:04
Ambulance Location	Ayanavaram
District	Chennai
Name of EMT	Gopinath.M
ID Number	039765
Name of Pilot	Saranraj.M
ID Number	051363
	
Patient details	Rescue efforts made by team for abandoned newborn
Age	10 days
Gender	Male
Name	Baby(unknown)
Contact Number (Patient / informer)	Ganesan / 044 - 25512428
Emergency Type	Child birth
Level of Consciousness	Conscious
Case Details	<p>The perambur railway station was in a state of flurry as the passengers in the platform heard the noise of a crying baby and found a newborn abandoned over there without any care takers. They got worried and called 108 for help. EMT and Pilot immediately reached on scene found that the baby boy who must be 10 days old. The baby was conscious and crying loudly. Jayachitra police people also responded and accompanied our team towards hospital. EMT immediately shifted newborn baby in to the ambulance and contacted Emergency Response Physician Dr.Pradeepa for medical advice. Promptly starting oxygen 2 liters per min, EMT kept the newborn under halogen lamp to maintain warmth.</p>
Prehospital Care Provided	O2 - 4 liters through Nasal cannula, the baby was kept under the warmer lamp, further shifted the baby to Egmore ICH and admitted
Additional Challenges	Crowd control
Photographs**	

Emergency Case – 3

Case ID	5326883
Date	30.10.2013
Assign Time	9:49
Ambulance Location	Krishangiri General hospital Neonatal ambulance
District	Krishangiri
Name of EMT	Mrs.V.Sivagami
ID Number	30607
Name of Pilot	Mr.Mahendhiran
ID Number	40794
Patient details	
Age	1 day
Gender	Male
Name	Baby of Sandhiya
Emergency Type	IIIrd stage of Birth Asphyxia, Apnea
Level of Consciousness	Unresponsive
Case Details (Description)	<p>On 30th October, our Krishnagiri Neonatal ambulance received a call from DO stating that Baby of Sandhiya with one day age old male neonate with birth weight of 3Kg was referred from Jagadevi PHC to Govt.Head Quarters Hospital, Krishnagiri. With lot of expectations Sandhiya delivered her first child on 29.10.2013. Due to Prolonged stage of labor, the newborn was suffering from birthasphyxia and apnea. So they referred the newborn to Krishanagiri head quarters hospital through Bargur General 108 ambulances. Enroute krishnagiri neonatal ambulance recieved the neonate. While recieving Neonate HR-24b/m, RR-Apnea, CRT-3-4 sec, SpO2-34% and CBG- 28mg/dl. General EMT reported that the neonate was dead.Later Neonatal EMT recieved the neonate and assessed the neonate. Neonatal resuscitation was started to the neonate with Positive pressure ventilation. As per NERCP Dr.V.Vidhya, Inj.Adrenaline 1:1000 diluted with NS and 0.3ml/kg was administered through IV. 10% D bolus dose was adminstered. Continuous BVM was given with oxygen 6-8l. Sniffing position was maintained. Warmth was provided. Then the Neonate was safely shifted to Krishangiri G.H with the vitals HR-158b/m, RR-40b/m through BVM, SpO2-100%, CBG-78mg/dl.</p>
Photographs/Media	

Annexure K – Important Events & Photographs

Event: Safe Diwali Board released by ADGP – Fire & Rescue service, Tamilnadu at GVK EMRI on 30th Oct 2013. All the boards are placed in cracker shops throughout the state.



Event: Awareness on Safe transportation during Pregnancy and the usage of 108 ambulance services in other emergencies were explained to the Pregnant mothers at Koodamalai PHC near Salem on 25th Oct 2013. More than 30 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 (Oct '13)

AN - Cases Monthly Report									
For the month of Oct 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	88	95	140	43	381	-	-	-
2	CHENNAI	8	86	104	106	557	-	-	-
3	COIMBATORE	120	104	221	72	550	-	-	-
4	CUDDALORE	158	356	279	139	973	2	-	2
5	DHARMAPURI	157	60	316	29	600	-	-	-
6	DINDIGUL	89	70	225	39	458	1	-	1
7	ERODE	109	57	212	48	464	1	-	1
8	KANCHEEPURAM	244	229	544	139	1224	1	-	1
9	KANYAKUMARI	19	36	159	21	259	-	-	-
10	KARUR	60	58	112	23	263	-	-	-
11	KRISHNAGIRI	162	119	337	55	716	1	1	2
12	MADURAI	111	109	317	126	707	1	-	1
13	NAGAPATTINAM	28	123	124	48	338	-	-	-
14	NAMAKKAL	119	63	151	16	380	-	-	-
15	THE NILGIRIS	34	20	49	37	155	-	-	-
16	PERAMBALUR	72	57	107	9	255	-	-	-
17	PUDUKOTTAI	138	189	153	72	576	-	-	-
18	RAMANATHAPURAM	81	107	134	35	383	-	-	-
19	SALEM	159	92	360	37	695	-	-	-
20	SIVAGANGAI	115	121	128	57	456	-	-	-
21	THANJAVUR	124	284	209	53	691	-	-	-
22	THENI	21	42	187	88	354	-	-	-
23	THIRUVALLUR	163	193	538	133	1092	-	-	-
24	THIRUVANNAMALAI	329	201	521	77	1207	-	-	-
25	THIRUVARUR	39	128	126	73	376	-	-	-
26	THOOTHUKUDI	59	113	182	65	440	-	-	-
27	TIRUCHIRAPPALLI	237	122	311	42	748	-	-	-
28	TIRUNELVELI	42	105	317	109	610	-	-	-
29	TIRUPUR	92	100	225	31	474	-	-	-
30	VELLORE	261	137	663	274	1461	-	-	-
31	VILLUPURAM	386	241	533	125	1344	-	-	-
32	VIRUDHUNAGAR	137	102	185	47	514	-	1	1
Total		3961	3919	8169	2268	19701	7	2	9

Annexure M: Neonatal ambulance cases (Oct'13)

Neonatal Cases Admission -October'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	6	
			AYLANGUDI PHC	2	
			BABA HOSPITAL, TIRUPATTUR	1	
			DINDIGUL GH	3	
			JAMENKOLLAM GH	1	
			KARAIKUDI GH	1	
			KARUNGALAKUDI PHC	1	
			KOCKIYAMKUMIDI PHC	1	
			KODAKOIL PHC	1	
			KUMMAPATTU PHC	1	
			MELAKKAL PHC	1	
			MELUR GH	1	
			PARAMAKUDI GH	2	
			POOVANTHI PHC	1	
			PRIYA HOSPITAL	1	
			RAJAPALAYAM GH	1	
			SAKKIMANGALAM PHC	1	
			SEDAPATTI PHC	1	
			SIVAGANGAI MCH	6	
			SRIVILLIPUTHUR GH	1	
			SUBBULAPURAM.M PHC	1	
			THIRUMANGALAM GH	10	
			THIRUPARANKUNDRAM PHC	2	
			TIRUPATTUR GH	1	
			USILAMPATTI GH	4	
			VADIPATTI GH	1	
			VALAYANKULAM PHC	2	
			VELLALAPATTI.A. PHC	1	
			VIRUDHUNAGAR GH	6	
			KARIYAPATTI GH	1	VIRUDHUNAGAR GH
			AYLANGUDI PHC	1	Not an emergency
			ACHIYAMPATTI GH	1	
			ALAMARATHUPATTY PHC	1	
			Valayankulam PHC Total	67	
2	Dharmapuri	DHARMAPURI MEDICAL COLLEGE	ALAPATTI PHC	1	Dharmapuri GH
			BANDAHALLI PHC	2	
			BOMMUDI PHC	1	
			ERIYUR PHC	6	
			HARUR GH	5	
			HOSUR GH	1	
			JEKKASAMUDRAM PHC	2	
			KADATHUR PHC	1	
			KRISHNAGIRI GH	1	
			LALIGAM PHC	3	
			MARANDAHALLI PHC	1	
			MORAPPUR PHC	1	
			NAGADESAMPATTY PHC	2	
			NULAHALLI PHC	2	
			PALACODE GH	4	
			PALAYAMPUDUR PHC	4	
			PANCHAPALLI PHC	1	
			PAPPARAPATTI PHC	3	
			PENNAGARAM GH	1	
			PERUMPALAI PHC	3	
			PULIKARAI PHC	6	
			SHOLAKOTTAI PHC	3	
			THOPPUR PHC	2	
			THURINJIPATTI PHC	1	
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	6	Salem GH
			KRISHNAGIRI GH	1	
			HARUR GH	2	
			DHARMAPURI MEDICAL COLLEGE HOSPITAL	1	ICH
			BAIRNATHAM PHC	1	Not an emergency
			Dharmapuri MCH Neonatal Total	68	

Neonatal Cases Admission -October'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
3	cuddalore	CUDDALORE GH NEONATAL	BHUVANAGIRI PHC	1	Cuddalore GH
			CHIDAMBARAM GH	4	
			MARUNGUR PHC _ CUDD	2	
			MELKUMARAMANGALAM PHC	1	
			ORAIYUR PHC	1	
			PANRUTI GH	6	
			RAMPAKKAM PHC	1	
			THIRUVANTHIPURAM PHC	2	
			THONDAMANATHAM PHC	2	
			VELLAKARAI PHC	1	
			MUNDIAMBARKAM MCH	1	
			CUDDALORE GH	1	JIPMER
			VRIDHACHALAM GH	1	
			CUDDALORE GH,	4	Mundiyapakkam MCH, Villupuram
			ARASAKULI PHC	1	
			MANGALAMPETTAI PHC	1	
			VRIDHACHALAM GH	1	
			KADAMPULIYUR PHC	1	PANRUTI GH
			CUDDALORE GH	1	ICH
			CUDDALORE GH, CUDDALORE	1	Not an emergency
			PANRUTI GH	2	
			ARASAKULI PHC	1	
			Cuddalore GH Neonatal Total	37	
4	kancheepuram	CHENGALPATTU NEONATAL/ KANCHIPURAM GH	ADI ANNAMALAI PHC	2	ICH
			CUDDALORE GH	1	
			KANCHIPURAM GH	9	
			CHENGALPET MCH	6	
			CHEYUR GH	1	
			UTHIRAMERUR GH	1	
			ACHARAPAKKAM PHC	1	
			AYYAMPETTAI PHC	1	
			ELICHUR PHC	1	
			MARAIMALAINAGAR PHC	1	
			NANDHIVARAM PHC	4	
			SADRAS PHC	1	
			KRISHNAGIRI GH	1	
			PAVUNJUR PHC	1	
			TIRUPATTUR GH	1	
			TIRUVANNAMALAI GH	5	
			ULUANDAI PHC _ TV MALAI	1	
			VELLORE MCH (ADUKKAMPARAI)	2	
			KOVALAI PHC	1	CMCH
			MADURANTAKAM GH	1	
			ACHARAPAKKAM PHC	1	
			VALLIPURAM PHC	1	
			CHENGALPET MCH	2	KMCH
			KANCHIPURAM GH	1	
			NANDHIVARAM PHC	1	
			VALLIPURAM PHC	1	
			TIRUVANNAMALAI GH	1	Not an emergency
			CHENGALPET MCH	5	
			KANCHIPURAM GH	1	
			MADURANTAKAM GH	1	
			PAVANJUR PHC	1	
			SRIPERUMBUDHUR PHC	1	
			Chengalpattu Neonatal Total	59	

Neonatal Cases Admission -October'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
5	Chennai	ICH- Egmore	ANAKKAPUTHUR PHC	1	ICH- Egmore
			CHEYAR GH	1	
			AYANAVARAM CHC	1	
			PERIYAR NAGAR PHC	1	
			KOORAM PHC	1	
			KANCHIPURAM GH	2	
			KUNDRATHUR PHC	2	
			MANALAI PHC	1	
			MINJUR PHC	1	
			PERUMAL PATTU PHC	1	
			PULIYANTHOPE CHC	1	
			SHENOY NAGAR PHC	1	
			THIRUVALLUR GH	1	
			TIRUTTANI GH	1	
			VILANGADUPAKKAM PHC	1	
			ARAKONAM GH	1	
			AVADI PHC	1	
			TIRUTTANI GH	1	
			ARANI PHC	1	
			MINJUR PHC	2	
			THIRUNINDRAVUR PHC	1	
			AMMA PRIVATE HOSPITAL	1	Not an emergency
			ICH Egmore Total	25	
6	Chennai	Triplicane- Neo II	ADYAR CHC	3	ICH- egmore
			ARAKONAM GH	2	
			ARCOT GH	1	
			CUDDALORE GH	1	
			KILPAUK MCH	2	
			GOSHA	4	
			AYANAVARAM CHC	2	
			KODAMBAKKAM CHC	1	
			SHENOY NAGAR PHC	2	
			CHROMPET GH	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	4	
			MADURANTAKAM GH	1	
			TAMBARAM GH	1	
			KUNDRATHUR PHC	1	
			MEDAVAKKAM PHC	3	
			OKKIAM THURAIPAKKAM PHC	1	
			MINJUR PHC	2	
			MIRSAHIB PET CHC	2	
			PADIYANALLUR PHC	1	
			PERUMPALPETPHC	1	
			PULIYANTHOPE CHC	2	
			RAGAVA PVT HOSPITAL	2	
			TIRUVANNAMALAI GH	6	
			THIRUVALLUR GH	1	
			GUMMIDIPOONDI GH	1	
			PONNERI GH	1	
			KATTUR PHC	1	
			POONAMALLEE PHC	1	
			PORUR PHC	1	
			VILANGADU PHC	1	
			WCF PVT CLINIC	1	
			SHENOY NAGAR PHC	2	KMCH
			KANCHIPURAM GH	1	
			MANGADU PHC	2	
			PONNERI GH	1	
			THIRUMAZHISAI PHC	1	KGH
			MIRSAHIB PET CHC	1	
			AYANAVARAM CHC	1	RSRM
			ATHIPATTU PHC	1	
			KAVARAPETTAI PHC	1	
			ICH	1	FORTIS MALAR
			PERAMBAKKAM PHC	1	THIRUVALLUR GH
			ADYAR CHC	2	SAIDAPET CHC
					TriplicaneNEO Total

Neonatal Cases Admission -October'13					
S.No	District	Location	Referral Hospital		Destination Hospitals
			Hospitals name	No.of cases	
7	Chennai	RSRM	ADI ANNAMALAI PHC	1	ICH
			AGARAMPALAYAM PHC	1	
			AMIRTHAPURAM PHC	1	
			ANAKKAPUTHUR PHC	1	
			ANDIAPPANUR PHC	1	
			ARAKONAM GH	6	
			RSRM	1	
			KODAMBAKKAM CHC	1	
			PERIYAR NAGAR PHC	2	
			PERAMBUR RAILWAY HOSPITAL	3	
			SAIDAPET GH	1	
			SHENOY NAGAR PHC	1	
			GKM	1	
			GUDIYATHAM GH	1	
			KAVARAPETTAI PHC	1	
			CHENGALPET MCH	1	
			KANCHIPURAM GH	5	
			TAMBARAM GH	1	
			MANGADU PHC	1	
			OKKIAM THURAIPAKKAM PHC	1	
			PADI URBAN HEALTH CENTRE	1	
			PONNERI GH	3	
			PULIYANTHOPE CHC	7	
			SHENOY NAGAR PHC	1	
			SS PVT CLINIC	1	
			TIRUVANNAMALAI GH	4	
			THIRUVALLUR GH	3	
			GUMMIDIPOONDI GH	1	
			TIRUTTANI GH	2	
			ARANI PHC	1	
			DEVAMPAT PHC	1	
			KATTUR PHC	1	
			MINJUR PHC	3	
			MENAMBEDU PHC	1	
			VANIYAMPADI GH	1	
			MANGADU PHC	1	KMCH
			PONNERI GH	1	
			TONDIARPET PHC	1	STANLEY
			MANALI PHC	1	
			MADHAVARAM CORP HOSP	1	GOSHA
			MIRSAHIB PET CHC	1	
			PULIYANTHOPE CHC	1	RSRM
			PADIANALLUR PHC	1	IOG
			STEDFORD HOSPITAL	1	CHILDS TRUST
			ICH	1	MIOT PVT HOSP.
			THIRUNINDRAVUR PHC	1	Not an emergency
			RSRM Neo Total	74	
8	Chennai	Tirupathur CIFT Neonatal ambulance	ALANGAYAM PHC	4	Tirupathur - GH
			ANDIAPPANUR PHC	7	
			JOLARPETTAI PHC	1	
			KADIRAMPATTU PHC	1	
			KAJALNAICKENPATTI PHC	1	
			KUNICHI PHC	1	
			NATRAPALLI PHC	2	
			PITCHANUR PHC	1	
			PUDUPETTAI PHC _ VELLORE	9	
			PUDURNADU PHC	2	
			VANIYAMPADI GH	2	
			AMBUR GH	1	Vellore MCH
			TIRUPATTUR GH	2	
			VANIYAMPADI GH	2	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			SINGARAPETTAI PHC	3	
			SINGARAPETTAI PHC	1	KRISHNAGIRI GH
			ANDIAPPANUR PHC	1	ICH- Egmore
			Tirupathur Neo total	41	
9	Krishnagiri	Krishnagiri GH Neonatal ambulance	ALAPATTI PHC	1	KRISHNAGIRI GH
			DENKANIKOTTAI GH	1	
			JAGADEVI PHC	1	
			KAMANDOTTI PHC	1	
			MEKALACHINNAMPALLI PHC	1	
			NACHAIKUPPAM PHC	1	
			NEDUNGAL PHC	1	
			PANAGAMUTLU PHC	1	
			PERUGOPANAPALLI PHC	2	
			BARGUR PHC	1	
			KRISHNAGIRI GH	5	DHARMAPURI MEDICAL COLLEGE HOSPITAL
			BANDAHALLI PHC	1	
			HOSUR GH	1	
			KALLAVI PHC	1	
			NATRAPALLI PHC	1	TIRUPATTUR GH
			TIRUPATTUR GH	1	Vellore MCH
			KAVERIPATTINAM PHC	1	ICH
			TIRUPATTUR GH	1	Not an emergency
			KRISHNAGIRI GH- Neonatal ambulance total	23	
10	Pudukottai	RANI'S GH NEONATAL	THIRUMAYAM GH	1	PUDUKOTTAI GH,
			PUDUKOTTAI GH	1	RAJA MIRASDAR GH
			KEELANILAI PHC	1	RANIS MATERNITY GH
			VARAPPUR PHC	1	
			RANI'S GH NEONATAL total	4	
11	Virudhunagar	Virudhunagar Neonatal ambulance	VIRUDHUNAGAR GH	2	Madurai GH
			RAJAPALAYAM GH	1	
			Virudhunagar Neonatal ambulance-Total	3	
			Total Neonatal cases admitted in Hospital	470	

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