

## State Health Society – Tamil Nadu

### Referral transport Mandatory Disclosure Formats

**Note. To be filled and updated quarterly under NHM Mandatory Disclosure for all category of vehicles defined below.**

|   |                                  |                                                                                                                                                                                                            |
|---|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Patient transport Vehicle</b> | Vehicle designed primarily for transporting patients but without a trained personnel/ paramedic. This includes State-owned facility level ambulances, which may be used for inter-facility transfers, etc. |
| 2 | <b>Basic Life Support</b>        | Ambulances designed for providing <i>basic care</i> to the patients en route. These must be equipped with basic equipment as well as have trained personnel on board.                                      |
| 3 | <b>Advanced life support</b>     | Ambulances designed for providing <i>emergency care</i> to the patients en rout. These must be equipped with advanced life saving equipment as well as have trained personnel on board.                    |
| 4 | <b>Empanelled vehicle</b>        | Vehicles which are empanelled with local NGOs/service providers primarily for transporting pregnant women and sick infants                                                                                 |

| Financial Year |                                                                                                                               |                   |                |                    |                |                            |               |               |               |                       |                |                 |
|----------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|--------------------|----------------|----------------------------|---------------|---------------|---------------|-----------------------|----------------|-----------------|
| Quarter        |                                                                                                                               |                   |                |                    |                |                            |               |               |               |                       |                |                 |
| Sl. No.        | Indicators                                                                                                                    | Dial 102          |                |                    |                | Dial 108                   |               |               |               | Empanelled ambulances |                | Remarks, if any |
|                |                                                                                                                               | Patient Transport |                | Basic Life Support |                | Basic Life Support         |               | Advanced Life |               |                       |                |                 |
|                |                                                                                                                               | NHM               | State + Others | NHM                | State + Others | NHM                        | State+ Others | NHM           | State+ Others | NHM                   | State + Others |                 |
|                | National Ambulance Service (NAS) Implementation (Yes or No), If yes please attach photos                                      |                   |                |                    |                |                            |               |               |               |                       |                |                 |
| 1              | Fleet Info                                                                                                                    |                   |                |                    |                |                            |               |               |               |                       |                |                 |
| 1.1            | Total Number of ambulances sanctioned                                                                                         |                   |                |                    |                | 711                        |               | 58            |               |                       |                |                 |
| 1.2            | No. of Ambulances functional out of 1.1                                                                                       |                   |                |                    |                | 630                        |               | 58            |               |                       |                |                 |
| 1.3            | No. of GPS fitted ambulances out of 1.2                                                                                       |                   |                |                    |                | 456                        |               |               |               |                       |                |                 |
| 1.4            | No. of ambulances linked to call centre out of 1.2                                                                            |                   |                |                    |                | All ambulances             |               |               |               |                       |                |                 |
| 1.5            | Operational Agency (State/NGO/Others private agencies).<br>Also provide name NGO/ private partners seprately,where applicable |                   |                |                    |                | Private partner - GVK EMRI |               |               |               |                       |                |                 |
| 1.7            | No.of ambulances having certified trained staff on emergency care out of 1.2                                                  |                   |                |                    |                | 688                        |               |               |               |                       |                |                 |
| i              | EMT                                                                                                                           |                   |                |                    |                | 1672                       |               |               |               |                       |                |                 |
| ii             | Paramedics / LTs                                                                                                              |                   |                |                    |                |                            |               |               |               |                       |                |                 |

| Sl. No. | Indicators                                                                                 | Dial 102          |                |                    |                | Dial 108           |               |               |               | Empanelled ambulances |                | Remarks, if any |
|---------|--------------------------------------------------------------------------------------------|-------------------|----------------|--------------------|----------------|--------------------|---------------|---------------|---------------|-----------------------|----------------|-----------------|
|         |                                                                                            | Patient Transport |                | Basic Life Support |                | Basic Life Support |               | Advanced Life |               |                       |                |                 |
|         |                                                                                            | NHM               | State + Others | NHM                | State + Others | NHM                | State+ Others | NHM           | State+ Others | NHM                   | State + Others |                 |
| iii     | Drivers                                                                                    |                   |                |                    |                | 1629               |               |               |               |                       |                |                 |
| iv      | Others (including call centre staff, administrative staff, etc.)                           |                   |                |                    |                | 328                |               |               |               |                       |                |                 |
| 2       | Call Information                                                                           |                   |                |                    |                |                    |               |               |               |                       |                |                 |
| 2.1     | Centralised Call Centre (Yes/No). Please specify whether State/District level              |                   |                |                    |                | Yes                |               |               |               |                       |                |                 |
| 2.2     | Average no. of calls received per month                                                    |                   |                |                    |                | 518,690            |               |               |               |                       |                |                 |
| i       | % of calls attended (out of 2.2)                                                           |                   |                |                    |                | 98.34%             |               |               |               |                       |                |                 |
| ii      | % calls where ambulances were dispatched (out of 2.2)                                      |                   |                |                    |                | 16.03%             |               |               |               |                       |                |                 |
| iii     | % ineffective calls (out of 2.2.i)                                                         |                   |                |                    |                | 61.50%             |               |               |               |                       |                |                 |
| 3       | Operational Details                                                                        |                   |                |                    |                |                    |               |               |               |                       |                |                 |
| 3.1     | Average Operational cost per month per ambulance                                           |                   |                |                    |                | 130,546            |               |               |               |                       |                |                 |
| 3.2     | Average Km travelled per ambulance per day                                                 |                   |                |                    |                | 176                |               |               |               |                       |                |                 |
| i       | No. of ambulances doing < 80 KMs per day                                                   |                   |                |                    |                | 110                |               |               |               |                       |                |                 |
| ii      | No. of ambulances doing > 150 Kms per day                                                  |                   |                |                    |                | 428                |               |               |               |                       |                |                 |
| 3.3     | Avg no. of days covered per ambulance per month                                            |                   |                |                    |                |                    |               |               |               |                       |                |                 |
| 3.4     | Avg no. of trips per ambulance per day                                                     |                   |                |                    |                | 3.9                |               |               |               |                       |                |                 |
| i.      | No. of Ambulances doing >5 trips per day                                                   |                   |                |                    |                | 207                |               |               |               |                       |                |                 |
| ii      | No. of Ambulances doing <2 Trips per day<br>(please provide justification in remarks col.) |                   |                |                    |                | 81                 |               |               |               |                       |                |                 |
| 3.5     | No. of ambulances per lakh population                                                      |                   |                |                    |                | 0.95               |               |               |               |                       |                |                 |
| 3.6     | No of ambulances per 100 sq. KM                                                            |                   |                |                    |                | 1.89               |               |               |               |                       |                |                 |
| 3.7     | User Fees ( If any with details)                                                           |                   |                |                    |                |                    |               |               |               |                       |                |                 |
| 4       | Performance details                                                                        |                   |                |                    |                |                    |               |               |               |                       |                |                 |
| 4.1     | Total cases handled per month per ambulance                                                |                   |                |                    |                | 115                |               |               |               |                       |                |                 |

| Sl. No. | Indicators                                                                                                                                           | Dial 102          |                |                    |                | Dial 108           |               |               |               | Empanelled ambulances |                | Remarks, if any |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|--------------------|----------------|--------------------|---------------|---------------|---------------|-----------------------|----------------|-----------------|
|         |                                                                                                                                                      | Patient Transport |                | Basic Life Support |                | Basic Life Support |               | Advanced Life |               |                       |                |                 |
|         |                                                                                                                                                      | NHM               | State + Others | NHM                | State + Others | NHM                | State+ Others | NHM           | State+ Others | NHM                   | State + Others |                 |
|         | : Home to Facility                                                                                                                                   |                   |                |                    |                | 70                 |               |               |               |                       |                |                 |
|         | : Inter Facility Transfer (IFT)                                                                                                                      |                   |                |                    |                | 45                 |               |               |               |                       |                |                 |
|         | : Facility to Home                                                                                                                                   |                   |                |                    |                | 0                  |               |               |               |                       |                |                 |
| 4.2     | Average emergency rescues per month per ambulance (excludes non-emergency such as drop back home)<br><i>(Please detail emergency in remarks col)</i> |                   |                |                    |                | 115                |               |               |               |                       |                |                 |
| 4.3     | Average number of pregnant women transported per ambulance per month                                                                                 |                   |                |                    |                | 33                 |               |               |               |                       |                |                 |
| 4.4     | Average number of cases where patient could not be attended at the first health facility destination                                                 |                   |                |                    |                | 6                  |               |               |               |                       |                |                 |
| 4.5     | Average Response time                                                                                                                                |                   |                |                    |                | 0:22:04            |               |               |               |                       |                |                 |
| i       | Urban<br>(Only for Home to facility, and inter-facility transfer cases)                                                                              |                   |                |                    |                |                    |               |               |               |                       |                |                 |
|         | : Call to Scene time                                                                                                                                 |                   |                |                    |                | 0:19:09            |               |               |               |                       |                |                 |
|         | : Call to Hospital Time                                                                                                                              |                   |                |                    |                | 1:08:04            |               |               |               |                       |                |                 |
| ii      | Rural<br>(Only for Home to facility, and inter-facility transfer cases)                                                                              |                   |                |                    |                |                    |               |               |               |                       |                |                 |
|         | : Call to Scene time                                                                                                                                 |                   |                |                    |                | 0:23:47            |               |               |               |                       |                |                 |
|         | : Call to Hospital Time                                                                                                                              |                   |                |                    |                | 1:07:28            |               |               |               |                       |                |                 |