

## **108 AMBULANCE SERVICES**

National Ambulance Service, A joint Initiative of MoHFW, Gol and Govt. of Odisha

### A. Background:

The Government of Odisha has initiated comprehensive pre-hospital emergency medical service with introduction of a fleet of ambulances to cover the entire State in a phased manner. The aim is to provide Emergency Ambulance Service free of cost to the people of Odisha. This will facilitate an integrated and comprehensive emergency health care management in the State providing high-end ambulance transportation system from the doorstep of the patient to the appropriate care in a hospital. The aim is to provide quality emergency care transport within the shortest possible time in an emergency, ensure delivery of quality emergency care across the chain of services with a proper emergency management system. This fleet will comprise of both 'Basic Life Support' (BLS) and 'Advance Life Support' (ALS) ambulances.

### B. Salient features:

Emergency Medical Ambulance Service' (EMAS) has been implemented in the entire State in a phased manner. In the first phase fifteen districts i.e; Sundargarh, Sambalpur, Angul, Dhenkanal, Keonjhar, Mayurbhanj, Balasore, Bhadrak, Jajpur, Cuttack, Puri, Khurda, Ganjam, Rayagada and Koraput, have been covered with launching of 280 Ambulances (56 ALS and 224 BLS) and in 2nd phase 140 BLS Ambulances have been rolled out in the remaining 15 districts of Jagatsinghpur, Kendrapara, Deogarh, Sonepur, Bolangiri, Bargarh, Jharsuguda, Kalahandi, Gajapati, Nuapada, Nabarangapur, Malkangiri, Kandhamal, Boudh and Nayagarh.

As per the WHO norm, there will be one ambulance per one lakh population at an average with the mix of Advance Life Support (ALS) and Basic Life Support (BLS)

Positioning of the ambulances is the prerogative of the Service Provider. The ambulances will so positioned in a manner that each ambulance to cover an area of 30 Kms in radius and serving a population of 1 lakh.

The average response time of 20 minutes for urban locations, 25 minutes for semi-urban and 35 minutes for rural locations will be kept as performance parameters

24x7 pre-hospital emergency ambulance services within golden hour.

Services of ambulances shall be availed by dialling 108 toll free number.

All the ambulances will be monitored though GPS tracking system.

Ambulances will be equipped with sophisticated emergency medical equipments for pre-hospital care.

Ambulance will be manned by specially trained Medical Technicians, helper and Driver. Whenever required the EMT can seek medical advice with getting instructions from highly trained doctors sitting in round the clock call centre.

Uninterrupted functioning of round the clock centralized call centre at IDCO Tower, Bhubaneswar to attend Emergency Response Service ensuring that no call is left unattended.

C. Expected outcomes:

24x7 pre-hospital emergency transportation care (Ambulance) services across the State within agreed response time.

Reduction of maternal and child mortality as well as deaths and disabilities providing medical attention within golden hour.

Management of disaster and epidemic outbreaks.

Uninterrupted functioning of the call centre/ control room and overall Emergency Response Service ensuring that no call is left unattended.

D. Modus of operandi:

Government shall finance and own all capital assets under the project. However, the Agency shall provide necessary technical and managerial support including trained manpower and required software (Call Centre, Advance Vehicle Tracing using GPS technology) to implement and operate the emergency medical ambulance service in the manner set out by the department.

The responsibility of the agency shall include entire activities required to install and implement the service as per the agreed terms and conditions set out in the RFP. The procurement of assets shall be done by the Agency through the Purchase Committee having four members from Government side following the public procurement principles and procedures.

Performance Parameters (till July 2015)

- a) Urban-19 Min 9 Sec (Target -20 minutes)
- b) Semi urban- 21 Min 29 Sec (Target-25 minutes)
- c) Rural-33 Min 45 Sec (Target -35 minutes)

Average trip per Ambulance per Day-5.77 trips/day/Ambulance