Highway Emergency Response and Accident Mitigation Service (HERAM) – A Field Report

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Objective

The objectives of this paper are
1. To describe the functioning of a highway emergency response and accident mitigation service and
2. To characterize the profile of the accidents and the victims served by this project

Introduction

The increasing frequency and severity of Road Traffic Accidents (RTA) in India have caused grave concern for road safety, posing serious challenge to transport policy makers, planners, regulators, police, engineers and civil society alike. With just 1% of world’s vehicles, India leads with 10% of world’s total Road Traffic Fatalities, resulting in untold misery to lakhs of people and costing about 3% of the GDP. Due to the impact of the RTA, the United Nations declared the current decade “the decade of action for road safety with a goal to save five million lives”[1]. Post-crash response is very critical to reduce the mortality and morbidity due to accidents.

Piramal Swasthya in collaboration with the National Highways Authority of India and General Insurance Company set up the Highway Emergency Response and Accident Mitigation Service between Hyderabad and Vijayawada, as a pilot project to address the post-crash response.

Methods

We report a descriptive cross-sectional analysis of data pertaining to accidents that occurred on the stretch mentioned above, over a period of one year from June 1st 2014 to 30th May 2015. Any RTA to accidents that occurred on the stretch mentioned above, over a

Conclusions

Highway emergency response and accident mitigation service with a dedicated call centre, ambulance and integration with the police force is an effective service to provide post-crash response to accident victims on the National Highway. This service attended to 60% of the accidents in the service area. Incidence of fatalities was 5.63%. We recommend this service at national level to provide emergency ambulance care service to accident victims on National Highways.

Results

A total of 1379 calls were received reporting a total of 1311 accidents took place in the study period leading to injuries to 1489 people. Of the 1311 accidents, 774 (59.04%) were attended to by 1033 ambulance. An incoming call was attended within an average of four seconds. On an average, an ambulance was despatched to the site of accident by one min & 19 sec. More than half the accidents were of the collision variety (55.42%) while the non-collision variety contributed about one-fifth of the accidents. Most commonly, accidents took place in the evenings between 4 pm and 8 pm (24.03%) followed by those in the afternoon (20.15%). The age of the victims ranged from 1 yr to 93 yrs with a mean age of 36.4 (±14.6) yrs. A majority of the accident victims were males (83.73%). More than half the accident victims were between 21 and 40 yrs of age (56.64%).

Keywords

Emergency Response; Accident Mitigation; Ambulance; Call Centre; Road Traffic Injury

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References


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