

Public Knowledge, Awareness and Practice towards Emergency Services and First Aid in Mumbai, India



SHILPA SINGH
0993
2019-21



CONTENT

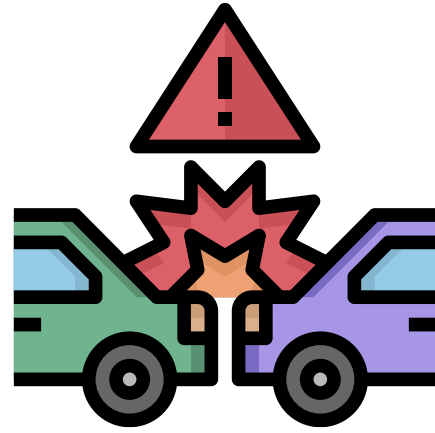
- INTRODUCTION
- LITERATURE REVIEW
- METHOD
- RESULT
- DISCUSSION
- CONCLUSION



CHAPTER -1

INTRODUCTION

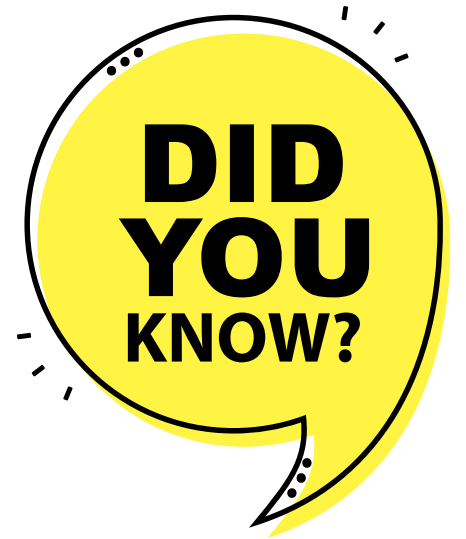




1.24 million people are killed on the world's roads each year and as many as 50 million people are injured in road crashes annually worldwide



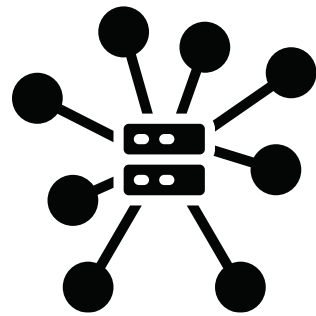
Every year, 150,000 people may die in situations where first aid could have given them a chance to live



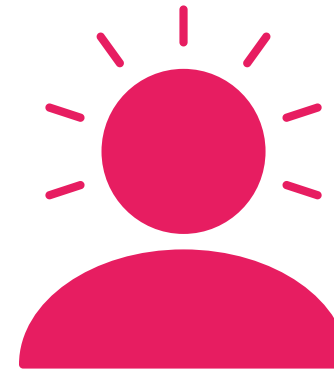
According to WHO, the average response time of an emergency response service should be 8 minutes



According to WHO, at least 1 ambulance per 1 lakh population in plain



Lack of Central Emergency
Medical Service in India



Lack of Awareness and
top of mind recall



Lack of trained
paramedics and EMTs



Poor quality of the vehicle. Lack of
maintenance of hygiene and
equipemnt



Response time vary-
No reliability



No standardization in
cost

COVID-19 A new challenge

Bengaluru: Covid patient dies on road waiting for ambulance

The incident has once again brought into focus the availability of emergency ambulances in the state. But the situation appears far better in Punjab and Maharashtra as the state governments there stepped in to regulate the ambulance fares.

On the other hand, the number of COVID-19 cases in Telangana is increasing with each passing day. Some patients waited for up to six hours for an ambulance. Reported 1,284 new COVID-19 cases on Sunday. With this, the total number of cases in the state rose to 45,077. Six deaths have been reported, taking the total to 11. The state government has ordered a ban on the use of private ambulances for COVID-19 patients.

In Mumbai, Covid-19 patients are dying as they wait for ambulances and hospital beds

A police officer was attended to by passengers. The BBMP officials informed police and a mahajar was sent to the Victoria hospital mortuary where a post mortem will be conducted on Saturday morning. Kumar said an ambulance should have been sent to the Victoria hospital mortuary where a post mortem will be conducted on Saturday morning.

Bengaluru: 1,500 patients waited over 3 hours to get an ambulance

Vulnerabilities of the emergency response sector

EXPOSED!

CHAPTER -2

LITERATURE

REVIEW



The Knowledge, Attitude and Practice about Public Emergencies and the Response Capability of Residents in Shanghai after the Outbreak of Coronavirus Disease 2019 (COVID-19): A Cross-Sectional Study

Cross sectional study was performed on 1269 participants in Shanghai, China. The aim of the study was to understand the knowledge, attitude and practice about public emergency and response capability of residents. It was observed that (90.3%) had a positive attitude, while only 46.8% of participants had good knowledge, 46.2% performed well in the aspect of practice. This showed that there was a poor knowledge and perception of people with respect to emergency response.

Knowledge and Attitude about Basic Life Support and Emergency Medical Services amongst Healthcare Interns in University Hospitals: A Cross-Sectional Study

A self-explanatory questionnaire, comprising 15 questions, was designed for the study. Out of 865 health interns, 698 completed the survey.

Among the participants of the study, the overall awareness score was average, whereas the knowledge score was below average. Further, the participants showed a positive attitude toward BLS training

Knowledge, attitude, and practice of first aid among the commercial drivers in the Kumaon region of India

The study was performed on the commercial drivers operating in and from Haldwani Block of Uttarakhand, from November 2018 to January 2019. It was a cross sectional study and participants were selected using consecutive sampling techniques. The study showed a positive attitude toward giving first aid to RTA victims. Most commercial drivers had the basic knowledge of first aid but only few of them were trained in first aid. The drivers had positive attitudes toward assisting victims of RTA and to get trained in first aid

Knowledge, attitude and practice of emergency medical care in Lima, Peru

This study was performed in Peru among 210 households. It was done to understand if the community requires first aid and CPR training. The study revealed that 61.4% people were unaware about the EMS number and only 24.8% said that they would call an ambulance in case of an emergency.

The findings revealed a lack of faith in Lima's EMS services as well as a lack of understanding of EMS contact numbers, which may have encouraged community members to trust one other instead of their local EMS

LR FINDINGS

Awareness, Knowledge and practice level for ERS and First Aid is low while attitude to learn First Aid is high

GAP IN LR

Most of the studies are either done on health professionals/doctors or some cohort of medical students.

Few studies have been found which was done among the general public and took practices regarding ERS and First Aid into account.



WHY THIS TOPIC

- The organization is in Emergency Response Sector
- Not many studies to find the awareness of general public about Emergency response and basic first aid
- Since COVID-19, This sector is in discussion everywhere for all the possible reasons
- Curious to know the attitude of general public towards this sector



OBJECTIVE



- To assess the Awareness, Attitude, Knowledge, and Practices regarding ERS and First Aid among population of Mumbai



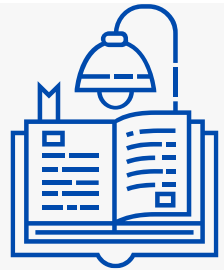
- To provide suggestions for the improvement of Awareness among general public for ERS and First Aid

CHAPTER -3

METHOD



METHODOLOGY



01

STUDY DESIGN

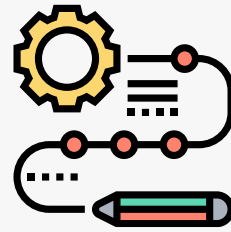
The descriptive cross-sectional study was conducted from 1 April 2021 to 19 June 2021



02

DATA SOURCE

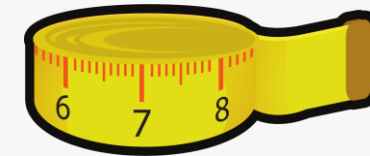
Primary data was collected using self-designed questionnaire. The google form was circulated and data was obtained from Mumbai



03

MATERIAL & METHOD

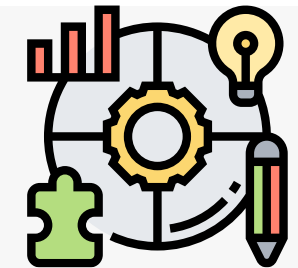
The 5-point Likert Scale was used to analyze the questionnaire



04

SAMPLE SIZE

The total responders were 123 men and women living in Mumbai



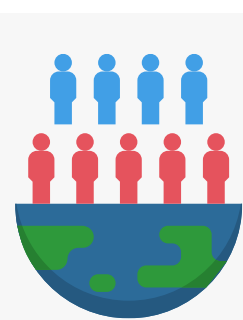
05

ANALYSIS

Descriptive Analysis of the data was done in MS Excel. The Chi-square test for Independence was done using Minitab 17

QUESTIONNAIRE

5-Point Likert Scale



DEMOGRAPHIC

- AGE
- GENDER
- PROFESSION
- RESIDENCE



AWARENESS

INTENSITY

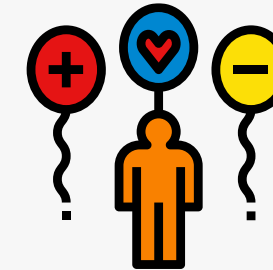
- VERY MUCH
- SOMEWHAT
- NEUTRAL
- VERY LITTLE
- NOT AT ALL



KNOWLEDGE

SCALE

- DEFINITELY
- PROBABLY
- POSSIBLY
- PROBABLY NOT
- DEFINITELY NOT



ATTITUDE

LIKELIHOOD

- DEFINITELY
- PROBABLY
- POSSIBLY
- PROBABLY NOT
- DEFINITELY NOT



PRACTICES

FREQUENCY

- ALWAYS
- OFTEN
- SOMETIMES
- RARELY
- NEVER

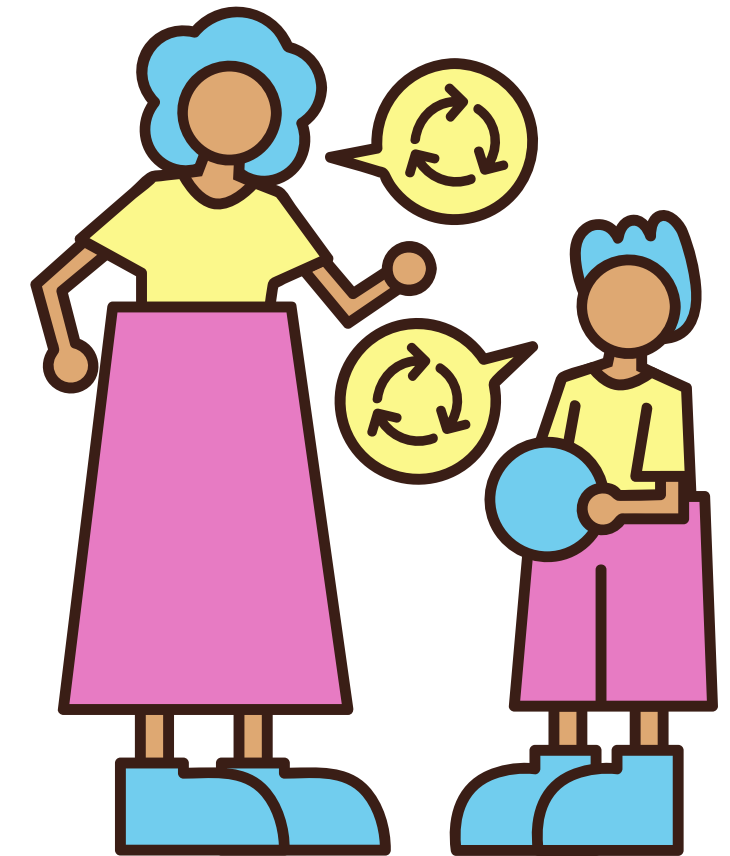
CHAPTER - 4

RESULTS



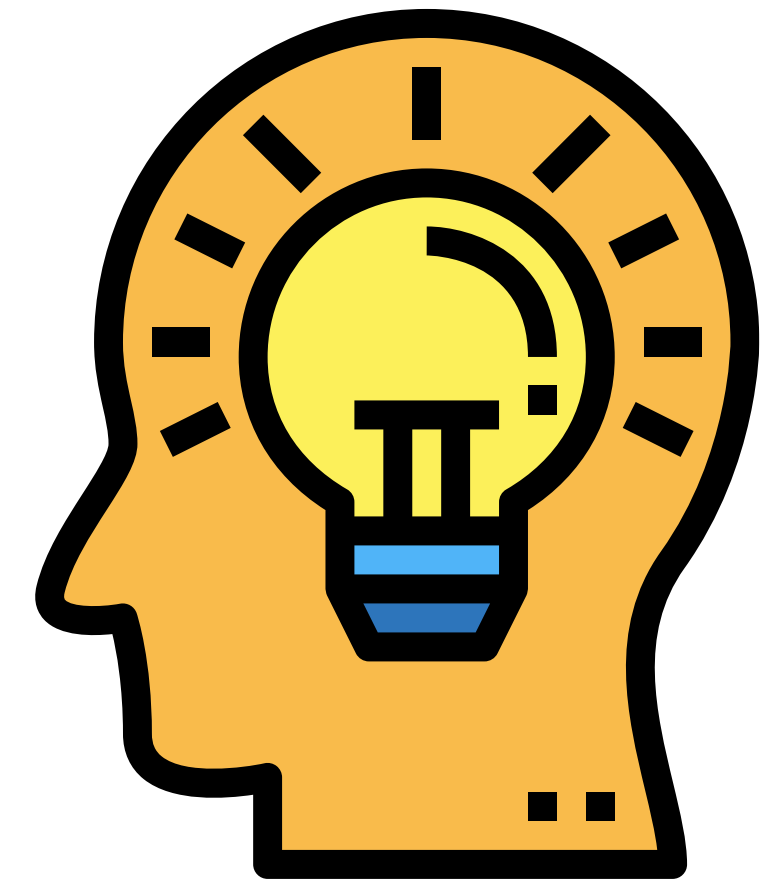
KEY FINDINGS - AWARENESS

- 43% of the people are aware about the toll-free number for medical emergency while about 16% of the people did not have a clue
- About 31% people have little to no idea about the private ambulance service providers in the city
- Almost 76% people are familiar with basic first aid procedures while 45% of the people have less awareness towards CPR
- About 95% people are aware about the nearby hospitals, diagnostic centers and pharmacies
- No relationship was found between demographic variables and awareness on performing the chi square test



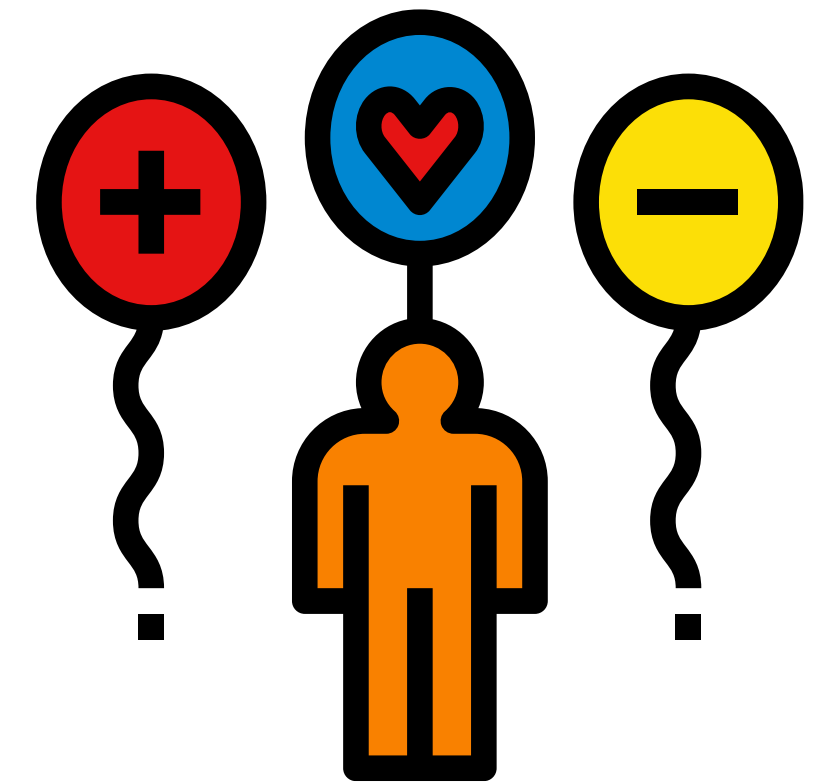
KEY FINDINGS - KNOWLEDGE

- 66 out of 119 people were definite that 102/112/108 are the emergency helpline numbers
- About 74% people thinks that ambulance provides prehospital care facilities
- 82% of the people have the knowledge of different type of ambulances
- 102 out of 119 participants are sure that booking of an ambulance does not requires the permission of either a doctor or a police officer
- Most of the participants agree to the fact that first aid can save lives and almost 90% are aware that anyone can learn first aid techniques and that there are courses for the same
- No relationship was established between demographic variables and knowledge



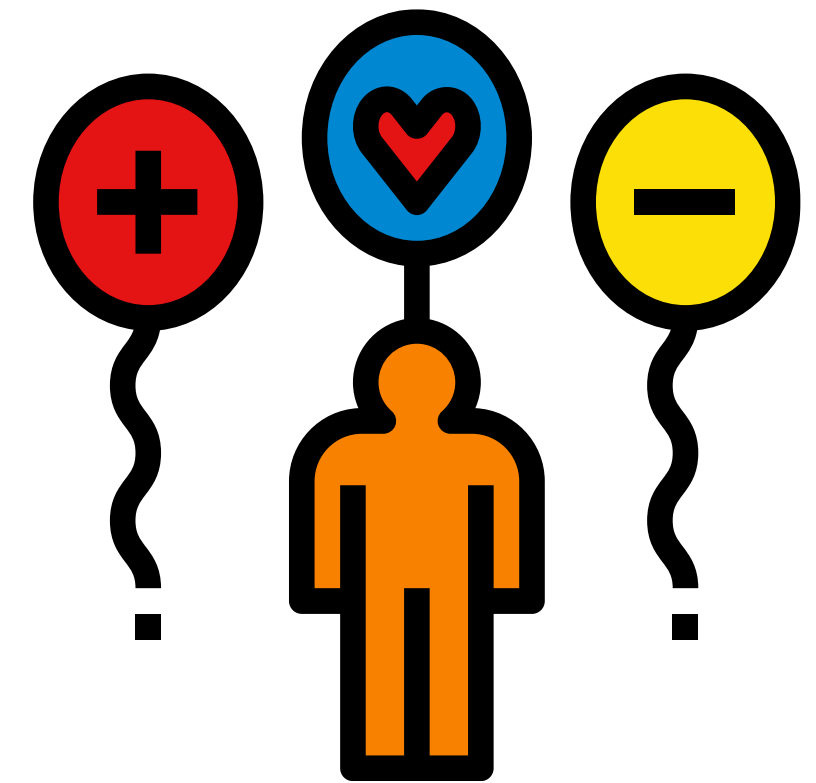
KEY FINDINGS - ATTITUDE

- Majority of the participants think that there are not enough ambulances available in the city
- 80% of the people have positive attitude towards ERS and they believe that chances of survival increases when a patient is transported from ambulance than a private vehicle Almost
- About 53% thinks that if they call for an ambulance, it wont reach on time and 56% thinks that ERS in India are not affordable
- On being asked whether they will enroll themselves for a CPR training course, 70.5% showed a positive response
- No relationship was found between demographic variables and attitude of the participants



KEY FINDINGS - PRACTICE

- On being asked if they call emergency helpline during emergency, 57% people showed negative response.
- Only 54% people save the emergency helpline numbers
- 70% people have first aid kit with them while only 63% use them
- Majority of the people provide first aid to people in need and assist their lives
- No relationship was found between demographic variables and practice level of the participants



CHI-SQUARE TEST

Hypothesis	Pearson Chi-square vale	P- value	Decision
There is no relationship between the gender and awareness regarding ERS & First Aid	0.011	0.916	ACCEPT
There is no relationship between the Age and attitude regarding ERS & First Aid	0.663	0.717	ACCEPT
There is no relationship between the Working Professional and Practice regarding ERS & First Aid	0.256	0.613	ACCEPT

- No relationship were established between demographic variables and awareness, knowledge attitude and practice level of the participants.
- All the Null Hypothesis were accepted

CHAPTER - 5

DISCUSSION



DISCUSSION

- Key objective of the study was to determine the level of awareness among people regarding the Emergency Response Services and First Aid in Mumbai. It was found out that people still are not aware about the emergency helpline number. **Only 42% of the working population have a good awareness level in terms of ERS and First Aid.** Even after COVID-19, there is not much difference in the knowledge and practice level of people for ERS and First Aid. According to the survey a majority of people have an opinion that we do not have sufficient ambulances in the city to cater to the emergency requirement of people. People do not trust the EMS in India considering the fact that more than **50% people think that ambulance will not reach on time**, if a request is made. They also have an opinion that these services are not affordable to use.



CHAPTER - 5

CONCLUSION



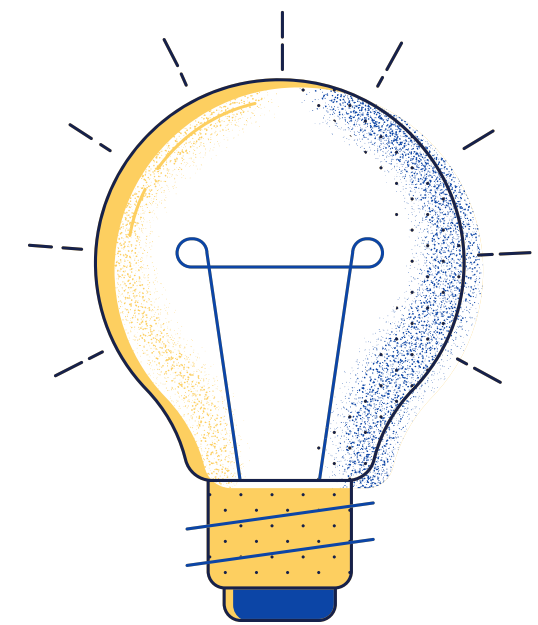
CONCLUSION

COVID-19 highlighted the vulnerabilities of Emergency Response Sector in India. Various helpline numbers were shared across social media channels but still the awareness, knowledge and practice level are not satisfactory. People do not have a positive attitude towards Emergency Response Sector.



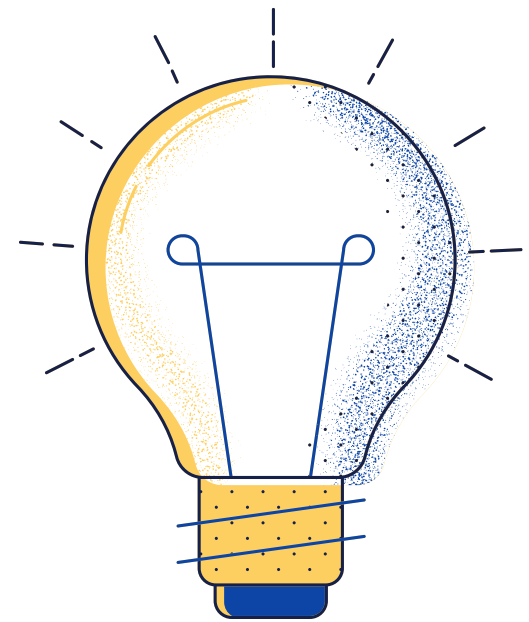
SUGGESTIONS

- Government should work on PPP model with private emergency service providers. This will not only ensure a central number for the service but also make the emergency service more affordable
- Every state government should ensure steps like awareness drive, Ad campaigns etc. to create top of mind recall for the general public to remember the helpline number
- More investment can be made in EMS of the country with respect to technology and operations to make it robust. The good quality services would generate a sense of trust among people on the EMS system



SUGGESTIONS

- Government should also take initiatives to make people learn about the basic first aid
- Corporates, IT firms and other sectors should make sure to build a safer working environment for the safety of their employees by either creating wellness plans for their employees, setting up medical rooms inside the building etc
- The working professionals should be trained with basic first aid procedures and CPR. This will empower them to provide first aid independently to people in need





THANK YOU