

**Internship
at
GVK EMRI Hyderabad**

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INTRODUCTION

1.1 Organization Profile:

The GVK Foundation represents the overall corporate social responsibility of the GVK group. GVK's vision looks well beyond the bottom line and forays into the initiatives that touch lives and add value to the society. GVK Emergency Management and Research Institute (GVK EMRI) is the major corporate social responsibility arm of GVK group, was established in April, 2005. It provides Integrated Emergency Response services in Public Private Partnership, with a vision to support and build capabilities to save 1 Million lives per annum nationally and establish GVK EMRI as a premier Research and Training Institute.

Dr. GVK Reddy, Chairman of GVK is committed to provide services surpassing global standards with improved transparency, following the modern principles of management and leadership to serve the nation and work towards taking the organization across the country.

GVK is a diversified business entity with a predominant focus on Energy, Urban Infrastructure, Life Sciences, Transportation, Hospitality and Manufacturing.

GVK EMRI is based on the following Standard Practices:

1. Process of Emergency Management which involves the following primary functions:

- **Sense:** Emergency victim/ attendant dial 108. Communication Officer (CO) Screen helps facilitate collect facts, Dispatch Officer (DO) Screen helps facilitate and scope emergency, assign strategically located vehicle (Ambulance/ Police/ Fire).
- **Reach:** Vehicle(s) to reach the site/scene
- **Care:** Emergency Medical Technician (EMT) to provide passionate pre-hospital care while transporting patient/ victim to appropriate hospital for stabilization. Emergency Response Centre Physician (ERCP) advises patient care with the support of ERO, EMT to ensure optimal pre-hospital care.

The Government of India has allotted a three-digit number – 108 and made it toll-free across each State for Medical, Police and Fire Emergencies. 108 are accessible from fixed lines and mobile phones.

GVK EMRI provides ERS (Emergency Response Services) under PPP framework and manage 6434 Ambulances in Andhra Pradesh, Telangana, Gujarat, Uttarakhand, Goa, Tamil Nadu, Karnataka, Assam, Meghalaya, Madhya Pradesh, Himachal Pradesh, Chhattisgarh, Daman - Diu and Dadra Nagar Haveli, Uttar Pradesh, Kerala and Rajasthan while ensuring pre-hospital care and covering a population of > 600 million.

2. Employees: GVK EMRI employees are known to be Energetic, Modest, Reliable and Inquisitive and exhibit high levels of Commitment, Ability, Resourcefulness and Empathy while performing their respective roles - Communication Officer, Dispatch Officer, Emergency Medical Technician, Pilot, Physicians and support staff.

3. Infrastructure: GVK EMRI Head Quarters is housed in 39 acres campus at Hyderabad with modern facilities for Emergency Management, Research and Training.

4. Technology: State of the art integrated technology is deployed in our Emergency Response Centers in 15 States & 2 Union Territories which enables us to provide world class services.

5. Alliances and partnership-

A. Governments: 15 State governments (Andhra Pradesh, Telangana, Gujarat, Uttarakhand, Goa, Tamil Nadu, Karnataka, Assam, Meghalaya, Madhya Pradesh, Himachal Pradesh, Chhattisgarh, Uttar Pradesh, Rajasthan and kerala) & 2 Union Territories (Daman Diu, Dadra Nagar Haveli) in India have recognized GVK EMRI as nodal agency for emergency response services. GVK EMRI recognizes critical role of Governments for the success of the projects undertaken under PPP framework. Our ongoing and uninterrupted services since inception in 14 States & 2 Union Territories speak for itself about healthy relationship with respective Governments. GVK EMRI in collaboration with Govt. of Goa for runs Emergency rooms in Community Health Centers (CHC) also.

B. Global Institutions:

GVK EMRI is having partnership with global organizations like Stanford School of Medicine, Carnegie Mellon University, Maastricht University, 9-1-1, Shock Trauma Centre, Baltimore, USA; American Association of Physicians of India; GEOMED, Richmond Ambulance Services (RAA), SignHealth etc., in order to strengthen its competencies, skills and to adopt the best international practices.

GVK EMRI is recognized as international training organization by AHA (American heart Association) and ITLS (International Trauma Life Support) to conduct training programs on their behalf. GVK EMRI also in collaboration with Stanford School of Medicine, USA is conducting training programs in Emergency care for physicians & Paramedical staffs of Government hospitals. Mahindra Satyam is the technology partner of GVK EMRI in providing free IT solutions.

The **Values** of GVK EMRI are:

- Involving people
- Applying Knowledge
- Making this happen

Vision:

- To provide Free emergency response services for Medical, Police and Fire emergencies across India in PPP (Public Private Partnership) framework
- To respond to 30 million emergencies and save 1 million lives annually
- To deliver services at global standards through Leadership, Innovation, Research & Training and Technology

Emergency Management at GVK EMRI

The Emergency Management system at GVK EMRI has been successfully providing most comprehensive & efficient Emergency Response Services (Medical, Police and Fire) under PPP framework for the past 9 years.

Today Emergency Management wing of GVK EMRI has:

- An agreement with 15 states (Andhra Pradesh, Gujarat, Uttarakhand, Goa, Tamil Nadu, Karnataka, Assam, Meghalaya, Madhya Pradesh, Himachal Pradesh, Chhattisgarh, Kerala, Uttar Pradesh, Rajasthan & 2 Union Territories (Daman and Diu, Dadra and Nagar Haveli) and currently operating in 15 states.
- 7, 000 ambulances, covering over > 600 million population
- 23,566+ GVK EMRI Associates.
- An agreement with 6,700 + Private Hospitals/ Nursing homes
- Networked with 2,000 Police/ Fire Stations

With contribution of all the stakeholders listed above, GVK EMRI is:

- Taking 90% calls in first ring
- Attending 16,682+ emergencies per day (19.3 Million Cumulative)
- Pregnancy related – 33%, Vehicular Trauma – 17%, Acute Abdomen – 12%, Cardiac – 5%, Respiratory – 4%, Suicidal – 4%, Animal Bites -2% (Jun'12)

Key Components of Emergency Management at GVK EMRI:

1. Integrated and comprehensive ERS, Village Outreach Services provider:

The emergency management system at GVK EMRI aims at providing most comprehensive & efficient Emergency Response Services is it medical, police or fire, using a single 3 digit toll free number 108. GVK EMRI has the expertise and is fully equipped to respond to medical

emergencies including complex ones like cardiac arrests, strokes, neonatal, maternal, snake bites and emergencies like natural calamities, accidents, fire break-outs, industrial hazards, rioting, terrorist attacks etc. GVK EMRI also provides MMU Services in Andhra Pradesh and Uttarakhand. GVK EMRI also supports the Andhra Pradesh, Assam, Uttarakhand and Gujarat Population under JSSK Scheme for drop back facilities for the mother and neonate after initial 48 hour hospitalization.

2. Public and Private Partnerships (PPP):

GVK EMRI has been successfully providing ERS under PPP framework. Operational and Capital expenditure of running the service in each state is met by the respective State Governments (Public) while GVK EMRI (Private) contributes to costs of Leadership, Management, Innovation (Process, Medical & Research) and Mahindra Satyam provides IT solutions.

3. Ambulances:

GVK EMRI has developed its own ambulance design specifications with unique features meeting ergonomic and safety requirements. Ambulances are fully equipped with modern day medical and communication equipment and categorized as Advanced Life Support, Basic Life Support and Rural Life Support depending on the facilities and pre-hospital care services available.

4. Processes: S-R-C model

At every level in GVK EMRI, integration is the keyword. Not only it works as a single response centre for all emergencies – Medical, Police and Fire, but also, it has developed the Sense-Reach-Care paradigm that integrates the critical areas of emergency response system (call taking, processing and ambulance dispatching, reaching the victim in time and transportation to a hospital, Pre-Hospital medical care rendered through Medical Directions by Physicians).

5. JSSK (Janani Shishu Suraksha Karyakaram): GVK EMRI also operates Vehicles/ Services in Partnership with AP, Assam, Uttarakhand and Gujarat Governments JSSK

Program (Reverse Transport/ Drop Back Services (AP), Adarani Services (Assam), Khushion Ki Sawari (Uttarakhand) and Khilkhilat (Gujarat) to ensure wholesome support for the mother and child which provides for drop back facility for mother and child to curtail IMR, MMR. These services are offered to the mother and child if they have continued to stay in the Government Hospitals for 48 Hours of Child Birth.

6. **MMU (Mobile Medical Units):** GVK EMRI operates MMUs in AP, Uttarakhand since Dec '10 and Jun '11 respectively with the aim to reach the underserved villages in the districts in organizing regular primary health services. The focus is on diagnostic, curative and preventive health services. Maternal and Child health services and treatment of common ailments are prioritized.

7. **104 Health Helpline Services:** GVK EMRI is slated to launch the 104 Head Advice Helpline Services in Partnership with the Government of India (in the Union Territories of Daman and Diu, Dadra and Nagar Haveli) shortly.

8. **Technology:**

GVK EMRI is managing Emergency Response Service with own ERS application software. Presently, it has 24 x 7 Centralized Emergency Response Center for each State, having following key technological components:

- Telecom Switch / PBX with automatic call distribution features & IVR facility
- Computer Telephony Integration
- Voice Loggers
- Call Center Server (CCS)
- ERS Applications
- GIS and GPS Software
- Automatic Vehicle Location and Tracking
- GIS Maps

Organogram :

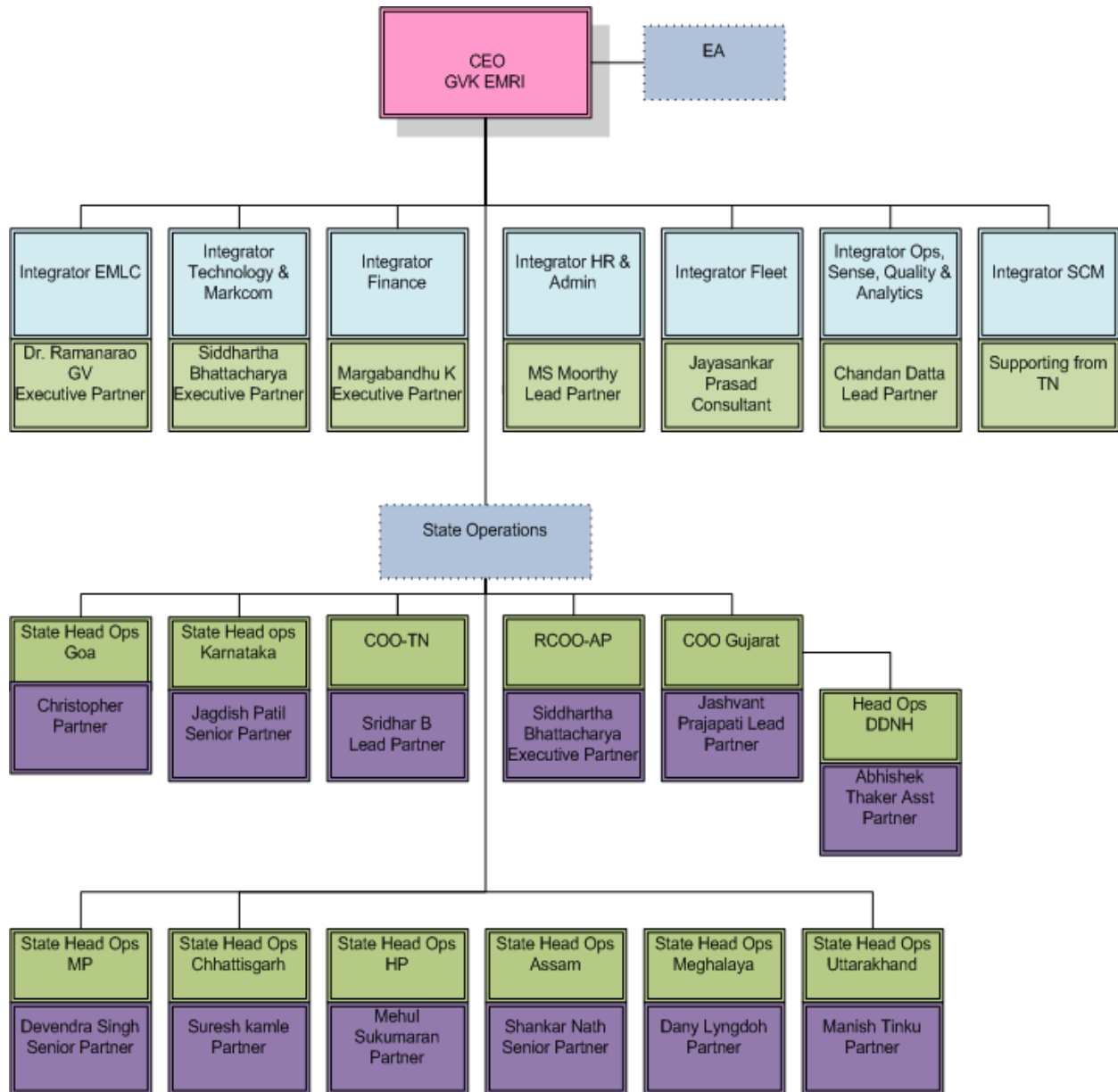


Figure -01

GVK EMRI has a structured hierarchy. CEO Mr.Subodh Satyavadi looks after all the departments by reviewing the functions with HOD's monthly. Review of all state reports done at National Review Meetings along with national teams. State head operations and national teams will see to implement the new decisions and policies. Hence to make the functions go smoothly without any resistance.

Impact of GVK EMRI
(As per the secondary data from GVK EMRI)

Size	• 600+ M population covered in 15 States (increased reach of health care in rural, hilly & tribal areas) and 2 Union Territories • Trained ~95,357 people (25,180 - EMTs, 20,340 – Pilots, 8,336 - Doctors, 10,688 - Nurses, 12,909 - First Responders, 14,537 - AHA/ ITLS Certification programs and 3,367 – Misc Training programs • 16,682+ emergencies handled per day (19.3 Million cumulative) • 7000+ Ambulances ~4 trips a day per ambulance • 23,566+ GVK EMRI Associates (as on Mar '13)
Speed	• Went live in less than 4 months from signing MoU • 90% calls answered in first ring • <17 minutes (urban) and <25minutes (rural) Ambulances reached
Type of Emergencies and Lives saved	• Pregnancy related – 33%, Vehicular Trauma – 17%, Acute Abdomen – 12%, Cardiac – 5%, Respiratory – 4%, Suicidal – 4%, Animal Bites -2% (Mar'13) • ~568+ lives were saved per day (6.4 lakhs) and 16,682+ victims per day receive timely, high-quality pre-hospital care
Qualitative Outcomes	• Angel of Mercy – 108 Ambulance • Successful PPP • Well documented systems, impressive EMT training, high order management competence • A historic landmark in health care delivery system • Built more trust in the health system as a whole • Increased institutional deliveries and reduced maternal mortalities by ~18% (Chapter Name: Strategies for Safe Motherhood in India: A case study of GVK EMRI; Book: "Health, Poverty & Human Development Publisher: Research India Publisher, 2011, New Delhi)

Summary Facts of GVK EMRI
(As per the secondary data from GVK EMRI)

S.No	State	Date of signing MOU	Date of Launch	108 Ambulances	JSSK drop back ambulances
1	Andhra Pradesh	19th Sep 2006	15th Aug 2005	465	-
2	Telangana	19th Sep 2006	15th Aug 2005	337	2
3	Gujarat	29th Aug 2007	29th Aug 2007	536	201
4	Uttarakhand	8th March 2008	15th May 2008	140	108
5	Goa	14th June 2008	5th Sep 2008	34	4
6	Tamilnadu	6th May 2008	15th Sep 2008	703	-
7	Karnataka	14th Aug 2008	1st Nov 2008	696	-
8	Assam	8th July 2008	6th Nov 2008	664	235
9	Meghalaya	5th Nov 2008	2nd Feb 2009	47	-
10	Madhya Pradesh	25th Nov 2007	16th July 2009	606	-
11	Himachal Pradesh	9th July 2010	25th Dec 2010	188	125
12	Chhattisgarh	17th May 2010	25th Jan 2011	240	300
13	D&NH and Daman & Diu	26th Aug 2011	10th April 2012	17	-
14	Uttar Pradesh	21st Dec 2011	14th Sep 2012	988	1958
15	Rajasthan	23 th May 2013	4 th June 2013	730	-
16	Kerala			43	-
	National			6,434	2,933

GVK EMRI has eventually 15 states and 2 union territories since 2005, to cover the maximum population and to save the lives in emergency. As it is free service people do utilize the service at most, to encounter the problem of service delay due to busy ambulances GVK EMRI keeps on increasing the number of ambulances every year.

Integration of Emergency Management with Institute and Research

Research and Analytics:

Research wing of GVK EMRI is now recognized by Government of India. It is a fully established wing of GVK EMRI working in the following areas:

- **Medical Research** - Effectiveness of interventions and integration with hospital care
- **Systems Research** - Develop protocols for pre-hospital care, standing orders for EMTs, pre-arrival instructions, lives saved processes, medical direction and manuals for First Responder, Training of Trainers and First Responder Handbook.
- **Operations Research (Analytics)** - Predict future state of healthcare, disease incidence, better utilization of resources, reconfiguring processes

Training:

3rd fully established wing of GVK EMRI, established with an aim of creating new cadre of professionals across the country who are well trained to drive (Pilot), diagnose and impart pre hospital care (Emergency Medical Technicians), provide virtual handholding (Emergency Response Centre Physicians) and manage emergency centers. With all these motives it has:

- Established in house state-of-the-art training facilities for rendering foundation and refresher training program to EMTs and Pilots, First Responder Training program, Skill Development programs for Doctors and Nurses.
- Initiated 2 years Post Graduate Program in Emergency Care (PGPEC) in collaboration with Stanford and affiliated to Osmania University.
- Received recognition by American Heart Association (AHA) as International Training Organization for BLS, ACLS & PALS programs.
- Recognition as a nodal training centre for imparting training in Trauma Management by International Trauma Life Support Society.
- Received recognition by American Academy of Family Physicians (AAFP) to conduct Advanced life Support in Obstetrics and Basic life Support in Obstetric programs

- Received distinction of training more than 76,000 including First responders, EMTs, pilots, doctors, nurses etc.
- Developed well equipped Training facilities with modern teaching aids including manikins and simulation lab and hands on practice makes training in GVK EMRI unique than other organizations.

a. Collaboration between GVK EMRI and American Heart Association (AHA), USA



All training programs offered by AHA are conducted at GVK EMRI. The programs are as follows

1. Basic Life Support (BLS) Provider and Instructor
2. Advanced Cardiac Life Support (ACLS) Provider and Instructor
3. Pediatric Advanced Life Support (PALS) Provider and Instructor; The courses offered at GVK EMRI has obtained recognition/ affiliation from international training bodies like American Heart Association (AHA), International Trauma Life Support (ITLS), USA. GVK EMRI already has signed the Memorandum of understanding (MOU) with Academy of Emergency Medicine in India (AAEMI), American Association of Physicians of Indian Origin (AAPI).

b. AHA certified courses ACLS, BLS conducted by GVK EMRI.

AHA -The American Heart Association (AHA) is a national voluntary health agency whose mission is "Building healthier lives, free of cardiovascular diseases and stroke."

GVK EMRI received the ITO (International Training Organization) status in recognition to the large pool of qualified instructors and technologically advanced simulated laboratory facilities. A series of training programs for Doctors and other currently active healthcare providers is being launched who wish to undergo the AHA certified course.

The different courses offered by GVK EMRI and certified by AHA are

- 1) ACLS (Advanced Cardiac Life Support)
- 2) BLS (Basic Life Support)

BLS / ACLS Provider Course is designed to enhance survival by improving the quality of care provided to the adult victim of a cardiac arrest or other cardiopulmonary emergency. At the end of the course, you will enhance your knowledge and skills to perform cardiopulmonary resuscitation techniques in emergency cardiovascular care, as recommended by the recent ECC 2005 guidelines given by AHA and International Liaison Committee on Resuscitation (ILCOR).

Basic Life Support (BLS)

The Basic Life Support course will be a one day workshop that will impart basic life support training. The delegates will be trained to resuscitate a victim of cardiac arrest without the use of advanced equipment or drugs. The BLS Course will cover the following content.

1. CPR for adults/ children / infants
2. Adult and child bag mask technique
3. 2- rescuer CPR for adults / children
4. Use of Automated External Defibrillator (AED)
5. Relief of choking/ foreign body aspiration

Advanced Cardiac Life Support (ALS)

The BLS course will be followed by a two day workshop that imparts intensive training in advanced cardiopulmonary resuscitation. The delegates will be trained to resuscitate a victim using advanced monitoring equipment and lifesaving drugs. They will also be trained in the resuscitation team concept.

1. Management of respiratory arrest
2. Pulseless arrest
3. Bradycardia/ A systole
4. Tachycardia - stable / unstable

5. Mega code & Resuscitation team concept

GVK EMRI-Adherence to Essential Components:

GVK EMRI has fostered **partnerships** within and outside India. The fact that **Police help, ambulance help and Medical direction** is provided less than one roof, in PPP, is unheard of in India.

GVK EMRI has innovated on Emergency Management Service (EMS) models of the developed countries and has developed innovative, state of the art **technology**. The service is **NOT only free but qualified and experienced doctors in the call center** are readily accessible to patients and Emergency Medical Technicians (EMTs) to provide direction.

India as a country needs to come up with appropriate **legislations and regulations** in order to ensure standardized EMS services. **Human resources** play pivotal role in saving lives and hence competent manpower both in the pre-hospital situations and emergency rooms, should be adequately **trained** and made available. In order to meet these requirements, the Government needs to recognize the Emergency Medical Technicians (EMTs) and emergency medicine as a specialty medical discipline.

Prevention of emergencies needs to be emphasized at all levels in the society at large and healthcare delivery system in particular. **Public Education** on early recognition of emergencies and need for first aid as well as early & timely medical advice seeking attitude can supplement the efforts of service providers. Government and Civil Society organizations may take this up together. Accessibility through **definitive care in emergencies** is the major challenge in our country. Ambulance based pre-hospital care initiatives will facilitate reduction of delays in accessing curative services.

Government at various levels has already come out with standards at Primary Health Care Institutions and Community Health Centers. It has also established norms for different levels of Trauma Care Centers. The ongoing National Rural Health Mission has adequately recognized the importance of emergencies during pregnancy and newborn period and established

Comprehensive Emergency Obstetric and Neonatal Care (CEMONC) Centers across the nation. Likewise emergency room infrastructures need to be streamlined to attend other important medical conditions like heart attacks and paralytic strokes, diabetic emergencies etc. EMRI organizes programs to enhance capabilities of doctors in emergency medicine. EMRI in collaboration with national and international institutions will continue to focus in identifying requirements for an ideal **information system** in emergency medical care and services. **Evaluation** reports highlighting incidence of emergencies, and cost effectiveness of the interventions will pave way for allocation of resources from all quarters.

Introduction to Emergency Management – Need & Response

With the rising incidence of emergency cases in terms of medical, road accidents, fire accidents and crime in India, the country has over a period of time, acknowledged the importance of EMS, though it has yet to accord the priority status that it deserves. To manage the unforeseen circumstances or emergencies, there needs to be adequate infrastructure in place as in other developed countries.

EMS essentially involves organization and management of resources, their roles and responsibilities to deal with all aspects of emergencies, including preparedness, response and care. The EMS providers use plans, structures, and predetermined arrangements to coordinate the efforts of Governments, voluntary and private agencies, and other organizations (these may include police, fire, public & private hospitals, telecom service providers, NGOs, district administration etc.) to effectively deal with the entire spectrum of emergency requirements.

GVK EMRI based on successful experience in Andhra Pradesh would be the ideal body to coordinate the above mentioned activities through Public Private Partnership to provide integrated emergency management services to all the citizens of India. Successful beginning was made in Andhra Pradesh. GVK EMRI can provide the expertise to all the interested parties setting up in the entire state comprehensive emergency management services for **Medical, Police and Fire** with our dedicated multi functional and technical teams.

GVK EMRI as Emergency Management Service Provider

Emergency Management demands multi-dimensional participation, coordination and assistance of multiple agencies and disciplines. The EMS providers maintain a synergistic relationship between Technology, Process and People, to provide holistic care and services to emergency victims. The key factors that make EMS significant for the individuals are discussed below:

- **Manages the Golden Hour efficiently:** The first one hour of the medical emergency is considered to be very critical and is hence considered to be the Golden Hour. It is estimated that about 80% of deaths happen within the first one hour of admissions. Broadly, the Golden Hour concept could be applied to any emergency such as fire and police. For instance, according to NFPA, US (National Fire Protection Association), if a fire is not suppressed within 8 to 10 minutes of its occurrence, it will flashover, spreading outside the initial area. In such situations, an EMS provider offers appropriate services within the most critical time span to minimize the extent of damage.
- **Presence of sound infrastructure:** During emergencies, there should be a helpline that could be contacted and necessary support infrastructure and services that could be promptly accessed and utilized. EMS providers possess required infrastructure which includes a call center or other contact rooms where the information about the emergency could be communicated. Further, they have requisite dispatch systems such as ambulance, police or fire brigades. They have a trained support staff that could deal with the distressed directly and initiate necessary actions.
- **Deploys necessary resources:** It is important to have necessary resources at one's disposal in case of an emergency. EMS providers offer these requisite tangible and intangible resources. The tangible resources include ambulances, EMTs (Emergency Management Technicians), fire brigades etc. The intangible resources are offered in terms of care and other services.
- **Harness strong linkages/ partnerships/ alliances:** The ability to apply immediate and correct emergency procedures is critical. This could be in terms of first referral

hospital(s) or immediate reporting to police or fire station. The EMS providers have strong linkages with hospitals, doctors, police, fire stations etc. Their intricate network ensures that the services are offered to affected site/ people through the nearest and most appropriate network partner.

- **Hassle free procedures:** In case of an emergency, especially at times of road accidents, thefts etc several legal procedures need to be dealt with, which often leads to delay in necessary actions. The EMS providers have hassle free procedures wherein they provide pre-hospital care in case of medical emergencies.

GVK EMRI - Esteemed Partners

For benchmarking with the best in the world, GVK EMRI has collaborations and alliances with various organizations worldwide. This helps GVK EMRI in strengthening its service delivery by sharing knowledge, inculcating best practices, absorbing better technologies and innovating. Partners in progress are:

- **National Emergency Number Association (NENA)** is the “Voice of 9-1-1”, a non-profit membership association representing both public and private constituents, based in the Washington DC metropolitan area of the United States of America. The National Emergency Number Association (NENA) and the GVK Emergency Management and Research Institute (GVK EMRI) signed an MOU on August 14, 2005 jointly strive to promote, support and advance the mission and goals of each and to work together whenever possible and appropriate.
- **Hospitals:** The MOU signed with hospitals, both government and private hospitals state the purpose and need for the partnership clearly. It seeks the acceptance of the hospitals to receive appropriate cases for stabilization or treatment or both, depending on the facilities, skills and equipment the hospital has.
- **American Association of Physicians of Indian Origin (AAPI)**, AAPI is an organization representing physicians and medical students, residents and fellows of Indian origin in

the US. AAPI and GVK EMRI's primary objectives include excellence in pre-hospital care, teaching and applied research in different areas of emergencies and to pursue their aspirations in professional and community affairs

- **Shock Trauma Centre** : GVK EMRI has signed a MoU with Shock trauma centre to share protocols on Emergency
- **Singapore Health Services**: GVK EMRI has signed MoU with Singapore Health Services for providing Training to Doctors in Emergency Department.
- **Carnegie Mellon University, USA** and GVK EMRI signed a MoU for participation in collaborative research programs, development of appropriate technologies / solutions in Emergency Management.
- **Geomed Research, Germany** and GVK EMRI signed a statement of Alliances, towards improvement of GIS based emergency health systems data utilization and related research and emergency response services internationally.

PARTNERSHIPS

Working towards benchmarking with the best in the world, GVK EMRI has international collaborations.



Satyam as the Technology Partner helped GVK EMRI to develop an emergency response system using Microsoft® Technologies. Satyam has won the International “MICROSOFT 2007 CITIZENSHIP

PARTNER OF THE YEAR AWARD” for developing software technology solutions of GVK EMRI. All activities of the call center have been automated and 108 now provides a state-of-the-art response center that has saved thousands of lives by providing timely emergency services. Satyam helps GVK EMRI in identifying appropriate technologies, components, tools and

processes and also helps in competency building and absorbing appropriate new technologies to develop efficient solutions.



Stanford School of Medicine, USA is an institution dedicated to medical education. The School of Medicine improves health through leadership, diversity and collaborative discoveries and innovation in health care, education and research. Since 2007, GVK EMRI has signed MoU with Stanford School of Medicine for providing training to Emergency Medical Technicians. GVK EMRI in association with Stanford started two year Post Graduate Programs in Emergency Care.



Geomed Research, Germany and GVK EMRI signed a statement of Alliances, towards improvement of GIS based emergency health systems data utilization and related research and emergency response services internationally.



Carnegie Mellon University (CMU), USA and GVK EMRI signed MoU for participation in collaborative research programs, development of appropriate technologies / solutions in Emergency Management.



Public Health Foundation of India (PHFI) Through the MoU signed on 13th August 2008, PHFI and GVK EMRI will work together to establish opportunities, including fellowships and internships, building capacity through short and long term training programs, research in relevant areas of public health; encourage dialog, participation in appropriate public health, injury and emergency medical services system development ; Establish opportunities to promote the development of global initiatives for prevention of emergencies in India as opportunities and resources permit; establish partnerships with appropriate interested parties to promote the development of public health, injury and emergency medical services systems in other regions of India.



American Academy of Family Physicians (AAFP) has recognized GVK EMRI as center for conducting Advanced Life Support in Obstetrics (ALSO) certification course. ALSO is now conducted in 59 countries across the world. 21 Instructors were also certified to conduct ALSO courses at GVK EMRI. American

Faculty held the courses in November 2011 and facilitated ALSO provider and Instructor programs. Doctors, Nurses and Paramedical personnel and EMTs will be immensely benefitted by the emergency obstetric care skills from the ALSO program 2-days hands on ALSO program use lectures and workstation methodology. Safety in Maternity Care, Vaginal Bleeding in Late Pregnancy, Preterm Labor, Labor Dystocia, Medical Complications, and First Trimester Complications are focused in lectures. In work stations Shoulder Dystocia, Assisted Vaginal Delivery, Mal presentations- OB Cases, PPH/ Maternal Resuscitation are the focus areas.



Osmania University, established in 1918, is the seventh oldest in India and the third oldest in South India. It has significantly contributed to the academic and economic development of not only the region but also of the Country. It is the first university in Andhra Pradesh to be accredited by National Assessment and Accreditation Council (NAAC) with highest rating of '5 stars' in 2001. 2-year Advanced Post-Graduate Diploma in Emergency Care course conducted at GVK EMRI is awarded affiliation by Osmania University.



Maastricht University based in Europe, Netherlands, focused on the world, Maastricht University research and training are complementary. It is considered as a truly student oriented university that believes in leading by learning. GVK EMRI and Maastricht University have MOU in the areas of joint-research, student exchange and PHD programs.



City of Austin and GVK EMRI signed a statement of Alliances pledging to work together to improve the quality and delivery of emergency communications and response services internationally.



American Academy for Emergency Medicine in India and GVK EMRI signed a statement of Alliance pledging to work together on shared goals for the improvement of emergency care for all people in India.



Shock Trauma Centre (STC), USA, is a Trauma hospital incorporated as a part of the University of Maryland Medical Centre, dedicated to world class standards in the prevention and management of critical injury and illness. Primary objectives of the partnerships between GVK EMRI and STC include the advancement of excellence in all phases of emergency and injury care through training, education and applied research.



AAPI is an organization representing physicians and medical students, residents and fellows of Indian origin in the US. AAPI and GVK EMRI's primary objectives include excellence in pre-hospital care, teaching and applied research in different areas of emergencies and to pursue their aspirations in professional and community affairs.



GVK EMRI has signed MoU with **Singapore Health Services** for providing Training to Doctors in Emergency Department.

Awards & Recognitions

- 1) Award for **“Demonstrating Leadership in Emergency Care”** by HEAL (Health Essayists and Authors League) on 23rd September, 2009 in New Delhi
- 2) CSI Nihilent e-Governance **Special Jury Award** on 18 December 2008 in New Delhi
- 3) NASSCOM-CNBC **IT User Award 2008** on 26 November 2008 in Mumbai
- 4) **Award for Excellence in Disaster Management** from DMICS in October 2008 at the 1st World Congress on Disaster Management
- 5) E-India Award for **“Best NGO Initiative”** on 31 July 2008 in Delhi
- 6) Named “Laureate” and awarded **The Computer World Honors Leadership** in June 2008 at Washington DC
- 7) **Microsoft Citizenship Partner of the Year Award** from Microsoft on 11 July 2007 at Denver, USA
- 8) Received **Presidential NENA Award** during NENA Annual Conference in June 2007 at Charlotte, USA
- 9) **Best Corporate Social Responsibility Award** from ITM Business School and DNA in January 2006 in Mumbai
- 10) Microsoft Award for using the **best Technology to Sense the Emergencies**
- 11) **TERI award and FICCI award** for **best CSR initiatives** in the Country
- 12) **Government of India** coveted recognition as a **research organization** in 2011 by DSIR, SIRO
- 13) **eINDIA award 2011 in eHEALTH** category conferred by Department of Science and Technology, Government of Gujarat in association with Department of Information and Technology, Ministry of Communication and IT, Government of India

- 14) The NASSCOM Social innovation Honours 2012 (NSIH) grand jury has unanimously decided to honor **GVK Emergency Management and Research Institute** in the category of Multi Stakeholder Partnership
- 15) **GVK EMRI** Assam received the **Runner-Up in 6th National Road Safety Award conferred on 29th Feb'12** at A P Shinde Symposium Center New Delhi at the 13th National Road Safety Convention organized by **Ministry of Road Transport & Highways**
- 16) **GVK EMRI 108** service won the **Innovation for India Awards 2012** in **Public Service category** in a grand event organized by the **Marico Innovation Foundation**

Learnings :

- Hierarchy of the organization
- Learning of operation of ambulance services
- Understanding of organization culture and functions of GVK EMRI
- Meeting key resource persons in organization
- Need for Co-operation and co-ordination between different departments.
- Effective Communication for smooth functions.
- Professional and organizational behavior.