

NEWSLETTER

MAY 2023



Rescue 1122 ambulance service, operated by Sindh Integrated Emergency Health Services (SIEHS), provides pre-hospital emergency services currently across 21 districts (Karachi, Thatta, Sujawal, Badin, Hyderabad, Larkana, Qambar Shahdad Kot, Sukkur, Ghotki, Shikarpur, Kandkot, Jacobabad, Mirpurkhas, Tando Muhammad Khan, Tando Allahyar, Shaheed Benazirabad, Khairpur, Naushero Feroz, Jamshoro, Mititari & Kashmore) of Sindh.

It ensures swift, efficient, and state-of-the-art ambulance services along with highly trained staff that provides assistance to people around the clock for any medical and life-threatening emergencies free of cost under the support and guidance of the Health Department, Government of Sindh.

Major RTA Near Thaheem Stop Gharo

A serious accident occurred near Thaheem stop Gharo when a bus overturned while attempting to avoid a collision with a motorbike. The vehicle was carrying a party of visitors from Karachi, including ladies and children. The tourists, including children and women, were thrown into the coach as a result of the sudden hit, resulting in injuries. C&C and station management acted quickly after receiving the incident details, dispatched three ambulances to the scene within 7 minutes of response time. Seven injured people were treated on the scene by SIEHS-1122 paramedics. On the other hand, three patients in critical condition were promptly moved to the rural health center Gharo.



Inside the ambulance, the crew successfully delivered a healthy baby girl. Following the delivery, the staff performed all necessary postnatal procedures, including checking the baby's status using the APGAR scoring method. The baby and the mother were safely transferred to DHQ Makli.

Baby Girl Delivered in Ambulance in Sakro

A baby girl was delivered in an ambulance in Sakro, demonstrating the Command and Control (C&C) center's quick response and effective coordination. After receiving a call reporting a labour pain emergency in Chandio Mohallah Gharo Town, an ambulance equipped with lifesaving equipment and medicine was dispatched to the scene. Within the response time limits, the ambulance arrived on the spot.

Winning over the PTSD with Tele-Tabeeb's Dedication & Perseverance

In an amazing story of triumph over Post Traumatic Stress Disorder (PTSD), a client sought the assistance of Tele-Tabeeb's psychologist. Over the course of 20 days, the counseling officer led five transforming sessions, allowing the client to reclaim a healthy mental state and rediscover the joys of life. Trauma-focused cognitive behavioral therapy (TF-CBT) was used, and the counselor encouraged the client to confront and reinterpret their painful experiences. The client regained a sense of purpose and vigor. The client's extraordinary growth was seen in their choice to join a gym and actively participate in social occasions. Tele-Tabeeb's approachable and sensitive counseling services were critical in this transition. The client journey demonstrates the effect and potential of Tele-Tabeeb services, as well as the fact that healing and personal growth are possible with the correct assistance and guidance.



Bus Roll-over Near Port Qasim

On May 23rd, according to the Hot Line information, a bus rolled over on the National Highway at Port-Qasim on its approach to Ghaghara Phatak. After administering first aid, SIEHS-1122 ambulances were deployed and transferred 11 people from the roadside and Al-Khidmat Hospital to JPMC and the trauma center.

Shaman Ali, an experienced staff, handled the issue expertly. She obtained pertinent patient history and treatment information from the pregnant woman's companion. The crew recognized that the delivery was approaching and, realizing the gravity of the situation informed the attendant. The automobile was safely parked on the roadside after receiving permission.

Tele-Tabeeb delivers excellence via online medical consultancy

After conducting a thorough initial assessment and completing the registration process, the Medical Officer (MO) prescribed the woman's pregnancy check tests, revealing that she was 7 weeks pregnant. Tele-Tabeeb MO attentively followed her status and kept in touch on a regular

basis, ensuring she attended all five antenatal care (ANC) visits. Throughout her pregnancy, she carefully monitored her intake of important vitamins in order to encourage normal fetal development and avoid any negative results. This success story illustrates Tele-Tabeeb commitment to providing

Celebration of International Nursing Day

SIEHS - Operations observed International Nursing Day to honor and recognize our nurses' contributions. The celebrations encouraged professional development, recognized excellence, and strengthened the nursing community's feeling of community. The nurses in Zone 3 demonstrated exceptional dedication and compassion, demonstrating their unwavering commitment to providing standardized healthcare services.



Training Held at Badin Station for Awareness and Skill Enhancement

The training was held in Badin District with the goal of improving the skills and knowledge of skilled birth attendants such as women medical officers, staff nurses, lady health visitors, and midwives in the management of maternal referrals and the operation of Sindh Integrated Emergency & Health Service (SIEHS) Ambulance Services. The program sought to improve the health care and medical advice given to pregnant women, as well as to provide quick and safe transportation in the event of an emergency



The session on maternal referral management was led by Dr. Aneela Khuwaja, while the session on SIEHS Ambulance Services was led by Identification of high-risk pregnancies and obstetric emergencies, referral criteria and decision-making process, effective communication and coordination between referring and receiving facilities, documentation and record-keeping for referrals, emergency obstetric care during transportation, safe handling of pregnant women during ambulance transport, SIEHS Ambulance Services protocols, and efficient communication systems were all covered in the training.

CEO SIEHS-1122 visits Zone III Stations

Mr. Abid Naveed-CEO of SIEHS visited 9 districts of Sindh and met with Commissioners, Deputy-Commissioners, DHOs, MSs, and staff of SIEHS. The officials appreciated the efforts and ensured their full support to assist SIEHS in providing quality pre-hospital care to the people of Sindh.



Clinical Training Department (CTD)

In the year 2023, SIEHS-1122 held its first external training at the Foodpanda Headquarters. During the training, 25 riders were taught CPR and how to utilize an AED machine. The program was designed to provide riders with basic first-aid knowledge in order to save more lives.



New Batches of EMTs Trained for Hyderabad and Karachi

EMT batches in Karachi and Hyderabad also received a 20-day training, during which they were trained and taught how to deal with every possible pre-hospital emergency, including medical emergencies, trauma emergencies, basic life support, pharmacology, and patient lifting movement. The trainees in these batches have been evaluated and are ready to begin shadowing in the fields for more hands-on and experiential learning.



Recruitment Drive for EMTs (Nurses) & EVOs (Ambulance Drivers) at Umerkot

Umerkot, a historical region in Sindh, is well-known for its rich cultural legacy, beautiful landscapes, and the presence of various close-knit groups. SIEHS takes great pleasure in its dedication to helping these communities by providing outstanding emergency healthcare services. SIEHS held a recruitment drive in Umerkot primarily seeking EMT Nurses and EVOs (Emergency Vehicle Operators) to strengthen our staff and expand our

reach. The opportunity will provide a chance to devoted professionals with a strong desire to save lives and make a good difference in their communities.



Human Resources Celebrates International Nurses Day across SIEHS-1122

SIEHS celebrated International Nurses Day with zeal and gratitude at all of its stations in Sindh. This wonderful occasion provided an opportunity to express emotional gratitude to all of the nurses at SIEHS and to recognize their extraordinary individuals who consistently make a difference in our community. They truly are our heroes. The event began with a cake-cutting ceremony to symbolize the dedication of our nursing community, followed by the giving of bouquets as a sign of appreciation for their tireless hard work and steadfast commitment to providing great care and saving lives.



Employee Engagement: Employee Health Screening

The SIEHS conducted Employee Health Screening to protect employees' health and well-being, with the goal of detecting any underlying health disorders or dangers that may influence workplace performance. These screenings also function as preventive measures, promoting early diagnosis and intervention for a variety of ailments, lowering absenteeism, increasing productivity, and improving general employee well-being, and are a win-win situation for both employees and companies.

Quality Assurance Reports 99% Satisfied Beneficiaries in the Month of May

The Q&A team called 961 SIEHS beneficiaries in May 2023 to obtain feedback on the SIEHS -1122 ambulance services and to determine the monthly satisfaction rating. According to the feedback received 99% of patrons are satisfied with the services provided by SIEHS-1122 ambulances. The responses by the Q&A team are evaluated based on specific indicators including assurance, empathy, responsiveness, dependability, and tangibility.