

# COVID RESPONSE

# SAVELIFE



## IMMEDIATE RESPONSE

### *Step in and lead the way*

At the start of the pandemic, government's ambulance services were overwhelmed with ambulance response times shooting up to 10 hours. Delhi government sought SLF's help with their expertise in emergency medical response and ambulance services.

SLF, using data science, identified the demand patterns and capacity constraints of the existing government system. It added private ambulances to the fleet, increasing the capacity to 620 ambulances. This helped bring the ambulance response time to under 20 minutes in Delhi, which are even better response times than pre-covid levels.

Stepping out its remit, SLF also provided direct relief at beginning of the lockdown. It used their status as a non-governmental, not for profit to channel resources from private sector and philanthropists to provide direct relief. It leased 100 new ambulances, procured, and distributed 5000 oximeters and food for 85,000 people. It also distributed many PPE kits.

## Overview

SaveLIFE Foundation (SLF) has been working to improve road safety and emergency medical care across India. Its aim is to make trauma care available to all Indians, irrespective of their economic status. This, it believes, ensures the right to life to all citizens.

Its work encompasses crash prevention and post-crash response. Its model is to partner with local authorities, analyse available data, develop and deploy solutions, measure impact and institutionalise its approach within the public response system.



# LONG TERM SHIFTS

## *Empowering the state to save lives*

Covid made it possible for SLF to integrate into a government system that was opaque to them earlier. Being invited by the government, it was able to navigate the state emergency response system and deepen its understanding. SLF's expertise in optimisation of ambulance service has proven to be a successful model within the state system. This learning will help it institutionalise its approach with other state governments. The governments of Meghalaya, Maharashtra, UP and Karnataka have also reached out to SLF for help with emergency medical response.

Advocacy for better trauma care will remain a key part of SLF's work. Its recommendations and advisory is now more effective with a deeper and better understanding of the system developed during the pandemic.

SLF is now working with Government of India to setup a Technical Support Unit (TSU) to institutionalise its work within roads and police enforcement departments. This will create significant impact at scale and save many lives.



## Conclusion

SLF's expertise, process design and understanding of emergency response infrastructure proved to be crucial to Delhi government's emergency response during the pandemic.

SLF's work with the government has given it a deep understanding of the public emergency response system. This is of great value to SLF, which sees itself as a system builder and framework changer. It can now embark with greater confidence as it expands its work and helps various states and central government build robust emergency response systems.

