



5th Global Summit of GADRI E-Poster Template Thinking Service Design for Improvements in Emergency Preparedness and Response: Case from Pakistan

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Problem: Until recently residents in the Punjab region, including children, women and the elderly, were unable to receive appropriate emergency medical care, simply due to sparse geographical medical provision and narrow road networks. Emergency vehicles (ambulances) were often either unavailable or unable to attend quickly to a medical emergency putting lives of the local community in danger. This situation is made worse in times of disaster with disruption of communications networks, including roads and bridges. **Our solution:** a First Responder Paramedic Motorbike designed to carry wide ranging medical equipment. A solution that would see first responders provide wide geographical coverage and be able to navigate the hazardous road network to reach patients, helping to save lives.

Integration: This service had to be, and is integrated into the emergency health provision in the Punjab, with ambulances, hospitals and doctors taking over after a first response. Directly resulting from fundraising in the UK, ten First Responder Paramedic Motorbikes were manufactured by a local business in Lahore, assisting local employment opportunities, and were presented to the Chief Minister and the Punjab Emergency Services..

Scale-up from Pilot in Lahore: The initial success of this project was such that the Chief Minister of the Punjab Government subsequently chose to support an expansion of the project. An order for a further 900 motorbikes was placed with the manufacturer. The additional Paramedic First Responder Motorbikes have been rendering medical assistance to the Punjab community since September 2017. Rescue 1122 statistics indicate that they have attended over 168,000 calls in the first year and 386,000 calls for assistance from the community over the first two years, achieving an average four-minute attendance time.

A new rural pilot in AJK by IETUK with Hope Welfare Trust: Population, social and economic conditions and Health facilities in Azad Jammu & Kashmir (AJK) Kotli district, esp. rural parts: The general community is below the poverty line. Some houses have no road access, so the first responder motor bike is a life saver. **Results so far:** Zero false call outs so far. The type of cases attended are: Catheter, Blood Pressure checks, Basic Life Support; Road Traffic Accidents, Intravenous (IV)-line maintenance, Nasogastric-tube checking, Home treatment, Anemia, Dressing of Wounds.

The United Kingdom International Emergency Team (IETUK) is a charitable, non-profit organization based in the United Kingdom that works to provide humanitarian assistance to developing countries.



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