TULUNGAN G PUBLIC SAFETY CENTRE (PSC)

In 2015, Dr. Iskak Regional Public Hospital, Tulungagung District, East Java Province has pioneered the establishment of Public Safety Center to provide an integrated emergency response. By calling one number namely 119 or (0365) 320119, people can access multiple agencies: closest police units, nearest health centers, firefighter station, hospital, disaster management unit, and military posts. After assessment from the call center, relevant response vehicles and personnel will be dispatched to the emergency location.

In average, the response time is 10 minutes. In the case of medical emergency, while waiting for the deployment, people can help victims on the spot by using telephone or video call assisted by qualified personnel. All victims or patients are treated based on the Patient Acuity Category regardless their socio-economic status, sex, age, race, religion, tribe, and other attributes.

PSC HISTORY and MILESTONES

2014
- Preparing Infrastructure PSC and Ambulance
- Local prehospital team (doctors and nurses) are prepared.
- Software and protocols planning for PSC

2015
- Tulungagung Emergency Medical Service (TEMS) launched by Indonesian Health Minister, TEMS integrates with 1st healthcare provider forms Pre-Hospital Care (PHC) team, PHC Integrates with police department, fire department, and disaster center forms Public Safety Center (PSC)

2016
- PSC and dr.Iskak A&E Department made some adjustments, case studies, comparative study, and small research to improve the medical and non medical services.
- New goal for PSC “to make a better and safe community in Tulungagung”

2017- Now
- PSC made some division and protocols to improve medical services
- Integrated ACS services
- Prehospital and Intra-hospital Trauma services
- Integrated Obstetric and Gynaecology services
- Thrombolytics in Acute Ischemic Stroke
- Emergency Button

Total Phone Called

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PSC CASES

- Traffic Accident: 37%
- Cardiology: 5%
- Neurology: 13%
- Internal Medicine: 10%
- Obstetric: 9%
- Death Case: 20%
- Non Medical Case: 5%