

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2017 to March 2018



## Care for patients

| Local Ambulance Service Network | Clinically Meaningful Pain Reduction % Cardiac Patients <sup>1</sup> | Clinically Meaningful Pain Reduction % Trauma Patients <sup>1</sup> | % of Emergency & Urgent Patients Treated & Not Transported <sup>1</sup> |
|---------------------------------|--|---|---|
| Cairns & Hinterland             | 88.1   | 92.5  | 15.1  |
| Torres & Cape                   | 75.0   | 81.8  | 20.9  |
| Central Queensland              | 81.0   | 90.6  | 15.2  |
| Central West                    | 100.0  | 69.6  | 14.8  |
| Darling Downs                   | 81.5   | 91.0  | 15.5  |
| Gold Coast                      | 91.8   | 93.3  | 14.3  |
| Mackay                          | 87.6   | 88.5  | 18.5  |
| Metro North                     | 82.5   | 86.9  | 17.0  |
| Metro South                     | 86.0   | 89.2  | 16.1  |
| North West                      | 88.2   | 98.7  | 17.7  |
| South West                      | 85.7   | 88.6  | 13.9  |
| Sunshine Coast                  | 84.6   | 90.1  | 14.0  |
| Townsville                      | 81.9   | 87.0  | 14.7  |
| West Moreton                    | 74.2   | 84.0  | 18.2  |
| Wide Bay                        | 89.5   | 92.1  | 15.9  |
| Statewide                       | 84.6   | 89.4  | 15.9  |



## Care for staff

| Local Ambulance Service Network | Clinical Attrition % (ROGS definition) | Crew Safety Index <sup>1</sup> | % Eligible Officers with Current Performance Development Plans | Injury Downtime Rate % |
|---------------------------------|--|--------------------------------|--|------------------------|
| Cairns & Hinterland             | 1.4                                    | 9.0                            | 79.3   | 0.5                    |
| Torres & Cape                   | 0.0                                    | 9.6                            | 54.5   | 0.3                    |
| Central Queensland              | 4.0                                    | 3.3                            | 63.7   | 0.9                    |
| Central West                    | 0.0                                    | 5.9                            | 45.8   | 0.4                    |
| Darling Downs                   | 1.0                                    | 2.2                            | 76.2   | 0.6                    |
| Gold Coast                      | 0.9                                    | 6.2                            | 55.4   | 0.7                    |
| Mackay                          | 1.3                                    | 4.5                            | 82.4   | 0.1                    |
| Metro North                     | 0.9                                    | 3.4                            | 59.0   | 0.2                    |
| Metro South                     | 2.0                                    | 2.9                            | 47.7   | 0.4                    |
| North West                      | 0.0                                    | 17.2                           | 72.2   | 0.0                    |
| South West                      | 2.3                                    | 2.9                            | 63.8   | 0.1                    |
| Sunshine Coast                  | 1.5                                    | 3.6                            | 63.1   | 0.5                    |
| Townsville                      | 5.4                                    | 11.9                           | 47.5   | 0.7                    |
| West Moreton                    | 2.5                                    | 5.5                            | 48.4   | 0.1                    |
| Wide Bay                        | 1.6                                    | 3.0                            | 56.9   | 0.2                    |
| Statewide                       | 1.9                                    | 4.8                            | 59.6   | 0.4                    |



## Daily activity

| Local Ambulance Service Network | Emergency & Urgent Incidents <sup>1</sup> |                   | Non-Emergency Medically Authorised Incidents <sup>1</sup> |                   | Total Incidents <sup>1</sup> |                   | Total Patients Transported by Road <sup>1</sup> |                   |
|---------------------------------|---|-------------------|---|-------------------|------------------------------|-------------------|---|-------------------|
|                                 | Jul - Mar 2016-17                         | Jul - Mar 2017-18 | Jul - Mar 2016-17   | Jul - Mar 2017-18 | Jul - Mar 2016-17            | Jul - Mar 2017-18 | Jul - Mar 2016-17                               | Jul - Mar 2017-18 |
| Cairns & Hinterland             | 138                                       | 145               | 48  | 47                | 185                          | 192               | 156   | 162               |
| Torres & Cape                   | 5   | 6                 | 3   | 3                 | 8                            | 9                 | 5   | 6                 |
| Central Queensland              | 100                                       | 105               | 31  | 29                | 131                          | 135               | 112   | 116               |
| Central West                    | 4   | 4                 | 2   | 2                 | 6                            | 6                 | 5   | 6                 |
| Darling Downs                   | 121                                       | 127               | 45  | 48                | 166                          | 175               | 142   | 149               |
| Gold Coast                      | 235                                       | 247               | 44  | 51                | 280                          | 298               | 235   | 252               |
| Mackay                          | 69  | 73                | 20  | 18                | 90                           | 91                | 73  | 75                |
| Metro North                     | 402                                       | 416               | 175   | 173               | 577                          | 589               | 501   | 509               |
| Metro South                     | 433                                       | 452               | 177   | 185               | 610                          | 637               | 524   | 550               |
| North West                      | 24  | 26                | 7   | 8                 | 32                           | 34                | 25  | 26                |
| South West                      | 8   | 8                 | 4   | 4                 | 12                           | 12                | 11  | 10                |
| Sunshine Coast                  | 185                                       | 192               | 70  | 66                | 256                          | 259               | 221   | 225               |
| Townsville                      | 139                                       | 149               | 47  | 50                | 187                          | 199               | 157   | 168               |
| West Moreton                    | 127                                       | 133               | 33  | 33                | 159                          | 166               | 132   | 142               |
| Wide Bay                        | 115                                       | 122               | 32  | 34                | 147                          | 156               | 123   | 130               |
| Statewide                       | 2,106                                     | 2,205             | 738   | 752               | 2,845                        | 2,958             | 2,422   | 2,525             |

<sup>1</sup> In more remote areas small case volume may affect the values shown.

<sup>1</sup> Statewide figures represent a percentage of all staff, with exception of 'Crew Safety Index' which presents physical and/or verbal abuse per 100,000 hrs worked in LASN Operations.

<sup>1</sup> Figures are rounded to whole numbers.



## Service delivery

| Local Ambulance Service Network | Response Time Percentiles (mins) |                    |                    |                    |                    |                    | Response Time (%)  |                    |                |                | % of Non-Emergency Incidents Attended to by the Appointment Time <sup>1</sup> |
|---------------------------------|----------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|----------------|----------------|---|
|                                 | 50th Percentile 1A               | 90th Percentile 1A | 50th Percentile 1B | 90th Percentile 1B | 50th Percentile 1C | 90th Percentile 1C | 50th Percentile 2A | 90th Percentile 2A | % < 30 mins 2B | % < 60 mins 2C |   |
| Cairns & Hinterland             | 7.3                              | 14.6               | 8.3                | 16.2               | 8.6                | 17.1               | 12.7               | 28.5               | 84.2           | 96.6           | 79.5  |
| Torres & Cape                   | 10.0                             | 14.1               | 9.5                | 17.8               | 9.3                | 17.7               | 10.4               | 26.3               | 91.9           | 97.2           | 8.0   |
| Central Queensland              | 6.4                              | 13.1               | 7.6                | 14.4               | 8.0                | 15.3               | 10.8               | 23.3               | 90.2           | 98.7           | 79.6  |
| Central West                    | 5.7                              | 10.4               | 7.4                | 27.1               | 6.9                | 12.2               | 7.6                | 25.1               | 90.9           | 98.7           | 33.3  |
| Darling Downs                   | 7.1                              | 19.4               | 8.2                | 19.9               | 8.4                | 19.4               | 11.5               | 27.8               | 83.9           | 97.0           | 88.5  |
| Gold Coast                      | 7.6                              | 13.1               | 9.3                | 16.8               | 10.0               | 17.9               | 18.1               | 44.4               | 55.6           | 88.6           | 78.7  |
| Mackay                          | 8.1                              | 17.3               | 8.5                | 18.0               | 8.8                | 18.7               | 11.6               | 26.6               | 89.6           | 98.3           | 82.2  |
| Metro North                     | 7.7                              | 13.6               | 9.1                | 16.8               | 9.5                | 17.7               | 20.0               | 48.7               | 55.0           | 89.1           | 83.2  |
| Metro South                     | 8.1                              | 14.2               | 9.8                | 17.6               | 10.2               | 18.9               | 19.1               | 47.4               | 53.0           | 88.5           | 79.2  |
| North West                      | 6.1                              | 10.2               | 6.9                | 11.6               | 7.0                | 11.9               | 9.0                | 18.8               | 94.2           | 98.9           | 78.6  |
| South West                      | 7.2                              | 12.7               | 6.8                | 11.9               | 6.4                | 13.6               | 7.1                | 29.7               | 88.4           | 96.3           | 59.3  |
| Sunshine Coast                  | 8.4                              | 18.0               | 9.2                | 18.5               | 9.8                | 19.7               | 15.3               | 35.2               | 64.3           | 90.0           | 83.7  |
| Townsville                      | 7.0                              | 12.8               | 7.8                | 13.8               | 8.1                | 14.4               | 12.4               | 25.3               | 85.5           | 96.9           | 91.3  |
| West Moreton                    | 7.7                              | 14.3               | 9.2                | 17.9               | 9.9                | 19.2               | 16.2               | 40.3               | 61.1           | 90.5           | 77.6  |
| Wide Bay                        | 7.9                              | 17.4               | 8.7                | 18.0               | 9.0                | 18.9               | 12.6               | 32.6               | 75.4           | 92.2           | 80.8  |
| Statewide                       | 7.7                              | 14.4               | 9.0                | 17.1               | 9.3                | 18.1               | 15.7               | 40.4               | 69.9           | 92.7           | 81.4  |

<sup>1</sup> In more remote areas small case volume may affect the values shown.

|   |         |
|---|---------|
| No. of Triple Zero (000) Calls Received by Operations Centres Statewide | 627,525 |
| Triple Zero (000) Calls Answered <= 10 secs                             | 91.71%  |



## Value for money

| Local Ambulance Service Network | Population | Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) | Average Cost Per Capita |
|---------------------------------|------------|--|-------------------------|
| Cairns & Hinterland             | 253K       | \$666  | \$179                   |
| Torres & Cape                   | 265K       | \$2,106  | \$229                   |
| Central Queensland              | 220K       | \$868  | \$189                   |
| Central West                    | 11K        | \$2,361  | \$476                   |
| Darling Downs                   | 280K       | \$854  | \$185                   |
| Gold Coast                      | 592K       | \$568  | \$98                    |
| Mackay                          | 174K       | \$828  | \$156                   |
| Metro North                     | 981K       | \$486  | \$104                   |
| Metro South                     | 1.119M     | \$505  | \$101                   |
| North West                      | 29K        | \$1,006  | \$413                   |
| South West                      | 25K        | \$2,204  | \$400                   |
| Sunshine Coast                  | 408K       | \$624  | \$143                   |
| Townsville                      | 239K       | \$666  | \$173                   |
| West Moreton                    | 279K       | \$591  | \$124                   |
| Wide Bay                        | 214K       | \$656  | \$164                   |
| Statewide                       | 4.849M     | \$620  | \$132                   |



## National comparison 2016-2017

| Council of Australian Governments Report on Government Services (ROGS) 2018 <sup>1</sup> | QAS      | National |
|--|----------|----------|
| Patient Experience - Overall   |          |          |
| Level of care provided by Paramedic <sup>3</sup>   | 98%      | 97%      |
| Level of trust and confidence in paramedics <sup>3</sup>                                 | 98%      | 97%      |
|  | 93%      | 92%      |
| Cost per Incident  | \$645.35 | \$894.14 |
| Cost per Capita  | \$137.44 | \$129.72 |
| Total Incidents  | 1.040M   | 3.538M   |
| Incidents per 1,000 People   | 213      | 145      |
| Response to Incident Ratio   | 1.14     | 1.24     |
| Total Patients Attended  | 994K     | 3.336M   |
| Patients Transported   | 891K     | 2.881M   |
| No. of Patients Treated Not Transported  | 103K     | 455K     |
| % of Patients Treated Not Transported  | 10%      | 14%      |
| Triple Zero (000) call answering   |          |          |
| % of Triple Zero (000) calls answered in less than or equal to 10 seconds                | 91.9%    | 88.9%    |
| Number of Triple Zero (000) calls received   | 786.5K   | 3.023M   |
| Cardiac Arrest Survival Rate <sup>2</sup>  | 29.4%    | 29.0%    |
| Total Salaried Staff   | 4,288    | 16,980   |
| Ambulance Operatives   | 87.9%    | 80.9%    |
| Operational Workforce Attrition  | 2.3%     | 2.6%     |
| Paramedics per 100,000 Population  | 63.8     | 48.9     |

<sup>1</sup> ROGS 2018 relates to 2016-2017 data and activity.

<sup>2</sup> The National range of Cardiac Arrest Survival Rates is shown; rates can vary due to differences in calculation methodology.

<sup>3</sup> Patient experience - Level of care and level of trust are not comparable to previous years due to a change in survey methodology - Source: Council of Ambulance Authorities Patient Experience Survey 2017



## Public Performance Indicators Explanatory notes



### Care for patients

#### Clinically Meaningful Pain Reduction % Cardiac Patients

This measure provides an indication of the effective management of severe cardiac pain by the ambulance service. The outcome measure, 'clinically meaningful pain reduction', is defined as a minimum two point reduction (on a ten point scale) in pain score from pre- to post-treatment. The denominator for this indicator includes a count of all patients aged 16 years and above with a cardiac related final assessment and an initial pain score equal to or greater than seven points (on a ten point scale) who are administered an analgaesic agent (GTN, Fentanyl or Morphine). The numerator contains a count of the number of these patients who report a clinically meaningful reduction in pain.

#### Clinically Meaningful Pain Reduction % Trauma Patients

This measure provides an indication of the effective management of severe traumatic injury related pain by the ambulance service. The outcome measure, a 'clinically meaningful pain reduction', is defined as a minimum two point reduction (on a ten point scale) in pain score from pre- to post-treatment. The denominator for this indicator includes a count of all patients aged 16 years and above with a trauma related final assessment and an initial pain score equal to or greater than seven points who are administered an analgaesic agent (Morphine, Fentanyl, Methoxyflurane or Ketamine). The numerator contains a count of the number of these patients who report a clinically meaningful reduction in pain.

#### % Emergency & Urgent Patients Treated & Not Transported

This measure provides the percentage of emergency (Code 1) and urgent (Code 2) patients who request an ambulance service via the Triple Zero (000) system and receive treatment by a QAS paramedic but are not transported by the ambulance service to a healthcare facility for additional assessment and care. This is presented as a percentage of all emergency and urgent patients who are attended to by QAS.



### Care for staff

#### Clinical Attrition % (ROGS Definition)

This measures the level of employee attrition in the operational workforce. It is calculated as the number of fulltime equivalent (FTE) employees who exit the organisation, as a proportion of the number of FTE employees. It is based on staff FTE defined as 'operational positions where paramedic qualifications are either essential or desirable to the role'.

#### Crew Safety Index

This measure provides an indication of the rate of exposure of operational paramedics to deliberate physical violence and verbal abuse by patients and/or bystanders. This is calculated as the number of reported cases of occupational violence (recorded within the Safety Health and Environment (SHE) reporting system) per 100,000 hours worked (calculated as the sum of total duty hours + overtime hours + hours of callout on emergency availability).

#### % Eligible Officers with Current Performance Development Plans

This measure provides the proportion of operational personnel with current performance development plans recorded within the Learning Management System (LMS), as a percentage of operational personnel (ROGS definition). Performance development plans support a culture where supervisors and employees are accountable for their performance. Outstanding performance is recognised and opportunities are provided for ongoing professional development.

#### Injury Downtime Rate %

Injury downtime rate measures lost time at work due to injury as a percentage of total hours worked. It is a way for QAS to assess the effect of its staff rehabilitation strategies.



### Daily activity

#### Emergency & Urgent Incidents

This measure provides an average daily count of the number of emergency and urgent ambulance incidents attended by QAS.

- Emergency (Code 1) incidents are potentially life threatening events that necessitate the use of ambulance warning devices (lights and sirens).
- Urgent (Code 2) incidents may require an undelayed response but do not necessitate the use of ambulance warning devices (lights and sirens).

#### Non-Emergency Medically Authorised Incidents

This measure provides an average daily count of the number of non-emergency incidents (Code 3 and Code 4) attended by an ambulance or patient transport service unit without the use of ambulance warning devices (lights and sirens). A non-emergency case is a patient seen by a medical practitioner and deemed by the medical practitioner as non-emergency but requiring ambulance transport.

#### Total Incidents

This measure provides an average daily count of emergency, urgent and non-emergency events that resulted in one or more responses by the ambulance service.

#### Total Patients Transported by Road

This measure provides an average daily count of patients transported by the ambulance service in a road-based vehicle.



### Service delivery

#### Response Time Performance for Emergency & Urgent Responses (mins) 50th Percentile / 90th Percentile

A response is the dispatch of an ambulance service vehicle. Response time is the period from the time when the call is received to when the first ambulance service vehicle arrives at the scene.

Code 1 & 2A Response times (in minutes) for the 50th and 90th percentiles are presented in this report:

- 50th percentile - Time within which 50 per cent of emergency incidents are responded to.
- 90th percentile - Time within which 90 per cent of emergency incidents are responded to.

#### Response Time Performance for Urgent Responses

Response time performance measurements for codes 2B and 2C are shown as the percentage of first arrivals on scene within 30 minutes (for Code 2B) and 60 minutes (for Code 2C) - these are benchmarks set by QAS to guide performance management.

#### Percentage of Non-Emergency Incidents Attended to by the Appointment Time

This measure reports the proportion of medically authorised road transports (code 3) (excluding Queensland Health and aero-medical transports) which arrive on time for a designated appointment, or are met for returned transport within two hours of notification of completion of appointment (code 4). Some LASNs are affected by small case numbers.



### Value for money

#### Population

Population estimate calculations for QAS Local Ambulance Service Networks are based upon population estimates sourced from the Statistical Analysis Linkage Team, Health Statistics Unit (Hospital and Health Service derived by SALT), Queensland Department of Health and aligned with the HHSs.

#### Average Cost Per Capita

Calculated as total QAS Road Ambulance Budget divided by estimated population, this measure provides an indication of the relative cost of providing ambulance services to communities across the State.

#### Cost Per Incident (Emergency, Urgent & Non-Emergency Medically Authorised)

This measure of cost efficiency is calculated by dividing the total annual QAS Road Ambulance Budget by the total Road Ambulance Activity (sum of all emergency, urgent and non-emergency incidents) attended during that period.



### National comparison 2016-2017

#### Government Services report

All reported elements are sourced from the Report on Government Services - <http://www.pc.gov.au/gsp/rogs>

ROGS cost per incident and cost per capita are based on the total ambulance service organisations' expenditure.

