

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2020 to September 2020



Care for patients

Local Ambulance Service Network	Clinically Meaningful Pain Reduction % Cardiac Patients ¹	Clinically Meaningful Pain Reduction % Trauma Patients ¹	% of Emergency & Urgent Patients Treated & Not Transported ¹
Cairns & Hinterland	90.5	81.4	13.6
Torres & Cape	100.0	100.0	23.5
Central Queensland	80.3	86.6	12.5
Central West	100.0	100.0	16.3
Darling Downs	78.0	81.1	14.6
Gold Coast	84.5	87.1	14.5
Mackay	64.5	87.7	12.9
Metro North	80.6	82.1	14.7
Metro South	80.7	76.9	11.7
North West	88.9	100.0	16.5
South West	80.0	85.7	13.0
Sunshine Coast	85.9	85.8	13.0
Townsville	76.2	76.0	14.1
West Moreton	69.9	82.0	16.0
Wide Bay	84.5	81.6	13.9
Statewide	80.4	82.1	13.7



Care for staff

Local Ambulance Service Network	Clinical Attrition % (ROGS definition) ²	Occupational Violence Staff Safety Index ¹	% Eligible Officers with Current Performance Development Plans ¹	Injury Downtime Rate %
Cairns & Hinterland	0.8	5.8	64.1	0.56
Torres & Cape	0.0	0.0	85.7	0.00
Central Queensland	0.0	4.4	62.3	0.36
Central West	0.0	9.2	69.6	0.00
Darling Downs	0.1	6.5	81.4	1.56
Gold Coast	0.0	10.4	67.6	0.36
Mackay	0.0	1.2	77.0	1.19
Metro North	0.0	4.0	46.9	0.72
Metro South	0.4	2.7	52.0	1.35
North West	0.0	4.1	75.0	0.91
South West	0.0	0.0	75.0	0.00
Sunshine Coast	0.6	5.5	70.5	0.83
Townsville	0.0	5.1	62.3	1.65
West Moreton	0.0	7.4	64.8	2.13
Wide Bay	0.5	5.2	61.4	0.86
Statewide	0.2	4.1	61.8	0.85



Daily activity

Local Ambulance Service Network	Emergency & Urgent Incidents ¹		Non-Emergency & Medically Authorised Incidents ¹		Total Incidents ¹		Total Patients Transported by Road ¹	
	Jul - Sep 2019-20	Jul - Sep 2020-21	Jul - Sep 2019-20	Jul - Sep 2020-21	Jul - Sep 2019-20	Jul - Sep 2020-21	Jul - Sep 2019-20	Jul - Sep 2020-21
Cairns & Hinterland	159	157	53	50	213	207	183	177
Torres & Cape	6	7	4	4	10	11	7	7
Central Queensland	127	124	37	32	164	156	142	138
Central West	5	5	2	2	8	7	7	7
Darling Downs	143	142	53	51	196	193	166	164
Gold Coast	278	274	59	66	337	340	288	289
Mackay	79	79	21	21	100	100	83	85
Metro North	469	454	198	185	667	639	580	553
Metro South	508	488	209	200	717	688	625	613
North West	28	28	10	9	39	37	29	29
South West	9	9	6	5	15	13	13	12
Sunshine Coast	213	203	62	57	275	260	241	230
Townsville	162	156	52	47	214	203	179	171
West Moreton	160	154	51	44	211	198	183	171
Wide Bay	139	138	31	33	171	171	145	144
Statewide	2,488	2,418	847	806	3,335	3,225	2,869	2,790

¹ In more remote areas small case volume may affect the values shown.

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

¹ Figures are rounded to whole numbers.

² Figures are rounded to one decimal place.



Service delivery

Local Ambulance Service Network	Response Time Percentiles (mins)				Response Time (%)				% of Non-Emergency Incidents Attended to by the Appointment Time ¹		
	50th Percentile	90th Percentile	50th Percentile	90th Percentile	50th Percentile	90th Percentile	50th Percentile	90th Percentile			
Cairns & Hinterland	7.7	16.6	8.7	17.6	9.1	18.0	15.4	36.5	74.6	93.6	77.0
Torres & Cape	6.4	18.1	8.2	16.0	9.4	20.8	11.0	22.2	84.0	99.0	50.0
Central Queensland	6.8	14.5	7.6	15.9	8.0	15.8	11.6	29.6	86.7	97.3	83.4
Central West	5.8	5.8	7.0	20.2	6.6	16.5	7.8	26.1	90.9	97.1	100.0
Darling Downs	7.2	16.6	8.2	18.8	8.6	20.6	12.8	34.2	76.2	94.9	79.3
Gold Coast	7.5	13.1	9.1	16.6	10.5	18.9	20.3	45.9	60.3	89.1	82.1
Mackay	7.9	15.3	8.4	18.6	8.5	17.9	11.4	27.2	86.1	96.5	78.6
Metro North	7.5	13.3	9.5	17.5	11.1	20.5	23.4	52.4	58.1	89.0	80.5
Metro South	7.7	14.2	9.7	17.5	11.4	20.5	22.7	51.6	56.6	89.0	83.2
North West	7.1	9.5	7.2	10.9	7.4	12.3	10.2	21.9	93.4	97.5	93.3
South West	6.8	11.3	6.2	14.5	6.6	12.9	7.8	20.9	93.2	97.7	66.7
Sunshine Coast	7.4	16.8	9.4	18.9	10.5	20.7	18.1	40.3	58.3	87.2	77.5
Townsville	7.9	12.5	8.5	14.3	8.6	14.4	14.2	31.2	79.4	94.6	89.2
West Moreton	8.9	18.8	9.8	19.9	11.5	22.3	21.7	50.4	53.4	87.0	80.8
Wide Bay	8.5	18.9	8.7	18.8	9.2	18.9	14.9	43.7	67.3	87.8	71.9
Statewide	7.6	14.8	9.1	17.6	10.1	19.7	18.3	45.4	67.2	91.3	81.3

¹ In more remote areas small case volume may affect the values shown.



Value for money

Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Cairns & Hinterland	259K	\$785
Torres & Cape	28K	\$2,186
Central Queensland	220K	\$936
Central West	10K	\$2,420
Darling Downs	285K	\$953
Gold Coast	636K	\$714
Mackay	173K	\$983
Metro North	1,045M	\$595
Metro South	1,185M	\$648
North West	28K	\$957
South West	24K	\$2,282
Sunshine Coast	437K	\$862
Townsville	242K	\$739
West Moreton	304K	\$718
Wide Bay	219K	\$720
Statewide	5,095M	\$746

¹ The Road Ambulance costs and Road Ambulance Activity used in the calculations relate to FYTD 2020-2021.



National comparison 2019-2020

Council of Australian Governments Report on Government Services (ROGS) 2020 ¹	QAS	National
Patient Experience - Overall	98%	98%
Level of care provided by Paramedic	99%	98%
Level of trust and confidence in paramedics ²	95%	95%
Cost per Incident	\$791.28	\$1,063.91
Cost per Capita	\$181.35	\$164.16
Total Incidents	1.176M	3.938M
Incidents per 1,000 People	229.2	154.3
Response to Incident Ratio	1.15	1.26
Total Patients Attended	1.150M	3.749M
Patients Transported	1.010M	3.298M
No. of Patients Treated Not Transported	140K	452K
% of Patients Treated Not Transported	12%	12%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	91.3%	92.1%
Number of Triple Zero (000) calls received	919.1K	3.446M
Cardiac Arrest Survival Rate ²	26.4%	24.8%
Total Salaried Staff	4,342	16,217
Ambulance Operatives	88.8%	82.0%
Operational Workforce Attrition	1.1%	2.7%
Paramedics per 100,000 Population	70.8	55.1

¹ ROGS 2021 relates to 2019-2020 data and activity.

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

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	231,651
Triple Zero (000) Calls Answered ≤ 10 secs ¹	92.0%

¹ Figure has been rounded to one decimal place



Public Performance Indicators Explanatory notes



Care for patients

Clinically Meaningful Pain Reduction %

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.

% of 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'.

Occupational Violence Staff Safety Index

(previously 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 all hours worked inclusive of overtime and leave).

% 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). This count includes Medically Authorised Incidents where patients are 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 - Code 1A 'actual time critical', Code 1B 'emergent time critical', Code 1C 'potential time critical' and Code 2A immediate 'urgent response'.

A response time is the period from the time when the call is received to when the first ambulance service vehicle arrives at the scene. All Code 1 & 2A Response times (in mins) 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 revised population estimates sourced from Australian Bureau of Statistics Catalogue No. 3235.0 Regional Population by Age and Sex, Australia and prepared by the Information Support, Research & Evaluation Unit, QAS.

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

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



National comparison

2019-2020

Government Services report

All reported elements are sourced from the Report on Government Services - <https://www.pc.gov.au/research/ongoing/report-on-government-services/2020/health/ambulance-services>

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

