

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2022 - March 2023

Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients ¹	Clinically Meaningful Pain Reduction % Trauma Patients ¹	% of Emergency & Urgent Patients Treated & Not Transported ¹
	Far Northern Region	84.4	88.0
Cairns	84.4	88.1	16.2
Torres and Cape	83.3	85.7	22.3
Northern Region	82.6	74.0	15.5
North West	87.0	74.6	14.8
Townsville	82.3	73.9	15.6
Central Region	79.9	82.9	14.7
Central Queensland	79.2	84.8	14.4
Central West	76.9	88.2	18.9
Mackay	80.9	80.2	14.7
Sunshine Coast & Wide Bay Region	86.0	84.9	14.0
Sunshine Coast	84.2	84.3	12.6
Wide Bay	88.0	85.9	16.0
Darling Downs & South West Region	74.4	82.9	15.9
Darling Downs	74.4	82.8	15.9
South West	72.7	83.3	16.8
Metro North Region	80.8	80.3	16.2
Moreton	82.0	77.7	16.3
North Brisbane	79.2	83.0	16.1
Metro South Region	77.8	80.1	12.6
Logan	76.7	81.7	12.0
South Brisbane	79.3	79.3	11.4
West Moreton	78.1	78.8	15.2
Gold Coast Region	85.2	83.8	13.7
Gold Coast	85.2	83.8	13.7
Statewide	80.9	81.9	14.5

Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) ¹	Occupational Violence Staff Safety Index ^{2,3}	% Eligible Officers with Current Performance Development Plans ^{3,4}	Injury Downtime Rate % ¹
	Far Northern Region	3.87	9.3	59.7
Cairns	3.65	10.8	59.4	4.68
Torres and Cape	7.46	2.7	60.0	5.45
Northern Region	2.45	10.3	42.3	1.25
North West	2.05	5.7	31.8	0.38
Townsville	2.60	12.6	52.8	1.23
Central Region	2.66	5.6	64.1	1.26
Central Queensland	3.29	7.6	52.2	0.36
Central West	11.91	0.0	59.1	0.00
Mackay	1.08	4.9	81.1	1.67
Sunshine Coast & Wide Bay Region	1.90	3.3	45.2	3.26
Sunshine Coast	1.02	3.0	38.6	3.12
Wide Bay	2.64	4.3	51.8	2.73
Darling Downs & South West Region	2.88	4.9	42.4	1.22
Darling Downs	3.07	5.3	52.8	1.43
South West	2.20	3.2	32.1	0.50
Metro North Region	1.53	4.2	33.7	1.79
Moreton	1.88	3.6	43.8	1.95
North Brisbane	1.23	6.9	23.6	1.51
Metro South Region	2.13	5.1	27.3	1.63
Logan	2.27	5.8	16.8	0.89
South Brisbane	2.10	3.9	28.8	1.27
West Moreton	2.87	8.3	36.3	3.57
Gold Coast Region	1.07	5.4	37.4	2.67
Gold Coast	1.13	6.6	37.4	2.64
Statewide	2.12	4.9	41.0	1.97

Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Mar 2021-22	Jul-Mar 2022-23	Jul-Mar 2021-22	Jul-Mar 2022-23	Jul-Mar 2021-22	Jul-Mar 2022-23	Jul-Mar 2021-22	Jul-Mar 2022-23
Far Northern Region	181	187	51	52	231	239	193	198
Cairns	174	179	47	47	220	226	185	188
Torres and Cape	7	9	4	5	11	13	7	9
Northern Region	206	215	61	63	267	278	223	231
North West	32	34	9	9	41	43	32	34
Townsville	175	181	51	54	226	235	191	197
Central Region	227	232	57	54	284	286	251	248
Central Queensland	131	133	33	31	164	163	148	144
Central West	5	5	2	2	7	7	6	7
Mackay	91	94	22	21	113	116	97	97
Sunshine Coast & Wide Bay Region	369	377	93	93	463	471	399	411
Sunshine Coast	220	225	61	61	281	287	246	254
Wide Bay	149	152	32	32	181	184	153	157
Darling Downs & South West Region	173	181	51	52	224	233	191	201
Darling Downs	164	170	46	47	210	217	179	188
South West	9	10	5	5	15	15	13	13
Metro North Region	444	453	178	173	622	626	546	559
Moreton	228	236	101	100	330	336	282	290
North Brisbane	216	217	77	73	293	290	263	268
Metro South Region	642	641	241	245	882	886	782	805
Logan	246	248	83	88	328	336	278	300
South Brisbane	234	234	109	106	343	340	311	313
West Moreton	161	159	49	51	211	210	194	192
Gold Coast Region	278	285	66	70	344	354	292	303
Gold Coast	278	285	66	70	344	354	292	303
Statewide	2,521	2,570	797	802	3,318	3,372	2,879	2,957

¹ In more remote areas small case volume may affect the values shown.
² Statewide figures represent a percentage of all eligible staff, with exception of 'Occupational Violence Staff Safety Index' which represents physical and/or verbal abuse per 100,000 hrs worked in Regional and District Operations.
³ Statewide and Regional figure includes Comms data.
⁴ Regional figures include eligible Regional Office and Operations Centre personnel. Statewide figure includes eligible employees in Operations Centres and State Headquarters.

Service Delivery

Regions and Districts	Response Time Percentiles (mins)						Response Time (%)				% of Non-Emergency Incidents Attended to by the Appointment Time ¹
	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	
Far Northern Region	8.3	17.1	10.2	20.7	10.6	21.3	21.8	56.2	64.5	88.5	74.6
Cairns	8.3	16.9	10.1	20.6	10.6	21.3	22.5	56.7	63.0	88.2	74.3
Torres and Cape	9.8	18.6	10.4	21.4	10.9	21.4	13.3	36.6	87.0	92.4	91.7
Northern Region	7.8	14.9	9.1	16.1	9.6	16.8	17.1	44.2	71.5	92.5	86.3
North West	6.6	12.3	7.5	12.8	7.7	13.4	11.3	30.2	86.8	96.1	76.3
Townsville	8.1	15.1	9.4	16.4	10.0	17.1	18.8	46.5	68.2	91.6	86.4
Central Region	7.9	18.0	9.2	19.0	9.4	19.3	14.8	40.9	76.1	94.2	71.6
Central Queensland	7.9	16.5	9.2	18.1	9.4	18.5	15.3	42.0	76.7	94.3	72.2
Central West	5.9	22.7	7.2	19.6	7.5	14.0	9.3	33.6	86.9	96.4	0.0
Mackay	8.0	18.8	9.4	20.4	9.6	20.6	14.5	39.8	74.4	93.8	71.3
Sunshine Coast & Wide Bay Region	8.9	17.8	11.2	22.6	12.2	24.1	24.4	57.9	52.3	85.1	72.3
Sunshine Coast	9.0	17.9	11.6	23.1	12.9	24.6	25.2	57.2	49.2	84.3	74.0
Wide Bay	8.9	17.6	10.6	21.5	11.3	23.2	22.7	59.0	57.2	86.4	65.4
Darling Downs & South West Region	8.0	18.3	9.1	21.3	9.6	22.0	15.5	45.3	69.6	92.9	72.2
Darling Downs	8.0	18.4	9.1	21.3	9.7	22.2	16.0	45.7	68.6	92.7	72.2
South West	7.6	13.1	7.8	21.1	7.6	15.8	9.0	35.1	85.8	95.2	66.7
Metro North Region	8.4	17.0	13.1	24.8	16.1	27.9	32.0	66.5	45.0	83.9	81.5
Moreton	9.3	18.4	14.2	26.1	17.5	28.9	34.6	68.4	46.0	83.8	78.9
North Brisbane	7.7	14.9	12.0	22.7	14.8	26.6	29.6	64.0	42.9	83.6	86.4
Metro South Region	9.3	18.0	13.4	25.3	16.4	28.5	32.0	67.6	49.1	85.3	83.3
Logan	9.3	17.8	14.0	25.5	17.5	29.2	33.5	69.0	44.6	84.8	82.9
South Brisbane	8.9	17.2	13.0	25.0	15.8	28.0	30.7	67.1	53.7	85.6	83.6
West Moreton	9.8	20.3	13.0	25.4	15.7	28.2	31.2	66.2	46.8	85.3	79.1
Gold Coast Region	8.9	16.3	12.2	22.9	15.0	26.9	28.0	63.2	54.0	87.8	80.4
Gold Coast	8.9	16.3	12.2	22.9	15.0	26.9	28.0	63.2	54.0	87.8	80.4
Statewide	8.7	17.3	11.7	23.4	13.1	25.9	24.3	59.9	60.2	88.8	80.2

Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Far Northern Region	286K	\$871
Cairns	260K	\$837
Torres and Cape	26K	\$1,475
Northern Region	273K	\$764
North West	29K	\$829
Townsville	244K	\$752
Central Region	417K	\$1,043
Central Queensland	223K	\$1,075
Central West	11K	\$2,089
Mackay	183K	\$930
Sunshine Coast & Wide Bay Region	687K	\$881
Sunshine Coast	457K	\$934
Wide Bay	229K	\$796
Darling Downs & South West Region	316K	\$1,061
Darling Downs	292K	\$993
South West	24K	\$2,006
Metro North Region	1.061M	\$706
Moreton	516K	\$664
North Brisbane	545K	\$755
Metro South Region	1.529M	\$784
Logan	562K	\$812
South Brisbane	650K	\$785
West Moreton	316K	\$740
Gold Coast Region	649K	\$780
Gold Coast	649K	\$780
Statewide	5.218M	\$828

National comparison 2021-2022

Council of Australian Governments Report on Government Services (ROGS) 2023¹

	QAS	National
Patient Experience - Overall	95%	96%
Level of care provided by Paramedics	97%	97%
Level of trust & confidence in paramedics	90%	92%
Cost per Incident	\$872.12	\$1,180.25
Cost per Capita	\$200.99	\$190.18
Total Incidents	1.213M	4.152M
Incidents per 1,000 People	230.5	161.1
Response to Incident Ratio	1.17	1.29
Total Patients Attended	1.214M	3.943M
Patients Transported	1.058M	3.345M
No. of Patients Treated Not Transported	157K	599K
% of Patients Treated Not Transported	13%	15%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	85.8%	81.3%
Number of Triple Zero (000) calls received	1.129M	3.808M
Cardiac Arrest Survival Rate ²	24%	21%
Total Salaried Staff (Ambulance Operatives only)	4,635	18,017
Ambulance Operatives	89.2%	82.9%
Operational Workforce Attrition	2.1	4.1
Paramedics per 100,000 Population	74.2	60.6

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

¹ The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2022-2023.

¹ ROGS 2023 relates to 2021-2022 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: 841,843
 Triple Zero (000) Calls Answered ≤ 10 secs: 93.46%



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.

% 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. Data reflects A3PDP22 (Apr 22-Mar 23 only) and A3PDP23 (Jan 23-Mar 23 only).

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 Districts are based upon 2021 preliminary data released 30 August 2022 using revised population data sourced from the Australian Bureau of Statistics 'Population estimates by age and sex, by Statistical Area Level 2 (ASGS2021), 2021' and prepared by the Information Support, Research & Evaluation Unit, QAS.

Statistical Area Level 2 percentage split across some Districts provided by GIS.

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 2021-2022

Government Services report

All reported elements are sourced from the Report on Government Services -

<https://www.pc.gov.au/ongoing/report-on-government-services/2023/health/ambulance-services>

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