


Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2020 to March 2021


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	85.3	86.6	13.7
Torres & Cape	85.7	91.7	22.9
Central Queensland	80.9	84.1	11.8
Central West	100.0	100.0	17.5
Darling Downs	77.7	83.9	14.3
Gold Coast	83.7	86.2	14.7
Mackay	73.8	85.6	12.5
Metro North	81.7	82.7	14.7
Metro South	79.8	78.6	11.7
North West	91.7	93.2	17.1
South West	81.8	82.4	16.1
Sunshine Coast	84.2	86.0	12.9
Townsville	78.1	77.3	14.5
West Moreton	78.4	80.7	16.7
Wide Bay	86.1	87.2	13.4
Statewide	81.1	83.0	13.7

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

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	1.9	6.3	84.5	1.07
Torres & Cape	0.0	4.9	92.6	1.05
Central Queensland	0.5	4.5	87.6	0.58
Central West	0.0	3.3	95.7	0.05
Darling Downs	0.8	5.4	86.3	1.42
Gold Coast	2.1	10.7	78.1	0.61
Mackay	0.6	2.9	94.4	1.97
Metro North	0.4	4.3	78.7	0.99
Metro South	0.8	3.2	69.5	1.14
North West	0.0	11.0	61.1	0.30
South West	2.2	1.6	47.8	0.00
Sunshine Coast	1.0	3.2	77.3	0.66
Townsville	1.2	8.6	73.7	2.03
West Moreton	1.6	5.8	79.2	1.36
Wide Bay	1.9	6.3	85.3	1.91
Statewide	1.0	4.5	78.3	1.00

¹ 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 LASN Operations

² Figures have been rounded to one decimal place.


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-Mar 2019-20	Jul-Mar 2020-21	Jul-Mar 2019-20	Jul-Mar 2020-21	Jul-Mar 2019-20	Jul-Mar 2020-21	Jul-Mar 2019-20	Jul-Mar 2020-21
Cairns & Hinterland	161	161	52	48	213	209	181	179
Torres & Cape	7	7	4	4	10	11	7	7
Central Queensland	126	128	34	33	160	161	137	145
Central West	5	5	2	2	7	7	6	6
Darling Downs	144	151	50	51	194	203	165	173
Gold Coast	284	287	61	64	345	351	290	299
Mackay	81	83	20	21	101	105	84	90
Metro North	468	463	191	191	659	653	568	569
Metro South	506	505	205	206	711	710	623	638
North West	29	31	8	9	38	39	28	30
South West	9	9	5	4	14	13	12	12
Sunshine Coast	212	215	60	58	272	272	236	242
Townsville	159	161	48	47	208	207	175	175
West Moreton	159	159	48	47	207	206	177	181
Wide Bay	139	144	31	31	170	176	143	149
Statewide	2,487	2,508	820	815	3,307	3,324	2,833	2,896

¹ Figures are rounded to whole numbers. 2019/2020 - daily activity calculated on one extra day due to leap year

Service Delivery



Local Ambulance Service Network	Response Time Percentiles (mins)								Response Time (%)		
	50th Percentile		90th Percentile		50th Percentile		90th Percentile		% < 30 mins	% < 60 mins	% of Non-Emergency Incidents Attended to by the Appointment Time ¹
	1A	1A	1B	1B	1C	1C	2A	2A	2B	2C	
Cairns & Hinterland	8.0	16.4	8.8	18.1	9.2	18.8	16.2	40.0	73.0	92.4	73.8
Torres & Cape	8.4	18.6	8.5	18.3	10.0	20.9	11.0	26.1	88.0	97.5	59.4
Central Queensland	7.1	14.6	7.8	15.4	8.1	15.9	11.9	30.6	84.0	96.7	77.7
Central West	5.6	7.7	6.9	19.9	7.0	15.0	7.8	20.9	92.6	97.5	80.0
Darling Downs	7.1	18.9	8.1	18.8	8.5	20.0	13.1	33.9	78.7	95.3	80.3
Gold Coast	7.8	14.4	9.9	18.4	11.6	21.2	23.6	55.6	54.3	87.4	82.4
Mackay	7.6	19.4	8.4	18.4	8.6	18.5	12.0	29.6	84.4	97.0	73.7
Metro North	7.7	13.9	10.2	19.4	12.2	22.6	26.7	60.7	52.7	87.1	81.2
Metro South	8.1	14.6	10.5	19.5	12.4	22.6	25.7	59.0	52.0	85.7	83.3
North West	7.1	11.3	7.0	11.4	7.2	12.3	10.3	21.9	91.4	97.8	88.2
South West	6.4	14.0	6.5	15.1	6.9	13.6	7.7	21.2	86.4	97.2	73.7
Sunshine Coast	7.7	16.2	9.7	20.0	10.9	21.5	20.1	46.2	56.2	85.4	77.5
Townsville	7.4	12.6	8.5	14.6	8.7	14.6	14.9	34.6	76.1	93.1	90.0
West Moreton	8.5	18.2	10.3	20.2	12.2	23.3	23.6	54.7	50.6	87.3	79.3
Wide Bay	8.4	18.4	8.9	19.4	9.3	19.5	15.9	46.6	64.7	87.4	72.0
Statewide	7.8	15.4	9.6	18.9	10.7	21.3	19.9	51.5	64.4	90.1	81.2

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	\$776
Torres & Cape	28K	\$2,209
Central Queensland	220K	\$920
Central West	10K	\$2,572
Darling Downs	285K	\$906
Gold Coast	636K	\$690
Mackay	173K	\$947
Metro North	1.045M	\$565
Metro South	1.185M	\$624
North West	28K	\$945
South West	24K	\$2,269
Sunshine Coast	437K	\$831
Townsville	242K	\$707
West Moreton	304K	\$701
Wide Bay	219K	\$708
Statewide	5.095M	\$721

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

National comparison 2019-2020



Council of Australian Governments Report on Government Services (ROGS) 2021 ¹	QAS	National
Patient Experience - Overall	98%	98%
Level of care provided by Paramedic	99%	98%
Level of trust & confidence in paramedics	95%	95%
Cost per Incident	\$791.28	\$1,063.91
Cost per Capita	\$181.35	\$164.16
Total Incidents	1.138M	3.849M
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	29.10%	25.70%
Total Salaried Staff (Ambulance Operatives only)	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	754,413
Triple Zero (000) Calls Answered \leq 10 secs ¹	89.2%

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/2021/health/ambulance-services>

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

