

Queensland Ambulance Service

Public Performance Indicators financial year ending 30 June 2023

Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients ^{1,5}	Clinically Meaningful Pain Reduction % Trauma Patients ^{1,5}	% of Emergency & Urgent Patients Treated & Not Transported ¹
	Far Northern Region	85.8	88.0
Cairns	85.7	88.0	16.1
Torres and Cape	87.5	90.0	22.4
Northern Region	80.8	74.6	15.5
North West	78.9	74.7	14.9
Townsville	80.9	74.5	15.6
Central Region	79.7	81.6	14.5
Central Queensland	78.9	84.6	14.2
Central West	81.3	83.3	19.0
Mackay	80.6	77.7	14.7
Sunshine Coast & Wide Bay Region	86.2	84.2	14.0
Sunshine Coast	84.7	83.7	12.6
Wide Bay	87.9	85.0	16.1
Darling Downs & South West Region	73.7	81.1	15.8
Darling Downs	73.7	80.8	15.7
South West	73.3	83.9	17.4
Metro North Region	80.4	80.0	16.0
Moreton	81.4	76.2	16.3
North Brisbane	79.3	83.6	15.7
Metro South Region	78.6	79.8	12.4
Logan	77.0	81.8	12.0
South Brisbane	79.7	78.4	11.1
West Moreton	80.1	78.7	14.8
Gold Coast Region	83.7	85.8	13.8
Gold Coast	83.7	85.8	13.8
Statewide	80.7	81.6	14.4

Care for staff

Clinical Attrition % (ROGS definition) ¹	Occupational Violence Staff Safety Index ^{2,3}	% Eligible Officers with Current Performance Development Plans ^{3,5}	Injury Downtime Rate % ¹
4.50	8.9	50.5	3.87
4.71	10.3	49.4	4.06
3.75	4.0	56.5	5.73
3.03	9.8	50.5	1.42
1.94	5.1	37.3	0.27
3.35	12.1	41.5	1.45
3.25	5.3	40.9	1.14
4.55	7.6	49.2	0.34
11.24	2.7	56.5	0.00
1.04	3.9	60.8	1.54
2.68	3.3	35.7	3.27
1.53	2.6	34.2	3.28
3.86	5.2	39.1	2.52
4.42	4.7	49.4	1.38
4.91	5.2	49.4	1.66
2.17	2.3	49.1	0.37
2.33	4.2	27.5	1.77
3.49	3.7	32.8	2.02
1.53	6.8	24.2	1.43
2.60	5.2	25.4	1.73
2.61	5.6	24.9	0.87
2.61	4.1	23.6	1.43
3.56	8.5	30.3	3.56
1.30	6.0	33.3	2.68
1.37	7.2	33.3	2.61
2.77	4.9	36.3	1.96

Daily Activity

Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
Jul-Jun 2021-22	Jul-Jun 2022-23	Jul-Jun 2021-22	Jul-Jun 2022-23	Jul-Jun 2021-22	Jul-Jun 2022-23	Jul-Jun 2021-22	Jul-Jun 2022-23
183	187	52	52	235	239	196	198
176	179	47	47	224	226	188	189
7	8	4	4	11	13	8	9
208	217	61	64	269	281	225	234
32	35	9	9	41	44	33	34
176	182	52	55	227	237	192	199
227	231	57	55	285	286	250	248
131	132	33	31	164	163	146	144
5	5	2	2	7	7	7	7
92	94	22	22	114	116	97	97
372	378	92	94	464	472	400	411
222	225	61	62	283	287	247	253
150	153	31	32	181	185	153	157
175	182	51	53	227	235	194	203
166	171	46	48	212	219	181	189
10	11	5	5	15	16	13	14
445	453	175	176	620	630	545	567
229	237	100	101	329	338	281	294
216	217	75	75	290	292	262	271
641	643	238	247	879	890	779	812
245	249	81	88	327	337	276	302
234	235	107	108	341	342	310	317
162	160	50	51	212	211	193	193
280	284	65	71	346	355	294	305
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2,532	2,575	792	813	3,324	3,389	2,883	2,978

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.
⁵ Clinically Meaningful Pain Reduction data used in this report is an internal measure only and figures will differ from RoGS Reporting.

Service Delivery

Regions and Districts	Response Time Percentiles (mins)						Response Time (%)			% of Non-Emergency Incidents Attended to by the Appointment Time ²	
	50th Percentile		90th Percentile		50th Percentile		90th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
Far Northern Region	8.3	17.3	10.2	20.6	10.7	21.3	21.8	56.1	63.9	88.3	75.9
Cairns	8.2	17.1	10.2	20.6	10.6	21.3	22.5	56.6	62.5	88.1	75.7
Torres and Cape	9.8	18.6	10.7	21.2	11.1	22.0	13.1	37.8	87.1	92.6	91.9
Northern Region	7.7	15.0	9.2	16.2	9.7	17.0	17.2	44.9	71.5	92.2	86.2
North West	6.5	11.8	7.5	12.6	7.7	13.4	11.2	30.4	85.2	95.8	74.5
Townsville	8.0	15.2	9.5	16.5	10.1	17.3	18.9	47.2	68.4	91.2	86.4
Central Region	8.0	17.9	9.3	19.4	9.5	19.5	15.0	41.9	75.5	94.1	71.6
Central Queensland	7.9	16.6	9.3	18.4	9.5	18.7	15.5	43.3	75.7	94.0	72.0
Central West	6.3	20.6	7.4	16.5	7.3	13.7	9.2	31.9	88.2	96.3	50.0
Mackay	8.3	19.0	9.4	20.7	9.6	20.7	14.7	40.3	74.4	94.1	71.5
Sunshine Coast & Wide Bay Region	8.8	17.9	11.2	22.4	12.2	24.1	24.5	58.0	52.7	85.8	71.8
Sunshine Coast	8.9	18.3	11.6	22.8	12.9	24.6	25.0	57.0	49.9	85.3	73.2
Wide Bay	8.8	17.5	10.7	21.7	11.3	23.3	23.4	59.7	57.3	86.5	66.4
Darling Downs & South West Region	7.9	18.4	9.1	21.1	9.6	22.1	15.8	45.9	69.2	92.9	70.4
Darling Downs	7.9	18.6	9.2	21.1	9.8	22.3	16.4	46.3	68.1	92.6	70.4
South West	6.6	12.1	7.6	19.5	7.7	16.0	9.0	34.1	87.1	96.0	70.4
Metro North Region	8.4	16.9	13.1	24.8	16.2	28.1	32.4	67.1	44.3	83.6	81.3
Moreton	9.1	18.2	14.2	26.2	17.6	29.1	35.1	68.9	44.6	83.2	78.9
North Brisbane	7.7	15.1	12.0	22.8	14.9	26.8	29.9	64.5	42.9	83.6	85.9
Metro South Region	9.3	18.0	13.4	25.2	16.6	28.6	32.3	68.1	48.9	85.4	82.8
Logan	9.5	18.0	13.9	25.4	17.7	29.2	34.1	69.5	44.3	85.0	82.4
South Brisbane	8.7	16.7	13.1	25.0	16.0	28.1	31.1	67.8	53.5	85.7	83.1
West Moreton	9.9	19.7	12.9	25.3	15.8	28.2	31.3	66.6	46.5	85.8	78.7
Gold Coast Region	8.8	16.1	12.1	22.8	15.0	26.9	28.3	63.2	54.1	87.5	80.5
Gold Coast	8.8	16.1	12.1	22.8	15.0	26.9	28.3	63.2	54.1	87.5	80.5
Statewide	8.6	17.3	11.7	23.4	13.2	26.1	24.4	60.3	60.0	88.8	80.0

Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
286K	\$931
260K	\$885
26K	\$1,790
273K	\$803
29K	\$883
244K	\$789
417K	\$1,093
223K	\$1,129
11K	\$2,130
183K	\$976
687K	\$931
457K	\$988
229K	\$842
316K	\$1,104
292K	\$1,034
24K	\$2,064
1.061M	\$743
516K	\$702
545K	\$791
1.529M	\$844
562K	\$859
650K	\$871
316K	\$776
649K	\$823
649K	\$823
5.218M	\$877

National comparison 2021-2022

	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 FY 2022-2023.

² 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: 1,129,503
 Triple Zero (000) Calls Answered ≤ 10 secs: 93.35%

Queensland Ambulance Service performance statistics are published quarterly.

For further information please visit www.ambulance.qld.gov.au

PUBLIC



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 (Jul 22-Jun23 only) and A3PDP23 (Jan 23-Jun 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.