


Queensland Ambulance Service

Public Performance Indicators financial year ending 30 June 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	84.8	86.9	13.8
Torres & Cape	81.8	87.5	23.7
Central Queensland	80.4	84.1	11.8
Central West	100.0	95.2	18.1
Darling Downs	77.9	81.6	14.4
Gold Coast	83.4	86.2	14.7
Mackay	75.4	85.1	12.4
Metro North	81.6	81.8	14.9
Metro South	79.6	79.7	11.8
North West	84.0	90.3	16.8
South West	80.8	81.8	16.7
Sunshine Coast	84.0	84.9	13.0
Townsville	78.4	77.8	14.2
West Moreton	79.3	79.2	16.8
Wide Bay	85.6	88.1	13.5
Statewide	81.0	82.8	13.8

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 ^{1,3}	Injury Downtime Rate %
Cairns & Hinterland	2.7	7.3	84.5	1.07
Torres & Cape	0.0	3.8	92.6	2.26
Central Queensland	1.6	4.8	87.6	0.95
Central West	4.4	2.6	95.7	0.04
Darling Downs	1.8	6.4	86.3	1.85
Gold Coast	3.0	10.4	78.1	0.73
Mackay	0.9	2.5	94.4	1.95
Metro North	0.6	4.2	78.7	0.95
Metro South	1.2	3.1	69.5	1.14
North West	0.0	12.6	61.1	0.23
South West	2.1	1.2	47.8	0.17
Sunshine Coast	1.0	3.3	77.3	0.56
Townsville	2.2	8.3	73.7	2.15
West Moreton	2.2	5.6	79.2	1.44
Wide Bay	1.9	6.2	85.3	2.10
Statewide	1.6	4.6	78.3	1.11

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.

³ Due to a system error, % Eligible Officers with Current Performance Development Plans is unable to be updated and as such, figures reflect to end of quarter 3 and will be updated once rectified.


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-Jun 2019-20	Jul-Jun 2020-21	Jul-Jun 2019-20	Jul-Jun 2020-21	Jul-Jun 2019-20	Jul-Jun 2020-21	Jul-Jun 2019-20	Jul-Jun 2020-21
Cairns & Hinterland	156	161	51	48	207	210	176	180
Torres & Cape	6	7	4	4	10	11	6	7
Central Queensland	122	127	33	33	155	160	133	145
Central West	5	5	2	2	7	7	6	6
Darling Downs	141	153	48	51	189	204	160	175
Gold Coast	274	285	61	65	335	350	280	300
Mackay	78	84	19	22	98	106	82	90
Metro North	455	456	184	190	639	646	550	565
Metro South	494	497	198	205	692	703	605	632
North West	28	31	8	9	37	40	28	31
South West	9	9	4	5	13	14	12	12
Sunshine Coast	206	214	57	59	263	273	228	243
Townsville	154	162	47	48	201	209	169	177
West Moreton	155	158	46	49	201	206	171	182
Wide Bay	136	145	30	31	167	177	140	150
Statewide	2,419	2,495	792	820	3,212	3,316	2,746	2,897

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 (%)			% 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		
Cairns & Hinterland	7.8	16.7	8.9	18.4	9.3	19.1	16.7	42.4	71.8	91.8	73.4	
Torres & Cape	8.5	19.2	8.8	18.9	9.9	20.5	11.1	25.9	89.2	96.9	57.5	
Central Queensland	7.2	14.7	7.9	15.6	8.2	16.2	12.2	31.8	83.3	96.7	75.2	
Central West	5.8	8.5	7.0	20.0	7.1	15.8	7.8	20.3	91.2	96.7	80.0	
Darling Downs	7.2	19.1	8.2	18.8	8.6	20.2	13.2	35.5	77.3	94.9	80.0	
Gold Coast	8.1	14.8	10.3	19.4	12.1	22.2	24.9	58.2	52.9	86.6	81.8	
Mackay	7.9	18.6	8.5	18.8	8.7	18.7	12.2	30.1	83.3	96.8	72.4	
Metro North	7.9	14.5	10.7	20.6	12.7	23.8	27.9	62.6	50.9	86.1	80.4	
Metro South	8.3	15.1	10.9	20.8	13.0	23.8	26.9	61.5	51.3	84.8	82.6	
North West	6.8	11.2	7.1	11.4	7.2	12.2	10.3	22.9	90.1	97.6	87.9	
South West	6.6	15.7	6.5	14.7	7.2	15.9	7.9	24.7	86.0	97.4	80.0	
Sunshine Coast	8.3	17.0	9.9	20.2	11.1	21.8	21.0	48.4	55.0	85.0	76.6	
Townsville	7.6	13.1	8.6	14.7	8.8	14.9	15.3	37.0	74.4	92.5	89.7	
West Moreton	8.9	18.6	10.7	21.3	12.4	24.0	24.6	57.2	49.7	86.6	78.3	
Wide Bay	8.1	17.4	9.0	19.3	9.4	19.9	16.3	47.4	64.0	86.9	72.9	
Statewide	8.0	15.8	9.9	19.8	11.0	22.1	20.5	53.5	63.7	89.7	80.4	

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

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	1,024,242
Triple Zero (000) Calls Answered <= 10 secs ¹	89.1%

¹ Figure has been rounded to one decimal place


Value for money



Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Cairns & Hinterland	259K	\$786
Torres & Cape	28K	\$2,222
Central Queensland	220K	\$938
Central West	10K	\$2,508
Darling Downs	285K	\$921
Gold Coast	636K	\$703
Mackay	173K	\$962
Metro North	1.045M	\$579
Metro South	1.185M	\$641
North West	28K	\$947
South West	24K	\$2,257
Sunshine Coast	437K	\$847
Townsville	242K	\$718
West Moreton	304K	\$712
Wide Bay	219K	\$721
Statewide	5.095M	\$736

¹ In The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FY 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	26.40%	24.80%
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.



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 numerator 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.

