

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2023 - September 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	86.4	89.7	16.8
Cairns	86.1	89.3	16.7
Torres and Cape	100.0	100.0	18.0
Northern Region	79.4	77.9	15.4
North West	84.2	83.3	15.3
Townsville	79.1	77.2	15.4
Central Region	81.0	79.3	14.3
Central Queensland	83.5	81.6	13.4
Central West	100.0	66.7	19.3
Mackay	77.1	77.8	15.3
Sunshine Coast & Wide Bay Region	83.8	86.2	13.2
Sunshine Coast	83.8	85.6	11.9
Wide Bay	83.9	87.3	15.0
Darling Downs & South West Region	74.3	80.0	16.7
Darling Downs	74.2	79.5	16.7
South West	75.0	85.7	18.4
Metro North Region	77.8	81.7	14.4
Moreton	74.9	81.2	14.7
North Brisbane	81.4	82.1	14.0
Metro South Region	77.7	80.3	11.6
Logan	76.4	82.7	11.5
South Brisbane	80.1	79.5	10.1
West Moreton	76.7	78.2	14.0
Gold Coast Region	82.4	84.1	13.3
Gold Coast	82.4	84.1	13.3
Statewide	79.7	82.1	13.8

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 ^{3,5}	Injury Downtime Rate % ¹
Far Northern Region	0.33	9.9	45.0	1.55
Cairns	0.37	12.6	45.0	1.34
Torres and Cape	0.00	0.0	49.0	6.47
Northern Region	0.60	9.6	43.0	1.97
North West	2.13	4.6	41.0	0.00
Townsville	0.36	12.4	43.0	2.11
Central Region	1.05	5.2	48.0	1.41
Central Queensland	1.17	6.7	50.0	0.84
Central West	0.00	0.0	45.0	0.00
Mackay	1.03	3.8	47.0	1.31
Sunshine Coast & Wide Bay Region	0.40	3.6	36.0	3.54
Sunshine Coast	0.67	5.3	35.0	4.27
Wide Bay	0.00	1.9	40.0	1.82
Darling Downs & South West Region	1.38	7.6	56.0	1.50
Darling Downs	1.62	6.8	55.0	1.37
South West	0.00	20.8	67.0	1.65
Metro North Region	0.42	6.4	33.0	1.57
Moreton	0.63	5.9	41.0	1.75
North Brisbane	0.31	11.3	28.0	1.22
Metro South Region	0.28	6.2	26.0	2.39
Logan	0.00	5.5	24.0	1.50
South Brisbane	0.27	4.4	24.0	1.72
West Moreton	0.00	12.5	33.0	4.73
Gold Coast Region	0.22	9.6	30.0	2.23
Gold Coast	0.23	11.6	30.0	1.73
Statewide	0.57	6.1	36.0	1.96

Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Sep 2022-23	Jul-Sep 2023-24	Jul-Sep 2022-23	Jul-Sep 2023-24	Jul-Sep 2022-23	Jul-Sep 2023-24	Jul-Sep 2022-23	Jul-Sep 2023-24
Far Northern Region	184	183	54	50	238	234	196	191
Cairns	177	176	49	46	225	221	188	183
Torres and Cape	8	8	5	5	13	12	9	8
Northern Region	210	217	63	63	274	280	226	230
North West	34	36	10	10	44	46	34	35
Townsville	176	181	53	53	230	234	192	195
Central Region	230	226	56	59	286	285	248	247
Central Queensland	131	130	31	33	162	163	143	145
Central West	6	5	3	2	9	8	8	7
Mackay	93	90	23	24	116	114	98	95
Sunshine Coast & Wide Bay Region	370	380	96	102	465	481	410	418
Sunshine Coast	221	227	65	65	286	291	252	256
Wide Bay	149	153	31	37	180	190	158	162
Darling Downs & South West Region	178	187	52	57	230	243	200	207
Darling Downs	167	175	47	50	214	226	186	192
South West	11	11	5	6	16	17	14	15
Metro North Region	436	444	164	190	601	634	540	578
Moreton	228	230	97	106	325	336	286	297
North Brisbane	209	213	68	84	276	298	254	280
Metro South Region	617	644	239	266	857	909	776	833
Logan	237	248	83	93	321	341	290	305
South Brisbane	225	236	104	117	329	353	300	326
West Moreton	156	160	52	56	207	216	186	201
Gold Coast Region	277	280	68	76	344	356	294	311
Gold Coast	277	280	68	76	344	356	294	311
Statewide	2,502	2,560	792	863	3,295	3,423	2,891	3,015

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 ¹	
	50th Percentile		90th Percentile		50th Percentile		50th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
Far Northern Region	8.3	15.9	10.2	20.8	11.0	21.5	23.7	58.6	45.3	81.0	77.5
Cairns	8.3	14.9	10.2	20.8	11.0	21.5	24.5	59.1	44.8	80.7	77.5
Torres and Cape	10.3	22.0	10.5	21.8	10.3	20.4	12.7	40.1	54.5	86.8	66.7
Northern Region	7.7	13.7	9.6	16.9	9.9	17.5	18.0	47.7	52.6	87.9	83.5
North West	7.5	12.5	7.4	13.2	8.2	13.6	11.6	32.6	66.8	92.2	60.0
Townsville	7.7	14.1	9.9	17.1	10.4	17.9	20.0	50.5	48.5	86.7	83.7
Central Region	7.8	17.5	9.3	19.9	9.6	19.9	15.9	42.7	56.7	89.7	67.6
Central Queensland	7.7	15.4	9.0	18.5	9.6	18.8	16.2	43.8	57.6	88.6	66.3
Central West	3.3	3.3	8.6	25.7	8.2	22.0	8.7	29.8	78.9	97.4	100.0
Mackay	8.4	19.0	9.6	21.2	9.8	21.0	16.0	41.8	53.4	90.5	68.1
Sunshine Coast & Wide Bay Region	8.4	19.3	11.3	22.7	12.3	24.2	25.3	58.5	39.9	80.0	67.4
Sunshine Coast	8.1	18.8	11.9	23.2	12.9	24.6	26.0	57.3	35.6	79.8	68.4
Wide Bay	8.8	20.0	10.5	22.0	11.6	23.6	24.0	60.1	47.2	80.5	63.9
Darling Downs & South West Region	8.0	19.7	9.2	21.5	9.8	22.2	17.6	49.2	51.6	87.6	69.2
Darling Downs	7.9	19.8	9.2	21.4	9.9	22.4	18.3	49.9	51.0	87.0	69.1
South West	8.2	17.0	7.5	23.7	7.3	16.0	10.0	34.2	60.4	97.6	78.6
Metro North Region	8.2	16.1	13.0	24.9	16.0	27.9	32.4	66.4	34.4	76.1	82.6
Moreton	8.8	17.7	14.0	26.1	17.3	28.7	34.9	68.9	34.9	74.3	80.9
North Brisbane	7.5	14.1	12.0	23.1	14.9	26.9	29.5	63.1	33.0	77.4	85.6
Metro South Region	9.1	17.6	13.6	25.3	16.8	28.6	33.2	68.7	39.6	77.1	84.7
Logan	9.1	17.8	14.0	25.3	18.1	29.3	35.4	70.0	37.4	75.3	83.9
South Brisbane	8.8	15.2	13.2	25.1	15.9	28.0	32.0	67.8	42.1	79.4	85.5
West Moreton	9.5	19.4	13.2	26.0	15.9	28.3	32.1	67.5	42.7	74.2	79.1
Gold Coast Region	8.8	16.9	11.9	22.3	14.6	26.8	26.7	60.3	40.9	80.0	80.0
Gold Coast	8.8	16.9	11.9	22.3	14.6	26.8	26.7	60.3	40.9	80.0	80.0
Statewide	8.5	17.3	11.7	23.5	13.2	26.1	24.9	60.5	45.7	82.6	80.7

Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Far Northern Region	294K	\$984
Cairns	263K	\$935
Torres and Cape	30K	\$1,960
Northern Region	271K	\$823
North West	29K	\$816
Townsville	242K	\$824
Central Region	423K	\$1,124
Central Queensland	226K	\$1,158
Central West	11K	\$1,951
Mackay	186K	\$1,018
Sunshine Coast & Wide Bay Region	703K	\$945
Sunshine Coast	468K	\$1,007
Wide Bay	235K	\$848
Darling Downs & South West Region	320K	\$1,097
Darling Downs	296K	\$1,038
South West	24K	\$1,852
Metro North Region	1.082M	\$788
Moreton	528K	\$732
North Brisbane	554K	\$851
Metro South Region	1.564M	\$846
Logan	579K	\$812
South Brisbane	659K	\$916
West Moreton	327K	\$786
Gold Coast Region	663K	\$875
Gold Coast	663K	\$875
Statewide	5.320M	\$900

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.
² The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2023-2024.

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: 287,386
 Triple Zero (000) Calls Answered ≤ 10 secs: 93.08%

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)

Clinical attrition measures the number of clinically qualified permanent employees who have left the organisation, as a percentage of the clinical workforce. Clinically qualified employees include, but is not limited to paramedics, officers-in-charge, operational supervisors.

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 (Oct 22-Sept 23 only) and A3PDP23 (Jan 23-Sep 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 2022 preliminary data released 28 September 2023 using revised population data sourced from the Australian Bureau of Statistics 'Population estimates by age and sex, by Statistical Area Level 2, 2022' 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.