Queensland Ambulance Service

Public Performance Indicators financial year todate - July 2021 - September 2021

Care fo	Care for staff					Daily Activity									
Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients¹	Clinically Meaningful Pain Reduction % Trauma Patients¹	% of Emergency & Urgent Patients Treated & Not Transported [†]	Clinical Attrition % (ROGS definition)	Occupational Violence Staff Safety Index ²³	% Eligible Officers with Current Performance Development Plans ²⁴	Injury Downtime Rate %³	Emergency & Urgent Incidents ¹		Non-Emergency & Medically Authorised		Total Incidents ¹		Total Patients Transported by Road ¹	
	Clinicall Pain Re Cardiac	Clinicall Pain Re Trauma	% of Em Urgent Treated Transpc	Clinical (ROGS o	Occupa Staff Sa	% Eligib Current Develop	Injury D Rate % ³	Jul-Sep 2020-21	Jul-Sep 2021-22	Jul-Sep 2020-21	Jul-Sep 2021-22	Jul-Sep 2020-21	Jul-Sep 2021-22	Jul-Sep 2020-21	Jul-Sep 2021-22
Far Northern Region	84.2	86.4	15.8	0.00	4.3		1.39	164	175	54	56	218	231	183	193
Cairns and Hinterland	84.0	86.6	15.2	0.00	5.7	-	1.17	157	167	50	52	207	219	177	186
Torres and Cape	100.0	83.3	28.2	0.00	0.0	-	5.67	7	8	4	4	11	12	7	7
Northern Region	77.9	71.4	14.6	0.00	8.1	-	1.28	184	202	56	61	240	262	200	220
North West	82.4	89.5	15.3	0.00	3.9	-	0.00	28	32	9	9	37	41	29	32
Townsville	77.5	68.2	14.5	0.00	9.8	-	1.64	156	169	47	52	203	221	171	187
Central Region	79.0	81.5	12.2	0.00	4.1	-	1.37	208	225	56	60	264	285	230	257
Central Queensland	76.1	78.1	12.1	0.00	7.0	-	1.84	124	131	32	35	156	166	138	153
Central West	75.0	75.0	20.6	0.00	0.0	-	0.00	5	5	2	3	7	8	7	7
Mackay	83.5	85.6	11.9	0.00	2.1	-	1.30	79	88	21	23	100	111	85	97
Sunshine Coast & Wide Bay Region	87.0	86.2	13.7	0.00	4.9	-	0.98	341	364	90	99	431	464	375	408
Sunshine Coast	87.6	85.9	13.4	0.28	4.3	-	0.10	203	215	57	65	260	280	230	250
Wide Bay	86.2	86.6	14.1	0.00	6.7	-	2.01	138	149	33	34	171	184	144	158
Darling Downs & South West Region	79.1	86.7	15.5	0.00	4.3	-	1.25	151	174	55	54	206	228	176	195
Darling Downs	78.5	86.8	15.3	0.35	5.6	-	1.62	142	164	51	49	193	213	164	182
South West	100.0	85.7	19.1	0.00	0.0	-	0.00	9	10	5	5	13	15	12	13
Metro North Region	81.6	83.3	14.9	0.00	3.5	-	1.44	454	437	185	193	639	630	553	559
Moreton	-	-	-	0.00	3.8	-	2.40	227	224	107	108	335	332	287	289
North Brisbane	-	-	-	0.00	4.4	-	0.70	227	213	78	85	305	298	266	270
Metro South Region 5	79.9	80.6	12.0	0.00	3.7	-	0.76	642	635	244	248	887	882	783	795
Logan	-	-	-	0.00	4.3	-	0.56	241	243	79	86	320	329	278	286
South Brisbane	-	-	-	0.00	3.5	-	0.60	247	235	121	111	368	346	334	315
West Moreton	79.1	80.6	15.7	0.00	4.2	-	1.01	154	157	44	51	198	207	171	194
Gold Coast Region	85.1	86.3	14.8	0.00	6.2	-	0.88	274	270	66	70	340	340	289	295
Gold Coast	85.1	86.3	14.8	0.00	7.4	-	1.06	274	270	66	70	340	340	289	295
Statewide	81.5	82.7	14.0	0.07	4.0	-	1.03	2,418	2,481	806	841	3,225	3,323	2,790	2,923

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

Se Se	ervi	ce [Deli	ver	У							\$	Value
										for money			
Response Time Percentiles (mins)									,,				
Regions and Districts	5 Soth Percentile	5 90th Percentile	50th Percentile	# 90th Percentile	5 Soth Percentile	5 90th Percentile	S 50th Percentile	5 90th Percentile		% < 60	% of Non-Emergency Incidents Attended to by the Appointment Time ¹	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Far Northern Region	7.8	16.4	9.4	18.7	10.0	20.1	19.0	49.4	68.7	88.2	70.3	290K	\$831
Cairns and Hinterland	7.7	15.5	9.4	18.6	9.9	20.1	19.5	50.2	66.9	87.9	70.5	261K	\$779
Torres and Cape	9.9	25.6	9.7	19.3	10.6	21.2	10.9	29.7	92.9	95.5	36.4	28K	\$1,847
Northern Region	7.4	13.0	8.3	14.1	8.7	20.1	15.6	41.9	73.2	91.6	86.9	271K	\$729
North West	6.9	16.6	7.3	12.8	7.4	12.8	10.7	25.5	89.3	97.4	100.0	27K	\$804
Townsville	7.6	12.8	8.5	14.3	9.0	15.1	17.1	43.8	69.9	90.0	86.8	243K	\$715
Central Region	7.8	14.8	8.7	18.0	8.9	18.2	13.8	38.2	78.0	95.7	71.0	406K	\$963
Central Queensland	7.7	14.2	8.5	16.4	9.0	17.6	14.2	40.1	76.7	96.4	70.9	221K	\$936
Central West	5.6	15.7	7.5	18.6	7.2	17.3	7.5	26.2	88.9	96.8	100.0	10K	\$1,924
Mackay	8.0	14.8	9.1	19.7	8.9	19.2	13.6	36.0	79.3	94.4	71.0	175K	\$934
Sunshine Coast & Wide Bay Region	8.2	16.7	9.8	20.3	10.8	22.0	22.6	55.2	53.6	85.2	77.9	668K	\$783
Sunshine Coast	8.7	17.8	10.4	20.8	11.6	22.6	24.1	54.9	50.3	83.0	79.0	446K	\$843
Wide Bay	7.8	14.4	9.3	19.1	10.0	20.7	19.9	55.4	58.6	88.2	73.6	222K	\$691
Darling Downs & South West Region	8.1	21.5	8.5	19.5	9.0	20.3	14.1	39.8	74.0	94.4	77.2	310K	\$957
Darling Downs	8.2	21.5	8.6	19.8	9.0	20.4	14.5	40.3	73.2	94.1	77.1	286K	\$892
South West	6.9	18.0	6.8	11.4	6.8	15.4	8.2	27.1	85.7	99.0	85.7	24K	\$1,862
Metro North Region	8.7	16.1	12.3	23.5	15.7	26.2	34.1	68.3	43.1	81.2	81.9	1.064M	\$623
Moreton	9.3	17.5	13.2	25.0	16.1	27.2	36.2	69.8	45.4	82.6	76.2	-	\$584
North Brisbane	8.2	14.5	11.5	21.3	13.5	24.8	32.0	66.7	39.6	79.7	80.3	-	\$665
Metro South Region	9.0	17.0	13.0	23.9	15.7	27.3	34.0	68.6	45.9	80.9	81.9	1.205M ²	\$699
Logan	9.5	16.8	13.4	24.1	16.2	27.5	34.1	68.0	41.9	80.1	82.6	-	\$698
South Brisbane	8.3	17.0	12.4	23.8	15.1	27.1	33.8	69.2	51.5	81.6	81.2	-	\$675
West Moreton	8.9	18.5	11.4	22.3	13.2	25.4	26.8	60.4	49.6	85.2	77.2	313K	\$740
Gold Coast Region	8.9	16.4	12.0	22.4	14.4	25.8	31.4	66.9	47.1	83.2	76.9	651K	\$714
Gold Coast	8.9	16.4	12.0	22.4	14.4	25.8	31.4	66.9	47.1	83.2	76.9	651K	\$714
Statewide	8.5	16.8	10.9	22.0	12.3	24.6	23.4	59.7	60.8	88.1	78.4	5.176M	\$749

271,059

84.0%

¹ In The Road Ambulance costs and Road ¹ RC			
.4 5.176M \$749		78.4	.1
.9 651K \$714		76.9	.2
.9 651K \$714		76.9	.2
.2 313К \$740		77.2	.2
.2 - \$675		81.2	.6
.6 - \$698		82.6	.1
.9 1.205M ² \$699 To		81.9	.9
.3 - \$665		80.3	.7
.2 - \$584		76.2	.6
.9 1.064M \$623		81.9	.2
.7 24K \$1,862		85.7	.0
		77.1	.1
.2 310K \$957 Tr		77.2	.4
.6 222K \$691		73.6	.2
		79.0	.0
.9 668K \$783		77.9	.2
		71.0	.4
		100.0	.8
	П	70.9	.4
.0 1311 4713		71.0	.7
		86.8	.0
2511 2501	П	100.0	.6 .4
	П	86.9	.6

relate to FYTD 2020-2021.
Population figures for Metro South Region is based on Metro South LASN only and excludes the West Moreton District.

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 Cost per Capita	\$791.28 \$181.35	\$1,063.91 \$164.16						
Total Incidents	1.176M	3.938M						
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%	25%						
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						

National



Triple Zero (000) Calls Answered < = 10 secs1

No. of Triple Zero (000) Calls Received by Operations Centres Statewide



In more remote a reas small case volume may arrect rule 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 Due to a system error, % Eligible Officers with Current Performance Development Plans is unable to be updated at time of reporting

5 Metro South Region total (Care for Patients section only) is based on Metro South LASN only and excludes the West Moreton District

NOTE: Due to the QAS structural realignment (effective 5 July 2021) new districts have been created. As such, some results for these districts are not available for the first quarter at time of publishing.

²⁰²¹ relates to 2019-2020 data and activity. lational range of Cardiac Arrest Survival Rates is shown; rates can vary due to ences 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

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 nonemergency 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



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

Government Services report

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

https://www.pc.gov.au/research/ongoing/report-ongovernment-services/2021/health/ambulance-services

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



