

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2023 - December 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	88.3
Cairns	86.1	87.9	16.7
Torres and Cape	100.0	100.0	19.0
Northern Region	77.6	79.3	15.4
North West	74.3	88.1	15.1
Townsville	77.7	78.2	15.5
Central Region	81.3	80.4	14.7
Central Queensland	83.1	83.9	13.8
Central West	75.0	71.4	19.6
Mackay	78.8	76.6	15.7
Sunshine Coast & Wide Bay Region	84.4	83.6	13.6
Sunshine Coast	85.1	82.7	12.3
Wide Bay	83.7	85.1	15.5
Darling Downs & South West Region	75.3	81.9	16.9
Darling Downs	75.2	81.3	16.8
South West	80.0	88.9	18.4
Metro North Region	78.9	81.2	15.0
Moreton	78.0	79.9	15.6
North Brisbane	79.9	82.2	14.5
Metro South Region	76.9	79.2	12.2
Logan	77.6	82.3	12.3
South Brisbane	80.1	78.2	10.7
West Moreton	72.1	75.6	14.1
Gold Coast Region	83.8	84.5	13.6
Gold Coast	83.8	84.5	13.6
Statewide	79.7	81.8	14.2

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
0.50	7.7	37.0	1.80
0.56	9.2	38.0	1.67
0.00	0.0	31.0	6.12
0.89	11.1	36.0	2.48
2.02	10.6	22.0	0.00
0.72	12.8	41.0	2.76
2.03	6.9	43.0	2.00
2.20	11.4	39.0	2.10
0.00	0.0	10.0	0.00
2.07	2.9	51.0	1.52
0.70	4.4	29.0	3.80
0.67	4.6	29.0	4.14
0.81	5.3	29.0	2.37
2.42	6.4	50.0	1.53
2.79	6.4	52.0	1.38
0.00	12.6	36.0	2.47
0.50	5.5	37.0	1.93
0.83	5.1	45.0	2.16
0.31	9.5	31.0	1.72
0.91	6.8	24.0	2.72
0.51	6.3	28.0	1.81
0.81	4.6	20.0	2.29
0.40	13.2	26.0	4.73
0.89	7.9	30.0	1.89
0.94	9.2	30.0	1.65
1.07	6.0	32.0	2.22

Daily Activity

Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
Jul-Dec 2022-23	Jul-Dec 2023-24	Jul-Dec 2022-23	Jul-Dec 2023-24	Jul-Dec 2022-23	Jul-Dec 2023-24	Jul-Dec 2022-23	Jul-Dec 2023-24
187	183	53	48	240	231	198	189
179	176	48	43	227	219	188	181
8	7	5	4	13	12	9	8
214	217	62	61	276	278	229	229
34	35	9	9	43	44	34	34
180	182	53	52	233	234	195	195
231	229	54	58	285	288	246	246
131	132	30	33	162	165	142	144
5	5	3	2	8	7	7	6
95	92	21	23	116	116	97	96
375	385	94	99	469	484	411	420
224	228	62	63	286	291	253	256
151	157	32	36	183	193	158	164
179	188	51	55	229	243	199	208
168	177	46	50	214	227	186	194
10	11	5	6	15	17	13	14
447	458	169	187	616	645	548	582
233	238	99	103	332	341	288	297
213	220	70	84	283	304	260	285
631	655	242	261	873	916	789	835
244	253	86	91	330	343	295	305
230	240	105	115	335	355	306	329
158	162	51	56	209	218	188	201
282	290	68	75	351	365	299	317
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2,546	2,606	793	844	3,339	3,450	2,919	3,026

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		90th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
Far Northern Region	8.4	17.5	10.4	21.2	10.9	21.4	23.6	58.5	45.2	79.2	76.6
Cairns	8.3	17.3	10.4	21.2	10.9	21.5	24.3	59.2	44.5	78.9	76.7
Torres and Cape	7.6	23.1	10.8	21.7	11.4	21.3	13.3	38.4	56.4	85.1	71.4
Northern Region	7.7	14.3	9.4	16.7	9.8	17.4	17.9	47.6	53.4	86.8	83.4
North West	6.5	12.5	7.5	13.6	8.0	13.5	11.5	31.2	68.5	91.9	80.0
Townsville	7.9	14.3	9.7	17.0	10.3	17.9	19.7	50.5	49.1	85.3	83.5
Central Region	7.8	16.1	9.2	19.3	9.6	20.0	16.1	43.4	55.4	88.6	69.3
Central Queensland	7.8	15.3	9.0	18.3	9.6	19.0	16.3	44.4	57.0	88.1	70.2
Central West	5.2	12.8	7.4	22.6	7.8	19.0	8.9	27.9	71.6	96.5	83.3
Mackay	7.6	18.7	9.6	20.4	9.8	21.1	16.2	41.9	51.6	88.5	68.7
Sunshine Coast & Wide Bay Region	9.0	19.8	11.5	23.2	12.6	24.6	26.1	60.6	38.2	77.3	67.2
Sunshine Coast	8.7	19.6	12.0	23.6	13.3	25.0	26.9	60.0	35.8	76.4	68.0
Wide Bay	9.3	20.1	10.7	22.6	11.7	23.8	24.7	61.6	42.0	79.0	64.6
Darling Downs & South West Region	8.0	19.9	9.2	21.8	9.8	22.6	17.8	49.1	50.6	87.0	70.4
Darling Downs	8.0	20.3	9.3	21.6	10.0	22.8	18.7	50.0	49.5	86.3	70.4
South West	6.6	14.4	7.5	23.5	7.1	15.8	9.9	37.2	69.5	98.1	71.0
Metro North Region	8.2	16.2	12.6	24.3	15.7	27.6	32.1	66.8	33.4	73.2	82.1
Moreton	9.1	17.4	13.8	25.7	17.2	28.7	34.9	68.9	33.6	72.1	80.4
North Brisbane	7.5	14.2	11.6	22.4	14.6	26.5	30.0	65.4	31.9	74.2	84.9
Metro South Region	8.8	17.9	13.3	25.1	16.7	28.5	33.1	68.4	37.5	75.4	83.7
Logan	8.9	17.9	13.9	25.4	18.0	29.3	35.3	69.6	33.0	72.7	83.2
South Brisbane	8.4	15.7	13.0	24.5	15.7	27.9	32.1	67.5	42.2	78.1	84.1
West Moreton	9.4	20.0	13.4	26.2	16.1	28.5	32.6	68.0	38.6	71.3	79.0
Gold Coast Region	8.5	16.4	11.9	22.6	14.8	26.9	27.3	61.6	38.9	77.9	79.7
Gold Coast	8.4	16.4	11.9	22.6	14.8	26.9	27.3	61.6	38.9	77.9	79.7
Statewide	8.4	17.3	11.7	23.4	13.3	26.1	25.2	61.1	44.5	80.8	80.2

Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
294K	\$1,047
263K	\$993
30K	\$2,155
271K	\$883
29K	\$934
242K	\$874
423K	\$1,169
226K	\$1,204
11K	\$2,248
186K	\$1,053
703K	\$985
468K	\$1,054
235K	\$880
320K	\$1,153
296K	\$1,091
24K	\$1,986
1.082M	\$815
528K	\$761
554K	\$876
1.564M	\$883
579K	\$843
659K	\$958
327K	\$826
663K	\$914
663K	\$914
5.320M	\$942

National comparison 2022-2023

	QAS	National
Patient Experience - Overall	97%	97%
Level of care provided by Paramedics	96%	97%
Level of trust & confidence in paramedics	93%	93%
Cost per Incident	\$952.91	\$1,298.46
Cost per Capita	\$218.99	\$209.91
Total Incidents	1.236M	4.246M
Incidents per 1,000 People	229.8	161.7
Response to Incident Ratio	1.17	1.30
Total Patients Attended	1.249M	4.042M
Patients Transported	1.092M	3.421M
No. of Patients Treated Not Transported	157K	621K
% 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	93.4%	93.4%
Number of Triple Zero (000) calls received	1.130M	4.112M
Cardiac Arrest Survival Rate²	24%	24%
Total Salaried Staff (Ambulance Operatives only)	4,787	19,164
Ambulance Operatives	88.9%	83.0%
Operational Workforce Attrition	2.8	4.4
Paramedics per 100,000 Population	75.2	63.1

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 FYTD 2023-2024.

² ROGS 2024 relates to 2022-2023 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: 587,469
 Triple Zero (000) Calls Answered ≤ 10 secs: 92.61%



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 Data reflects A3PDP22 (Jan 23-Dec 23) and A3PDP23 (Jan 23-Dec 23).

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 2022-2023

Government Services report

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

<https://www.pc.gov.au/ongoing/report-on-government-services/2024/health/ambulance-services>

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