

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2019 to December 2019



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
	50th Percentile	90th Percentile	50th Percentile	90th Percentile	
Cairns & Hinterland	83.5	87.0	13.9		
Torres & Cape	83.3	70.0	20.1		
Central Queensland	81.3	82.5	13.5		
Central West	100.0	100.0	20.1		
Darling Downs	85.5	85.6	14.3		
Gold Coast	86.4	87.6	14.1		
Mackay	77.5	81.9	15.0		
Metro North	80.8	86.5	15.5		
Metro South	83.3	83.8	13.2		
North West	75.0	87.0	15.5		
South West	66.7	88.9	14.4		
Sunshine Coast	89.0	85.4	13.4		
Townsville	81.3	78.2	14.3		
West Moreton	78.2	80.9	15.9		
Wide Bay	87.6	81.1	13.2		
Statewide	83.1	84.3	14.2		



Care for staff

Local Ambulance Service Network	Clinical Attrition % (ROGS definition) ²	Crew Safety Index ¹	% Eligible Officers with Current Performance Development Plans ¹		Injury Downtime Rate %
			50th Percentile	90th Percentile	
Cairns & Hinterland	0.8	3.8	97.7	0.96	
Torres & Cape	0.0	4.2	100.0	0.77	
Central Queensland	0.8	5.3	100.0	0.66	
Central West	0.0	5.4	100.0	0.00	
Darling Downs	2.1	4.1	98.6	2.03	
Gold Coast	0.0	10.9	97.8	0.74	
Mackay	0.0	1.4	99.4	0.40	
Metro North	0.8	5.4	98.2	0.30	
Metro South	0.4	3.4	98.5	0.48	
North West	0.0	11.1	100.0	0.00	
South West	0.0	0.0	100.0	2.65	
Sunshine Coast	0.3	5.3	99.2	1.01	
Townsville	0.4	6.6	100.0	1.34	
West Moreton	0.9	10.9	99.6	0.97	
Wide Bay	1.0	2.2	98.6	0.66	
Statewide	0.6	5.4	97.1	0.68	



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 - Dec 2018-19	Jul - Dec 2019-20	Jul - Dec 2018-19	Jul - Dec 2019-20	Jul - Dec 2018-19	Jul - Dec 2019-20	Jul - Dec 2018-19	Jul - Dec 2019-20
Cairns & Hinterland	148	159	50	52	198	211	169	181
Torres & Cape	5	7	4	4	9	10	5	7
Central Queensland	113	125	33	35	146	160	126	138
Central West	5	5	2	2	7	7	6	6
Darling Downs	132	143	49	51	181	195	154	165
Gold Coast	255	283	57	59	312	342	265	290
Mackay	75	81	21	21	96	102	79	85
Metro North	434	467	185	195	620	661	533	574
Metro South	471	504	191	206	662	710	581	622
North West	28	29	9	9	37	38	28	28
South West	8	9	4	5	12	14	10	12
Sunshine Coast	198	211	61	61	258	272	224	237
Townsville	152	159	54	50	206	208	173	175
West Moreton	141	158	39	49	180	207	158	178
Wide Bay	126	139	32	31	158	170	133	144
Statewide	2,291	2,477	790	830	3,081	3,308	2,645	2,843

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

¹ Statewide figures represent a percentage of all eligible staff, with exception of 'Crew Safety Index' which presents physical and/or verbal abuse per 100,000 hrs worked in LASN Operations.

¹ Figures are rounded to whole numbers.

² Figures are rounded.



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	90th Percentile	50th Percentile	90th Percentile	50th Percentile	90th Percentile	50th Percentile	90th Percentile	% < 30 mins		% < 60 mins
Cairns & Hinterland	7.8	15.5	8.3	17.1	8.6	17.7	13.3	32.8	80.3	94.8	77.2
Torres & Cape	11.5	19.0	9.7	21.0	9.2	20.6	12.3	32.5	94.2	94.7	80.0
Central Queensland	6.2	11.8	7.6	14.7	7.9	15.2	10.7	25.6	87.0	97.1	81.2
Central West	7.7	21.1	6.5	10.5	6.9	13.4	6.9	21.3	86.9	97.8	0.0
Darling Downs	7.1	18.4	7.9	18.7	8.0	19.4	11.7	33.1	76.1	94.4	84.5
Gold Coast	7.7	13.8	9.4	16.8	10.2	18.2	19.2	46.6	60.3	90.7	78.0
Mackay	7.4	17.6	8.7	18.3	8.6	18.7	11.7	30.0	84.9	96.4	78.0
Metro North	7.3	13.4	9.6	18.0	10.2	19.3	23.0	55.7	57.0	89.3	83.2
Metro South	7.7	13.5	10.0	18.2	10.7	19.6	23.3	56.5	55.5	88.2	82.8
North West	6.9	14.4	7.4	11.8	7.6	12.5	9.8	19.9	92.6	97.2	83.3
South West	6.9	19.4	6.6	14.2	7.6	16.5	7.6	23.4	87.4	97.7	90.0
Sunshine Coast	8.2	16.2	9.3	18.7	10.0	19.9	16.8	40.3	56.7	87.2	73.6
Townsville	7.3	12.4	8.2	13.7	8.3	14.3	13.3	29.1	78.1	94.6	89.1
West Moreton	8.2	16.4	10.0	19.3	10.6	20.7	19.9	48.5	54.5	88.7	76.9
Wide Bay	7.9	17.6	8.5	18.0	8.8	18.9	12.8	36.6	69.2	89.6	75.3
Statewide	7.6	14.4	9.2	17.7	9.6	18.9	17.4	46.6	67.3	91.6	81.3

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

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	477,145
Triple Zero (000) Calls Answered <= 10 secs	90.2%



Value for money

Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹	Average Cost Per Capita ²
Cairns & Hinterland	255K	\$731	\$111
Torres & Cape	27K	\$2,079	\$143
Central Queensland	218K	\$881	\$119
Central West	10K	\$2,492	\$306
Darling Downs	282K	\$900	\$113
Gold Coast	606K	\$666	\$69
Mackay	173K	\$907	\$98
Metro North	1,004M	\$572	\$69
Metro South	1,143M	\$591	\$67
North West	28K	\$961	\$236
South West	24K	\$2,117	\$217
Sunshine Coast	417K	\$783	\$94
Townsville	240K	\$711	\$113
West Moreton	286K	\$663	\$88
Wide Bay	216K	\$702	\$101
Statewide	4,929M	\$698	\$86

¹ The Road Ambulance costs and Road Ambulance Activity used in the calculations relate to FYTD 2019-20 Qtr 2

² The average cost per capita figures represent FYTD 2019-20 Qtr 2 actuals



National comparison 2018-2019

Council of Australian Governments Report on Government Services (ROGS) 2020 ¹	QAS	National
Patient Experience - Overall	96%	98%
Level of care provided by Paramedic	96%	97%
Level of trust and confidence in paramedics ³	90%	93%
Cost per Incident	\$734.10	\$1,004.76
Cost per Capita	\$165.39	\$153.61
Total Incidents	1.138M	3.849M
Incidents per 1,000 People	225	153
Response to Incident Ratio	1.15	1.26
Total Patients Attended	1.113M	3.697M
Patients Transported	982K	3.228M
No. of Patients Treated Not Transported	131K	469K
% of Patients Treated Not Transported	12%	13%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	91.5%	88.4%
Number of Triple Zero (000) calls received	865.5K	3.291M
Cardiac Arrest Survival Rate ²	29.1%	25.7%
Total Salaried Staff	4,610	18,445
Ambulance Operatives	88.2%	81.5%
Operational Workforce Attrition	1.9%	2.9%
Paramedics per 100,000 Population	67.6	51.9

¹ ROGS 2020 relates to 2018-2019 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'.

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 total duty hours + overtime hours + hours of callout on emergency availability).

% 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. Response time is the period from the time when the call is received to when the first ambulance service vehicle arrives at the scene.

Code 1 & 2A Response times (in minutes) 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 Ambulance Service Networks are based upon revised population estimates sourced from Australian Bureau of Statistics Catalogue No. 3235.0 Population by Age and Sex, Australia and prepared by the Information Support, Research & Evaluation Unit, QAS.

Average Cost Per Capita

Calculated as total QAS Road Ambulance costs divided by estimated population, this measure provides an indication of the relative cost of providing ambulance services to communities across the State.

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 2018-2019

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/2020/health/ambulance-services>

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

