

Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2021 - March 2022



Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % ¹ Cardiac Patients ¹		Clinically Meaningful Pain Reduction % ¹ Trauma Patients ¹		% of Emergency & Urgent Patients Treated & Not Transported ¹
	83.7	84.4	84.4	84.4	
Far Northern Region	83.7	84.4	84.4	84.4	15.9
Cairns	83.7	84.8	84.8	84.8	15.5
Torres and Cape	80.0	70.0	70.0	70.0	25.2
Northern Region	79.1	76.5	76.5	76.5	15.3
North West	69.4	92.9	92.9	92.9	15.7
Townsville	79.8	74.7	74.7	74.7	15.3
Central Region	80.9	83.1	83.1	83.1	13.4
Central Queensland	81.0	81.6	81.6	81.6	12.9
Central West	78.6	85.7	85.7	85.7	18.6
Mackay	80.8	84.7	84.7	84.7	13.9
Sunshine Coast & Wide Bay Region	86.8	86.4	86.4	86.4	14.8
Sunshine Coast	84.4	84.6	84.6	84.6	14.4
Wide Bay	89.5	89.1	89.1	89.1	15.4
Darling Downs & South West Region	77.7	85.3	85.3	85.3	15.7
Darling Downs	77.2	85.4	85.4	85.4	15.5
South West	94.7	82.8	82.8	82.8	18.8
Metro North Region	81.2	83.7	83.7	83.7	16.0
Moreton	-	-	-	-	-
North Brisbane	-	-	-	-	-
Metro South Region ⁵	80.7	80.3	80.3	80.3	12.7
Logan	-	-	-	-	-
South Brisbane	-	-	-	-	-
West Moreton	79.9	74.9	74.9	74.9	17.5
Gold Coast Region	84.9	84.7	84.7	84.7	15.7
Gold Coast	84.9	84.7	84.7	84.7	15.7
Statewide	81.7	82.5	82.5	82.5	14.9



Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) ¹	Occupational Violence Staff Safety Index ^{1,2,3}	% Eligible Officers with Current Performance Development Plans ^{3,4}	Injury Downtime Rate % ¹
Far Northern Region	1.99	5.3	22.8	2.12
Cairns	2.25	6.3	20.7	1.85
Torres and Cape	0.00	0.0	25.6	3.91
Northern Region	1.22	9.8	38.8	1.53
North West	1.94	9.5	25.0	0.00
Townsville	1.12	10.0	37.7	2.08
Central Region	1.09	6.1	59.6	1.14
Central Queensland	0.82	7.4	56.4	1.26
Central West	4.20	0.0	33.3	0.00
Mackay	1.09	5.0	76.9	1.13
Sunshine Coast & Wide Bay Region	1.61	4.5	38.3	1.74
Sunshine Coast	1.79	3.4	42.8	1.11
Wide Bay	1.41	7.3	36.2	2.53
Darling Downs & South West Region	1.44	3.4	48.0	1.57
Darling Downs	1.70	4.1	56.8	1.57
South West	0.00	0.0	8.6	1.75
Metro North Region	1.47	3.3	19.4	1.70
Moreton	1.70	4.3	17.7	2.32
North Brisbane	1.62	3.1	23.7	1.21
Metro South Region ⁵	1.31	4.0	25.3	1.52
Logan	1.25	4.4	22.7	1.08
South Brisbane	1.82	2.9	33.4	1.60
West Moreton	0.79	6.0	27.0	2.01
Gold Coast Region	1.34	4.4	19.5	1.56
Gold Coast	1.40	5.3	23.6	1.64
Statewide	1.43	4.1	30.7	1.52



Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Mar 2020-21	Jul-Mar 2021-22	Jul-Mar 2020-21	Jul-Mar 2021-22	Jul-Mar 2020-21	Jul-Mar 2021-22	Jul-Mar 2020-21	Jul-Mar 2021-22
Far Northern Region	167	180	52	51	219	231	185	192
Cairns	160	173	48	46	208	219	178	185
Torres and Cape	7	7	4	4	11	11	7	7
Northern Region	191	206	55	60	246	266	205	222
North West	30	32	9	9	39	41	30	32
Townsville	160	174	47	51	207	225	174	190
Central Region	215	226	56	57	272	283	240	250
Central Queensland	127	131	33	33	160	164	144	147
Central West	5	5	2	2	7	7	6	6
Mackay	83	91	21	22	105	113	89	96
Sunshine Coast & Wide Bay Region	358	368	89	93	447	461	390	397
Sunshine Coast	214	219	58	61	272	280	241	245
Wide Bay	144	149	31	32	175	181	149	152
Darling Downs & South West Region	160	173	55	51	215	223	185	191
Darling Downs	151	163	51	46	202	209	173	178
South West	9	9	4	5	13	15	12	13
Metro North Region	461	442	190	178	651	620	566	543
Moreton	233	227	106	101	339	329	291	281
North Brisbane	228	215	84	77	312	291	275	262
Metro South Region ⁵	662	639	252	240	913	879	815	780
Logan	251	245	87	82	337	327	298	277
South Brisbane	252	233	118	108	370	342	337	310
West Moreton	159	161	47	49	206	210	180	193
Gold Coast Region	286	277	63	66	349	343	298	291
Gold Coast	286	277	63	66	349	343	298	291
Statewide	2,499	2,511	812	794	3,312	3,306	2,885	2,869

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 Metro South Region total (Care for Patients section only) is based on Logan and South Brisbane Districts only.
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 at time of publishing.



Service Delivery

Regions and Districts	Response Time Percentiles (mins)						Response Time (%)			% of Non-Emergency Incidents Attended to by the Appointment Time ²	
	50th Percentile		90th Percentile		50th Percentile		90th Percentile		% < 30 mins		% < 60 mins
	1A	1A	1B	1B	1C	1C	2A	2A			
Far Northern Region	8.2	17.1	9.7	19.3	10.3	20.3	20.0	51.5	65.9	88.6	73.1
Cairns	8.2	16.4	9.7	19.3	10.3	20.3	20.5	52.0	64.6	88.4	73.8
Torres and Cape	11.0	25.2	9.7	20.5	10.3	20.7	12.0	30.5	87.1	94.2	33.3
Northern Region	7.7	13.9	8.6	14.8	9.0	15.5	16.1	42.5	72.0	92.4	86.9
North West	6.6	11.3	7.4	12.3	7.6	12.5	10.9	26.4	87.4	97.2	80.8
Townsville	7.9	14.0	8.8	15.2	9.3	15.9	17.4	45.0	68.8	91.2	87.0
Central Region	8.0	17.1	8.9	18.4	9.1	18.4	13.9	38.2	77.9	94.8	68.8
Central Queensland	7.6	15.6	8.7	17.0	9.0	17.4	14.2	39.0	77.6	95.3	70.6
Central West	6.7	10.6	7.7	18.6	7.1	15.6	8.4	29.5	82.9	97.0	50.0
Mackay	8.8	19.5	9.2	20.1	9.3	19.9	13.9	37.2	78.1	94.0	67.3
Sunshine Coast & Wide Bay Region	8.7	18.5	10.4	21.2	11.3	22.9	23.5	57.0	53.3	85.0	73.9
Sunshine Coast	9.2	18.5	11.0	21.8	12.2	23.6	25.2	57.3	49.9	82.6	75.2
Wide Bay	8.1	18.4	9.7	20.3	10.3	21.6	20.6	56.2	58.3	88.2	69.1
Darling Downs & South West Region	7.8	19.5	8.7	19.7	9.1	20.6	14.3	41.5	72.9	93.7	76.8
Darling Downs	7.9	19.4	8.7	19.8	9.2	20.8	14.8	41.7	72.3	93.4	76.8
South West	6.9	17.1	7.4	16.1	7.4	14.8	8.7	31.8	84.7	98.8	76.3
Metro North Region	8.7	16.4	12.7	24.1	15.3	27.1	34.1	68.7	41.5	81.3	79.3
Moreton	9.3	17.7	13.6	25.4	16.6	28.2	35.9	69.6	42.8	81.8	77.9
North Brisbane	8.2	15.0	11.7	22.3	14.2	25.7	32.3	67.6	38.5	80.6	82.1
Metro South Region	9.1	17.3	13.4	25.0	16.2	28.0	34.4	69.2	44.9	80.4	82.1
Logan	9.8	18.0	13.9	25.2	16.9	28.3	34.8	69.3	41.1	78.7	83.0
South Brisbane	8.5	16.3	12.8	24.7	15.5	27.6	33.9	69.2	49.6	82.2	81.3
West Moreton	9.0	19.1	12.1	23.8	14.3	26.7	28.6	63.6	47.6	83.9	77.1
Gold Coast Region	9.1	17.1	12.7	23.8	15.3	27.0	31.7	67.1	45.8	83.8	76.9
Gold Coast	9.1	17.1	12.7	23.8	15.3	27.0	31.7	67.1	45.8	83.8	76.9
Statewide	8.7	17.3	11.3	22.9	12.7	25.3	24.0	60.7	59.9	88.0	78.9

Value for money

Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹	
Far Northern Region	290K	\$872
Cairns	261K	\$818
Torres and Cape	28K	\$2,027
Northern Region	271K	\$739
North West	27K	\$831
Townsville	243K	\$722
Central Region	406K	\$991
Central Queensland	221K	\$977
Central West	10K	\$2,171
Mackay	175K	\$936
Sunshine Coast & Wide Bay Region	668K	\$814
Sunshine Coast	446K	\$875
Wide Bay	222K	\$717
Darling Downs & South West Region	310K	\$1,005
Darling Downs	286K	\$935
South West	24K	\$2,005
Metro North Region	1.064M	\$647
Moreton	-	\$613
North Brisbane	-	\$686
Metro South Region	1.205M ²	\$712
Logan	-	\$706
South Brisbane	-	\$685
West Moreton	313K	\$766
Gold Coast Region	651K	\$750
Gold Coast	651K	\$750
Statewide	5.176M	\$775

National comparison 2020-2021

	QAS	National
Council of Australian Governments Report on Government Services (ROGS) 2022 ¹		
Patient Experience - Overall	96%	96%
Level of care provided by Paramedics	97%	97%
Level of trust & confidence in paramedics	92%	92%
Cost per Incident	\$804.71	\$1,076.44
Cost per Capita	\$187.48	\$170.83
Total Incidents	1.210M	4.078M
Incidents per 1,000 People	233.0	158.7
Response to Incident Ratio	1.16	1.27
Total Patients Attended	1.204M	3.914M
Patients Transported	1.062M	3.415M
No. of Patients Treated Not Transported	142K	499K
% 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	89.1%	90.8%
Number of Triple Zero (000) calls received	1.024M	3.654M
Cardiac Arrest Survival Rate ²	26%	23%
Total Salaried Staff (Ambulance Operatives only)	4,451	16,742
Ambulance Operatives	89.0%	81.6%
Operational Workforce Attrition	1.6	2.9
Paramedics per 100,000 Population	72.1	56.7

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 2021-2022.

¹ ROGS 2022 relates to 2020-2021 data and activity.

² The National range of Cardiac Arrest Survival Rates is shown; rates can vary due to differences in calculation methodology.

² Population figures for Metro South Region is based on South Brisbane and Logan Districts only.

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	837,806
Triple Zero (000) Calls Answered < = 10 secs	84.08%



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. Data reflects A3PDP2022, A3PDP2021, plus additional graduates who have completed A3GPPDP120, A3GPPDP220 and A3GPPDP320.

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 2020-2021

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/2022/health/ambulance-services>

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