

Queensland Ambulance Service

Public Performance Indicators financial year ending June 2020



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
Cairns & Hinterland	87.4	89.0	14.2
Torres & Cape	90.9	80.0	22.5
Central Queensland	82.6	84.5	13.5
Central West	85.7	100.0	19.4
Darling Downs	82.2	85.7	14.6
Gold Coast	86.4	87.5	14.7
Mackay	77.6	82.3	14.3
Metro North	80.0	85.5	15.6
Metro South	82.5	83.4	13.4
North West	80.4	89.8	16.4
South West	70.6	93.3	14.0
Sunshine Coast	88.8	87.1	13.7
Townsville	79.8	75.7	14.4
West Moreton	76.8	82.5	16.2
Wide Bay	86.9	85.8	13.6
Statewide	82.6	84.7	14.4



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 %
Cairns & Hinterland	1.6	4.9	79.2	0.79
Torres & Cape	0.0	5.0	96.6	1.65
Central Queensland	1.3	6.1	83.7	0.59
Central West	0.0	3.4	90.5	1.29
Darling Downs	2.1	4.0	83.1	1.69
Gold Coast	0.5	11.3	74.7	0.63
Mackay	0.0	1.7	94.2	1.35
Metro North	1.2	7.1	69.2	0.54
Metro South	1.2	5.0	77.7	0.76
North West	0.0	9.5	90.2	0.03
South West	0.0	4.9	67.3	2.88
Sunshine Coast	0.6	5.4	81.8	0.88
Townsville	1.6	10.2	81.9	1.39
West Moreton	0.9	13.1	71.4	0.96
Wide Bay	1.9	3.4	63.5	0.77
Statewide	1.1	6.7	76.9	0.77



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 - Jun 2018-19	Jul - Jun 2019-20	Jul - Jun 2018-19	Jul - Jun 2019-20	Jul - Jun 2018-19	Jul - Jun 2019-20	Jul - Jun 2018-19	Jul - Jun 2019-20
Cairns & Hinterland	152	156	51	51	203	207	174	176
Torres & Cape	6	6	4	4	9	10	6	6
Central Queensland	114	122	33	33	147	155	127	133
Central West	4	5	2	2	6	7	6	6
Darling Downs	133	141	50	48	184	189	157	160
Gold Coast	258	274	56	61	315	335	266	280
Mackay	76	78	21	19	97	98	80	82
Metro North	442	455	186	184	628	639	541	550
Metro South	476	494	194	198	670	692	587	605
North West	29	28	8	8	37	37	28	28
South West	8	9	4	4	12	13	10	12
Sunshine Coast	199	206	59	57	258	263	224	228
Townsville	155	154	53	47	208	201	174	169
West Moreton	144	155	41	46	185	201	162	171
Wide Bay	127	136	32	30	159	167	135	140
Statewide	2,323	2,419	795	792	3,119	3,212	2,677	2,746

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		% < 30 mins	% < 60 mins	
	1A	1A	1B	1B	1C	1C	2A	2A	2B	2C	
Cairns & Hinterland	7.5	16.0	8.2	16.9	8.6	17.5	13.5	32.4	79.6	94.9	78.0
Torres & Cape	7.8	17.9	9.9	19.5	9.5	20.7	12.2	28.2	92.5	97.1	82.4
Central Queensland	6.8	12.6	7.6	14.9	7.9	15.4	10.7	24.6	87.8	97.8	82.0
Central West	10.3	24.3	6.8	14.4	7.1	16.1	7.2	24.8	85.5	97.9	0.0
Darling Downs	7.1	18.7	8.0	18.7	8.2	19.6	12.0	33.2	78.5	95.1	85.3
Gold Coast	7.5	13.0	9.3	16.5	10.2	18.4	18.5	43.5	64.1	91.6	79.9
Mackay	7.6	17.8	8.6	18.0	8.6	18.5	11.9	28.8	84.8	96.9	78.9
Metro North	7.2	13.4	9.4	17.5	10.4	19.4	21.5	50.9	61.2	90.6	84.2
Metro South	7.5	13.4	9.8	17.8	10.8	19.8	21.3	51.7	59.1	90.0	84.0
North West	7.3	13.1	7.5	12.0	7.6	12.3	10.2	19.9	91.3	97.5	77.8
South West	8.0	17.6	7.1	14.8	7.3	15.7	7.7	24.9	89.8	97.9	77.5
Sunshine Coast	8.0	15.9	9.3	18.7	10.0	20.0	16.6	38.4	61.3	88.4	77.2
Townsville	7.3	12.6	8.2	13.8	8.4	14.4	13.4	28.6	79.1	95.2	89.3
West Moreton	8.1	15.9	9.8	19.1	10.7	20.8	19.3	46.5	57.7	89.5	78.6
Wide Bay	8.0	17.6	8.5	18.2	8.9	19.0	13.0	36.9	69.7	90.0	73.4
Statewide	7.5	14.3	9.1	17.4	9.7	19.0	16.8	43.2	69.4	92.4	82.5

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

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	919,136
Triple Zero (000) Calls Answered <= 10 secs	91.3%



Value for money

Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) ¹
Cairns & Hinterland	257K	\$766
Torres & Cape	27K	\$2,158
Central Queensland	218K	\$945
Central West	10K	\$2,735
Darling Downs	283K	\$946
Gold Coast	622K	\$697
Mackay	173K	\$978
Metro North	1.025M	\$596
Metro South	1.163M	\$614
North West	28K	\$1,015
South West	24K	\$2,296
Sunshine Coast	427K	\$831
Townsville	241K	\$755
West Moreton	295K	\$700
Wide Bay	218K	\$739
Statewide	5.011M	\$734

¹ The Road Ambulance costs and Road Ambulance Activity used in the calculations relate to FY 2019-2020.



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 ²	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 - 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 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
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.

