

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2022 - September 2022

### Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients <sup>1,5</sup>	Clinically Meaningful Pain Reduction % Trauma Patients <sup>1,5</sup>	% of Emergency & Urgent Patients Treated & Not Transported <sup>1,5</sup>
Far Northern Region	84.9	88.6	16.9
Cairns	84.8	88.4	16.6
Torres and Cape	100.0	100.0	24.4
Northern Region	82.1	72.0	15.8
North West	91.3	69.6	16.5
Townsville	81.3	72.4	15.6
Central Region	81.1	81.2	14.8
Central Queensland	81.4	83.2	14.5
Central West	83.3	100.0	19.1
Mackay	80.8	76.0	15.1
Sunshine Coast & Wide Bay Region	86.2	87.0	14.1
Sunshine Coast	84.9	89.4	13.2
Wide Bay	87.5	83.2	15.5
Darling Downs & South West Region	77.5	86.1	16.5
Darling Downs	78.3	86.0	16.4
South West	57.1	86.7	18.0
Metro North Region	82.2	82.1	15.8
Moreton	-	-	-
North Brisbane	-	-	-
Metro South Region	81.0	81.1	13.0
Logan	-	-	-
South Brisbane	-	-	-
West Moreton	77.6	80.0	16.1
Gold Coast Region	88.4	88.5	13.9
Gold Coast	88.4	88.5	13.9
Statewide	82.8	83.0	14.7

### Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) <sup>1</sup>	Occupational Violence Staff Safety Index <sup>2,3</sup>	% Eligible Officers with Current Performance Development Plans <sup>3,5</sup>	Injury Downtime Rate % <sup>1</sup>
Far Northern Region	1.01	10.0	23.5	4.67
Cairns	0.76	11.1	21.2	5.60
Torres and Cape	3.72	8.0	35.0	0.00
Northern Region	0.63	5.5	31.2	1.10
North West	1.98	4.6	25.9	1.22
Townsville	0.38	6.8	32.8	1.27
Central Region	0.66	4.4	63.1	0.91
Central Queensland	1.26	8.0	58.0	0.28
Central West	0.00	0.0	60.9	0.00
Mackay	0.00	1.3	70.8	1.58
Sunshine Coast & Wide Bay Region	0.98	1.6	41.7	2.65
Sunshine Coast	0.64	0.6	38.6	2.43
Wide Bay	1.17	2.9	47.5	2.28
Darling Downs & South West Region	1.34	2.4	46.1	1.05
Darling Downs	1.59	2.3	50.3	1.17
South West	0.00	0.0	16.7	0.00
Metro North Region	0.39	3.4	21.4	1.88
Moreton	0.49	3.4	21.1	1.67
North Brisbane	0.34	4.2	21.7	2.01
Metro South Region	0.73	6.3	24.0	1.47
Logan	1.27	9.4	17.5	0.98
South Brisbane	0.17	3.3	28.3	1.49
West Moreton	1.14	10.9	23.6	2.82
Gold Coast Region	0.25	6.9	27.9	1.81
Gold Coast	0.26	8.4	27.9	1.91
Statewide	0.70	4.4	33.3	1.76

### Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Sep 2021-22	Jul-Sep 2022-23	Jul-Sep 2021-22	Jul-Sep 2022-23	Jul-Sep 2021-22	Jul-Sep 2022-23	Jul-Sep 2021-22	Jul-Sep 2022-23
Far Northern Region	175	184	56	54	231	238	193	196
Cairns	167	177	52	49	219	225	186	188
Torres and Cape	8	8	4	5	12	13	7	9
Northern Region	202	210	61	63	262	274	220	226
North West	32	34	9	10	41	44	32	34
Townsville	169	176	52	53	221	230	187	192
Central Region	225	230	60	56	285	286	257	248
Central Queensland	131	131	35	31	166	162	153	143
Central West	5	6	3	3	8	9	7	8
Mackay	88	93	23	23	111	116	97	98
Sunshine Coast & Wide Bay Region	364	370	99	96	464	465	408	410
Sunshine Coast	215	221	65	65	280	286	250	252
Wide Bay	149	149	34	31	184	180	158	158
Darling Downs & South West Region	174	178	54	52	228	230	195	200
Darling Downs	164	167	49	47	213	214	182	186
South West	10	11	5	5	15	16	13	14
Metro North Region	437	437	193	164	630	601	560	540
Moreton	224	228	108	97	332	325	289	286
North Brisbane	213	209	85	68	298	277	270	254
Metro South Region	635	618	248	239	882	857	795	776
Logan	243	237	86	84	329	321	286	290
South Brisbane	235	225	111	104	346	329	315	300
West Moreton	157	156	51	52	207	207	194	186
Gold Coast Region	270	277	70	68	340	344	295	294
Gold Coast	270	277	70	68	340	344	295	294
Statewide	2481	2,503	841	792	3,323	3,295	2,923	2,892

<sup>1</sup> In more remote areas small case volume may affect the values shown.  
<sup>2</sup> 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.  
<sup>3</sup> Statewide and Regional figure includes Comms data.  
<sup>4</sup> Regional figures include eligible Regional Office and Operations Centre personnel. Statewide figure includes eligible employees in Operations Centres and State Headquarters.  
<sup>5</sup> Unable to provide Logan, South Brisbane, Moreton and North Brisbane District figures individually, however figures are included in Region totals.  
**NOTE:** Due to the QAS structural realignment new districts have been created and 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 <sup>1</sup>		
	50th Percentile		90th Percentile		50th Percentile		90th Percentile				
	1A	1A	1B	1B	2A	2A	2B	2C			
Far Northern Region	8.7	17.7	10.7	20.9	10.7	21.6	21.8	56.3	66.0	88.3	68.7
Cairns	8.5	17.6	10.8	20.9	10.7	21.6	22.5	56.8	64.9	88.3	68.3
Torres and Cape	10.1	17.4	10.1	23.5	10.6	21.4	12.4	37.0	87.5	88.9	89.5
Northern Region	7.9	15.1	9.1	16.1	9.4	16.2	16.4	41.5	70.7	91.9	85.1
North West	6.6	10.4	8.0	13.9	7.9	13.5	11.1	29.1	86.3	95.4	85.7
Townsville	8.1	15.3	9.4	16.3	9.7	16.5	18.1	42.8	67.5	91.1	85.1
Central Region	7.9	18.6	9.2	19.0	9.3	19.1	14.5	39.9	73.9	93.9	69.6
Central Queensland	8.1	16.7	9.2	18.0	9.3	18.1	14.7	40.2	75.3	94.5	72.4
Central West	7.2	23.2	7.7	21.5	7.4	13.1	9.0	27.0	82.9	96.3	0.0
Mackay	7.7	19.3	9.3	20.4	9.6	20.8	14.4	39.8	71.4	92.9	68.5
Sunshine Coast & Wide Bay Region	9.0	18.0	11.2	22.5	12.3	24.2	25.2	59.1	49.1	84.8	73.1
Sunshine Coast	8.9	18.3	11.6	23.0	13.1	24.9	25.8	58.7	45.4	83.5	75.1
Wide Bay	9.1	16.9	10.6	21.6	11.4	23.2	23.7	59.8	55.2	86.8	65.3
Darling Downs & South West Region	7.7	18.9	9.1	21.9	9.8	22.8	15.7	48.0	68.3	91.9	72.5
Darling Downs	7.7	19.1	9.2	22.1	9.9	23.0	16.4	48.7	67.3	91.7	72.6
South West	6.2	10.5	7.6	18.1	7.4	15.5	9.2	31.9	80.9	95.0	50.0
Metro North Region	8.7	17.0	13.5	25.7	16.1	28.1	32.7	66.8	45.6	83.2	81.9
Moreton	9.1	17.8	14.4	26.8	17.3	29.1	35.5	68.1	47.3	82.9	79.0
North Brisbane	8.3	15.3	12.4	23.8	14.9	26.8	30.2	65.0	42.9	83.3	87.9
Metro South Region	9.5	18.2	14.1	26.0	17.0	29.0	32.9	69.2	47.7	85.3	83.5
Logan	9.8	19.7	14.6	26.4	17.8	29.4	34.0	69.6	42.7	84.4	83.1
South Brisbane	9.3	17.1	13.6	25.4	15.9	28.5	31.4	68.6	52.7	86.2	83.9
West Moreton	10.0	20.3	13.4	26.0	16.2	28.7	32.5	67.5	44.9	83.0	79.8
Gold Coast Region	9.2	16.9	12.5	23.1	14.9	27.0	27.9	63.0	55.5	87.1	81.1
Gold Coast	9.2	16.9	12.5	23.1	14.9	27.0	27.9	63.0	55.5	87.1	81.1
Statewide	8.9	17.9	11.9	24.0	13.1	26.1	24.2	60.4	59.6	88.4	80.1

### Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) <sup>1</sup>
Far Northern Region	286K	\$862
Cairns	260K	\$816
Torres and Cape	26K	\$1,752
Northern Region	273K	\$739
North West	29K	\$768
Townsville	244K	\$733
Central Region	417K	\$1,033
Central Queensland	223K	\$1,071
Central West	11K	\$1,740
Mackay	183K	\$929
Sunshine Coast & Wide Bay Region	685K	\$884
Sunshine Coast	456K	\$928
Wide Bay	230K	\$814
Darling Downs & South West Region	316K	\$1,060
Darling Downs	292K	\$994
South West	24K	\$1,929
Metro North Region	1.058M	\$695
Moreton	508K	\$646
North Brisbane	550K	\$752
Metro South Region	1.525M	\$767
Logan	555K	\$773
South Brisbane	654K	\$781
West Moreton	316K	\$737
Gold Coast Region	648K	\$768
Gold Coast	648K	\$768
Statewide	5.208M	\$818

### National comparison 2020-2021

Council of Australian Governments Report on Government Services (ROGS) 2022<sup>1</sup>

	QAS	National
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 <sup>2</sup>	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

<sup>1</sup> In more remote areas small case volume may affect the values shown.  
<sup>2</sup> The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FYTD 2022-2023.  
<sup>1</sup> ROGS 2022 relates to 2020-2021 data and activity.  
<sup>2</sup> 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: 277,378  
 Triple Zero (000) Calls Answered ≤ 10 secs: 94.33%



# 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 are provided for ongoing professional development. Data reflects A3PDP21 (Oct-Dec 21 only), A3PDP22 (Jan-Sept 22 only) and A3GPPDP120 (Oct-Dec 21 and Jan-Sept 22 only).

### 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 2021 preliminary data released 30 August 2022 using revised population data sourced from the Australian Bureau of Statistics 'Population estimates by age and sex, by Statistical Area Level 2 (ASGS2021), 2021' and prepared by the Information Support, Research & Evaluation Unit, QAS.

Statistical Area Level 2 percentage split across some Districts provided by GIS. This occurs predominately in Logan, South Brisbane, Moreton, West Moreton, North Brisbane, Sunshine Coast, Wide Bay and results in minor inaccuracy as percentage split not always adding to 100%. 9,386 (0.17%) of Queensland population therefore missing from District breakdown.

### 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/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.