

# Queensland Ambulance Service

Public Performance Indicators financial year first quarter - July to September 2015



## Care for patients

Local Ambulance Service Network	% Cardiac Patients Receiving 12 Lead ECG <sup>1</sup>	Clinically Meaningful Pain Reduction % Cardiac Patients <sup>1</sup>	Clinically Meaningful Pain Reduction % Trauma Patients	% Emergency & Urgent Patients Treated & Not Transported	Total Audits Completed	Clinical Audit & Review CART 3 & 4 Variations
Cairns & Hinterland	90.2	95.0	96.2	12.9	1,341	0
Cape York & Torres Strait	100.0	100.0	100.0	25.5	95	0
Central Queensland	95.2	88.3	91.8	13.1	1,213	0
Central West	100.0	100.0	75.0	12.8	88	0
Darling Downs	92.3	87.7	95.0	13.8	1,507	2
Gold Coast	100.0	89.1	95.9	12.4	1,990	2
Mackay	100.0	100.0	93.2	17.9	899	1
Metro North	90.9	86.1	91.0	13.8	3,419	1
Metro South	97.2	80.3	88.9	14.2	3,436	2
North West	100.0	71.4	100.0	16.6	260	0
South West	75.0	75.0	96.2	8.4	192	0
Sunshine Coast	98.3	92.6	94.0	11.0	1,947	1
Townsville	97.3	87.5	89.7	13.8	1,239	0
West Moreton	95.6	90.8	86.5	15.7	1,154	0
Wide Bay	94.6	86.8	93.5	14.4	888	1
Statewide	95.3	87.0	92.0	13.7	19,668	10

<sup>1</sup> In more remote areas small case volume may affect the values shown.



## Care for staff

Local Ambulance Service Network	Clinical Attrition % (ROGS definition)	Crew Safety Index <sup>1</sup>	% Eligible Officers with Current Performance Development Plans	Injury Downtime Rate %
Cairns & Hinterland	0.5	5.2	58.5	0.5
Cape York & Torres Strait	0.0	20.6	28.1	0.0
Central Queensland	0.1	3.3	73.4	0.4
Central West	0.0	12.3	94.1	0.9
Darling Downs	0.8	0.9	92.6	1.3
Gold Coast	0.0	7.2	87.5	0.3
Mackay	0.0	6.1	60.8	0.9
Metro North	0.9	3.5	61.5	1.0
Metro South	0.4	5.8	66.2	0.7
North West	0.0	10.2	93.2	1.0
South West	0.0	0.0	92.9	0.0
Sunshine Coast	0.5	4.8	80.4	0.1
Townsville	1.0	14.1	80.7	1.1
West Moreton	0.0	2.7	47.3	1.0
Wide Bay	0.0	2.7	68.3	2.3
Statewide	0.4	5.2	70.9	0.7

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



## Daily activity

Local Ambulance Service Network	Emergency & Urgent Incidents <sup>1</sup>		Non-Emergency Medically Authorised Incidents <sup>1</sup>		Total Incidents <sup>1</sup>		Total Patients Transported by Road <sup>1</sup>	
	Jul-Sep 2014-15	Jul-Sep 2015-16	Jul-Sep 2014-15	Jul-Sep 2015-16	Jul-Sep 2014-15	Jul-Sep 2015-16	Jul-Sep 2014-15	Jul-Sep 2015-16
Cairns & Hinterland	123	128	43	49	166	177	141	152
Cape York & Torres Strait	5	5	3	3	8	8	5	5
Central Queensland	88	93	36	38	124	131	108	114
Central West	4	4	2	2	6	6	6	5
Darling Downs	109	115	46	46	155	162	135	139
Gold Coast	208	222	44	45	251	267	217	228
Mackay	59	63	18	19	78	82	65	66
Metro North	367	387	168	161	535	548	470	479
Metro South	401	422	163	156	564	577	474	497
North West	22	22	8	7	30	29	23	22
South West	8	7	6	5	14	12	13	11
Sunshine Coast	161	170	68	68	229	238	203	210
Townsville	126	131	47	48	173	179	145	151
West Moreton	109	115	29	27	138	142	114	120
Wide Bay	100	106	28	31	128	138	110	116
Statewide	1,891	1,990	709	705	2,601	2,696	2,230	2,315

<sup>1</sup> Figures are rounded to whole numbers.



## Service delivery

Local Ambulance Service Network	Response Time (mins)				Response Time (%)			% of Non-Emergency Incidents Attended to by the Appointment Time <sup>1</sup>
	50th Percentile	90th Percentile	50th Percentile	90th Percentile	% < 30 mins	% < 60 mins	2C	
Cairns & Hinterland	8.1	17.1	12.0	27.6	86.5	96.9	96.8	
Cape York & Torres Strait	11.9	32.3	13.9	30.1	92.7	95.7	100.0	
Central Queensland	7.4	16.2	9.9	21.9	94.0	99.2	76.8	
Central West	6.9	42.4	7.8	18.9	87.5	96.8	0.0	
Darling Downs	7.8	20.2	10.4	25.4	87.3	96.7	84.1	
Gold Coast	8.8	15.5	15.7	36.8	58.4	86.8	86.5	
Mackay	8.4	19.1	10.6	24.5	91.8	98.2	80.5	
Metro North	8.8	17.0	17.0	42.3	59.5	84.0	82.8	
Metro South	8.9	16.4	16.2	39.4	59.9	85.2	87.7	
North West	7.1	12.0	8.8	16.9	97.3	98.8	0.0	
South West	6.4	38.4	7.0	48.9	95.6	96.8	88.9	
Sunshine Coast	8.6	18.1	12.8	28.9	75.5	92.0	79.7	
Townsville	7.9	14.2	11.7	22.9	88.2	97.6	86.1	
West Moreton	9.0	18.3	14.6	35.8	61.1	81.2	87.5	
Wide Bay	8.4	18.9	11.3	26.4	81.6	93.6	76.6	
Statewide	8.5	17.0	13.8	34.1	73.0	90.9	85.7	

<sup>1</sup> In more remote areas small case volume may affect the values shown.

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	182,787
Triple Zero (000) Calls Answered <= 10 secs	91.52%



## Value for money

Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) <sup>1</sup>	Average Cost Per Capita <sup>1</sup>
Cairns & Hinterland	250K	\$767	\$160
Cape York & Torres Strait	24K	\$1,948	\$231
Central Queensland	225K	\$850	\$164
Central West	12K	\$2,764	\$448
Darling Downs	300K	\$830	\$150
Gold Coast	540K	\$563	\$86
Mackay	185K	\$979	\$146
Metro North	900K	\$512	\$101
Metro South	1M	\$528	\$96
North West	34K	\$1,001	\$325
South West	26K	\$1,751	\$321
Sunshine Coast	390K	\$687	\$121
Townsville	240K	\$620	\$150
West Moreton	220K	\$619	\$128
Wide Bay	220K	\$708	\$145
Statewide	4.566M	\$648	\$122

<sup>1</sup> Preliminary costing model only. Financial data allocations subject to further review.

The 2012-2013 Road Ambulance Budget and 2012-2013 Road Ambulance Activity are used in the calculations.



## National comparison 2013-2014

Council of Australian Governments Report on Government Services (ROGS) 2015 <sup>1</sup>	OAS	National
Patient Satisfaction - Overall	99%	98%
Satisfaction with Treatment	99%	98%
Satisfaction with Paramedic Attitude	99%	98%
Cost per Incident	\$649.61	\$855.95
Cost per Capita	\$124.21	\$113.90
Total Incidents	897K	3.103M
Incidents per 1,000 People	191	135
Response to Incident Ratio	1.17	1.36
Total Patients Attended	862K	3.198M
Patients Transported	777K	2.794M
Patients Not Transported	85K	404
Patients Not Transported	10%	13%
ED Patients Arriving by Ambulance	416.3K	1.731M
Triage Category 1 - Resuscitation	85.4%	84.0%
Triage Category 2 - Emergency	53.1%	46.0%
Triage Category 3 - Urgent	39.2%	33.8%
Triage Category 4 - Semi Urgent	17.4%	15.1%
Triage Category 5 - Non Urgent	6.0%	3.7%
Cardiac Arrest Survival Rate	26.1%	18.8% - 33.8% <sup>2</sup>
Total Salaried Staff	3,882	15,503
Ambulance Operatives	88.0%	81.8%
Operational Workforce Attrition	3.9%	3.6%
Paramedics per 100,000 Population	59.6	46.8

<sup>1</sup> ROGS 2015 relates to 2013-2014 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.



## Public Performance Indicators Explanatory notes



### Care for patients

#### % Cardiac Patients Receiving 12 lead ECG

This measure evaluates the identification and management of cardiac related conditions. 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) are included. The figure presented provides the percentage of these patients that receive a 12 lead ECG to aid diagnosis and management.

#### Clinical Audit & Review

Clinical audit is a quality improvement activity that seeks to improve patient care and outcomes through systematic review of patient care records to measure compliance to clinical practice standards. Of the total audits undertaken, a small number of cases are identified as demonstrating either a significant (Level 3) or major (Level 4) variation to expected levels of clinical practice, skills performance and/or clinical judgement.

#### 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.

#### % 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). A non-emergency case is a patient 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 Queensland Department of Health profiles sourced at: <http://www.health.qld.gov.au/publications/research-reports/reports/cho-report/cho-appendix-full-suite.pdf>

#### Average Cost Per Capita

Calculated as total QAS Road Ambulance Budget 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 annual QAS Road Ambulance Budget by the total Road Ambulance Activity (sum of all emergency, urgent and non-emergency incidents) attended during that period.



### National comparison 2013-2014

#### Government Services report

All reported elements are sourced from the Report on Government Services - <http://www.pc.gov.au/gsp/rogs>

