

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July to December 2016



## 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<br>CART 3 & 4 Variations |
|---------------------------------|---|--|--|---|------------------------|--|
| Cairns & Hinterland             | 97.4  | 89.2   | 92.9   | 13.4  | 479                    | 1  |
| Torres & Cape                   | 100.0   | 100.0  | 92.9   | 18.4  | 8                      | 0  |
| Central Queensland              | 99.1  | 94.8   | 92.6   | 13.4  | 410                    | 1  |
| Central West                    | 100.0   | 100.0  | 77.8   | 14.5  | 8                      | 0  |
| Darling Downs                   | 93.0  | 87.2   | 93.0   | 13.6  | 598                    | 2  |
| Gold Coast                      | 98.4  | 96.6   | 95.3   | 12.5  | 1,257                  | 2  |
| Mackay                          | 98.1  | 86.3   | 88.5   | 19.3  | 236                    | 0  |
| Metro North                     | 98.3  | 84.8   | 90.6   | 14.7  | 1,701                  | 5  |
| Metro South                     | 96.8  | 88.4   | 88.3   | 15.5  | 1,910                  | 3  |
| North West                      | 87.5  | 85.7   | 98.6   | 16.2  | 81                     | 0  |
| South West                      | 100.0   | 90.9   | 89.1   | 13.1  | 29                     | 0  |
| Sunshine Coast                  | 99.3  | 93.6   | 92.0   | 13.9  | 1,019                  | 0  |
| Townsville                      | 98.9  | 87.1   | 86.0   | 14.2  | 519                    | 0  |
| West Moreton                    | 97.5  | 79.6   | 88.2   | 17.4  | 695                    | 0  |
| Wide Bay                        | 95.4  | 87.7   | 92.7   | 14.5  | 439                    | 0  |
| Statewide                       | 97.4  | 88.6   | 90.9   | 14.6  | 9,390                  | 14   |

<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             | 1.8                                    | 9.1                            | 90.3   | 0.1                    |
| Torres & Cape                   | 0.0                                    | 19.2                           | 62.5   | 0.0                    |
| Central Queensland              | 0.5                                    | 5.5                            | 68.3   | 0.8                    |
| Central West                    | 0.0                                    | 6.1                            | 63.2   | 0.0                    |
| Darling Downs                   | 2.8                                    | 3.2                            | 88.2   | 0.3                    |
| Gold Coast                      | 0.7                                    | 9.7                            | 79.0   | 1.2                    |
| Mackay                          | 3.3                                    | 1.5                            | 75.6   | 0.0                    |
| Metro North                     | 0.8                                    | 5.3                            | 67.8   | 0.3                    |
| Metro South                     | 0.9                                    | 5.5                            | 71.2   | 0.5                    |
| North West                      | 0.0                                    | 20.0                           | 79.6   | 0.0                    |
| South West                      | 2.6                                    | 11.7                           | 48.7   | 0.0                    |
| Sunshine Coast                  | 0.6                                    | 1.9                            | 83.3   | 0.8                    |
| Townsville                      | 0.4                                    | 14.5                           | 78.0   | 0.3                    |
| West Moreton                    | 0.5                                    | 3.9                            | 62.0   | 0.4                    |
| Wide Bay                        | 0.5                                    | 3.1                            | 83.1   | 2.3                    |
| Statewide                       | 1.0                                    | 6.1                            | 75.5   | 0.5                    |

<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-Dec 2015-16                           | Jul-Dec 2016-17 | Jul-Dec 2015-16   | Jul-Dec 2016-17 | Jul-Dec 2015-16              | Jul-Dec 2016-17 | Jul-Dec 2015-16                                 | Jul-Dec 2016-17 |
| Cairns & Hinterland             | 129                                       | 137             | 51  | 48              | 180                          | 185             | 153   | 156             |
| Torres & Cape                   | 5   | 5               | 3   | 3               | 8                            | 7               | 5   | 5               |
| Central Queensland              | 92  | 100             | 37  | 31              | 128                          | 130             | 112   | 112             |
| Central West                    | 3   | 4               | 2   | 2               | 5                            | 6               | 5   | 5               |
| Darling Downs                   | 115                                       | 120             | 46  | 45              | 160                          | 165             | 137   | 141             |
| Gold Coast                      | 225                                       | 234             | 44  | 44              | 269                          | 278             | 227   | 233             |
| Mackay                          | 63  | 68              | 18  | 20              | 80                           | 88              | 65  | 72              |
| Metro North                     | 386                                       | 398             | 157   | 171             | 543                          | 570             | 473   | 496             |
| Metro South                     | 416                                       | 428             | 152   | 175             | 568                          | 604             | 489   | 519             |
| North West                      | 22  | 24              | 6   | 8               | 28                           | 32              | 22  | 25              |
| South West                      | 7   | 8               | 5   | 4               | 12                           | 12              | 11  | 10              |
| Sunshine Coast                  | 171                                       | 184             | 66  | 70              | 237                          | 254             | 209   | 220             |
| Townsville                      | 133                                       | 137             | 47  | 36              | 180                          | 173             | 151   | 143             |
| West Moreton                    | 115                                       | 125             | 27  | 34              | 142                          | 159             | 119   | 131             |
| Wide Bay                        | 107                                       | 114             | 31  | 32              | 138                          | 146             | 116   | 123             |
| Statewide                       | 1,987                                     | 2,086           | 692   | 722             | 2,679                        | 2,809           | 2,293   | 2,390           |

<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 |   |
| Cairns & Hinterland             | 8.3                  | 16.6            | 12.1            | 26.8            | 88.2              | 97.9        | 88.1  |
| Torres & Cape                   | 9.5                  | 20.1            | 11.5            | 25.5            | 93.2              | 97.6        | 25.0  |
| Central Queensland              | 7.5                  | 14.5            | 10.1            | 20.7            | 94.5              | 99.1        | 80.3  |
| Central West                    | 6.9                  | 15.4            | 7.9             | 20.9            | 88.6              | 98.4        | 100.0   |
| Darling Downs                   | 8.1                  | 19.1            | 11.0            | 25.7            | 86.9              | 97.4        | 82.3  |
| Gold Coast                      | 9.4                  | 16.9            | 18.0            | 43.6            | 49.8              | 84.8        | 83.9  |
| Mackay                          | 8.3                  | 18.0            | 10.8            | 25.5            | 91.9              | 98.7        | 81.9  |
| Metro North                     | 8.7                  | 16.1            | 17.2            | 41.5            | 52.2              | 88.4        | 82.9  |
| Metro South                     | 9.3                  | 17.0            | 17.2            | 41.5            | 52.3              | 87.5        | 82.9  |
| North West                      | 7.0                  | 11.8            | 9.3             | 17.0            | 91.7              | 99.1        | 20.0  |
| South West                      | 6.9                  | 16.2            | 7.3             | 16.1            | 88.3              | 99.5        | 88.4  |
| Sunshine Coast                  | 9.0                  | 18.1            | 13.7            | 30.2            | 68.4              | 93.3        | 79.8  |
| Townsville                      | 7.8                  | 13.6            | 11.9            | 23.6            | 86.4              | 97.2        | 84.7  |
| West Moreton                    | 9.3                  | 18.3            | 15.4            | 36.4            | 58.0              | 88.6        | 78.6  |
| Wide Bay                        | 8.6                  | 18.2            | 11.8            | 28.3            | 78.8              | 93.7        | 72.5  |
| Statewide                       | 8.7                  | 16.8            | 14.5            | 35.9            | 69.5              | 92.6        | 82.7  |

<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 | 394,507 |
| Triple Zero (000) Calls Answered <= 10 secs                             | 91.33%  |



## 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             | 245K       | \$655   | \$159                                |
| Torres & Cape                   | 26K        | \$2,016   | \$231                                |
| Central Queensland              | 227K       | \$805   | \$162                                |
| Central West                    | 12K        | \$2,138   | \$348                                |
| Darling Downs                   | 277K       | \$773   | \$159                                |
| Gold Coast                      | 560K       | \$533   | \$89                                 |
| Mackay                          | 182K       | \$956   | \$146                                |
| Metro North                     | 942K       | \$482   | \$100                                |
| Metro South                     | 1,088M     | \$495   | \$93                                 |
| North West                      | 33K        | \$1,043   | \$323                                |
| South West                      | 27K        | \$1,613   | \$287                                |
| Sunshine Coast                  | 384K       | \$598   | \$130                                |
| Townsville                      | 241K       | \$577   | \$153                                |
| West Moreton                    | 264K       | \$616   | \$117                                |
| Wide Bay                        | 212K       | \$631   | \$140                                |
| Statewide                       | 4.719M     | \$599   | \$120                                |

<sup>1</sup> Preliminary costing model only. Financial data allocations subject to further review. The 2014-2015 Road Ambulance Budget and 2014-2015 Road Ambulance Activity are used in the calculations.



## National comparison 2015-2016

| Council of Australian Governments Report on Government Services (ROGS) 2017 <sup>1</sup> | QAS      | National           |
|--|----------|--------------------|
| Patient Satisfaction - Overall   | 100%     | 98%                |
| Satisfaction with Treatment  | 99%      | 98%                |
| Satisfaction with Paramedic Attitude   | 99%      | 98%                |
| Cost per Incident  | \$680.55 | \$880.09           |
| Cost per Capita  | \$139.56 | \$121.40           |
| Total Incidents  | 986K     | 3.438M             |
| Incidents per 1,000 People   | 205      | 145                |
| Response to Incident Ratio   | 1.15     | 1.24               |
| Total Patients Attended  | 944K     | 3.241M             |
| Patients Transported   | 849K     | 2.793M             |
| Patients Not Transported   | 95K      | 448                |
| Patients Not Transported   | 10%      | 14%                |
| ED Patients Arriving by Ambulance <sup>3</sup>   | 460.7K   | 1.812M             |
| Triage Category 1 - Resuscitation  | 83.8%    | 83.0%              |
| Triage Category 2 - Emergency  | 50.8%    | 44.5%              |
| Triage Category 3 - Urgent   | 39.0%    | 33.2%              |
| Triage Category 4 - Semi Urgent  | 18.5%    | 14.4%              |
| Triage Category 5 - Non Urgent   | 6.2%     | 3.7%               |
| Cardiac Arrest Survival Rate   | 29.6%    | 28.2% <sup>2</sup> |
| Total Salaried Staff   | 4,151    | 16,087             |
| Ambulance Operatives   | 88.1%    | 80.6%              |
| Operational Workforce Attrition  | 2.6%     | 3.3%               |
| Paramedics per 100,000 Population  | 62.8     | 47.0               |

<sup>1</sup> ROGS 2017 relates to 2015-2016 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.

<sup>3</sup> The ED Patients Arriving by Ambulance includes patients who arrived by Ambulance, Air Ambulance and Helicopter



## 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 the June 2014 population estimates sourced from the Statistical Analysis Linkage Team, Health Statistics Unit, Queensland Department of Health.

#### 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 2015-2016

#### Government Services report

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

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

