

# Queensland Ambulance Service

Public Performance Indicators financial year ending 30 June 2022



## Care for patients

Regions and Districts	Clinically Meaningful Pain Reduction % Cardiac Patients <sup>1</sup>	Clinically Meaningful Pain Reduction % Trauma Patients <sup>1</sup>	% of Emergency & Urgent Patients Treated & Not Transported <sup>1</sup>
Far Northern Region			
Cairns	83.4	83.8	15.6
Torres and Cape	84.6	69.2	24.7
Northern Region	80.5	75.1	15.4
North West	72.3	91.4	15.7
Townsville	81.1	73.4	15.3
Central Region	81.1	84.1	13.7
Central Queensland	81.6	83.5	13.3
Central West	84.2	84.2	19.2
Mackay	80.4	84.8	14.1
Sunshine Coast & Wide Bay Region	86.0	86.7	15.0
Sunshine Coast	84.1	84.9	14.5
Wide Bay	88.2	89.3	15.8
Darling Downs & South West Region	77.1	85.2	16.0
Darling Downs	76.5	85.2	15.8
South West	93.3	84.1	18.5
Metro North Region	81.9	82.5	16.3
Moreton	-	-	-
North Brisbane	-	-	-
Metro South Region <sup>5</sup>	80.3	80.6	12.6
Logan	-	-	-
South Brisbane	-	-	-
West Moreton	79.3	74.7	17.5
Gold Coast Region	84.6	84.2	15.5
Gold Coast	84.6	84.2	15.5
Statewide	81.7	82.3	15.0



## Care for staff

Regions and Districts	Clinical Attrition % (ROGS definition) <sup>4</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	2.92	6.6	23.3	2.50
Cairns	3.33	7.8	21.5	2.46
Torres and Cape	0.00	0.0	40.6	2.98
Northern Region	1.22	9.8	34.5	1.64
North West	2.03	8.1	30.9	0.06
Townsville	1.10	10.7	35.1	2.24
Central Region	1.28	5.5	63.4	1.23
Central Queensland	1.20	6.6	60.4	1.10
Central West	4.15	2.4	38.5	0.00
Mackay	1.06	4.3	70.6	1.39
Sunshine Coast & Wide Bay Region	2.85	4.0	48.2	2.05
Sunshine Coast	3.12	3.1	47.2	1.46
Wide Bay	2.61	6.3	49.8	2.77
Darling Downs & South West Region	2.85	3.3	52.7	1.22
Darling Downs	3.35	4.1	58.0	1.31
South West	0.00	0.0	17.3	0.30
Metro North Region	1.90	3.3	21.8	1.69
Moreton	2.34	3.5	20.8	2.22
North Brisbane	1.92	3.6	22.9	1.31
Metro South Region <sup>5</sup>	1.60	4.3	28.3	1.57
Logan	1.37	4.6	21.7	1.14
South Brisbane	2.22	2.6	34.6	1.59
West Moreton	1.54	7.5	28.0	2.26
Gold Coast Region	2.07	4.3	29.5	1.85
Gold Coast	2.18	5.2	29.5	1.87
Statewide	2.07	4.1	37.1	1.61



## Daily Activity

Regions and Districts	Emergency & Urgent Incidents		Non-Emergency & Medically Authorised Incidents		Total Incidents		Total Patients Transported by Road	
	Jul-Jun 2020-21	Jul-Jun 2021-22	Jul-Jun 2020-21	Jul-Jun 2021-22	Jul-Jun 2020-21	Jul-Jun 2021-22	Jul-Jun 2020-21	Jul-Jun 2021-22
Far Northern Region	168	183	52	52	221	235	187	196
Cairns	161	176	48	47	210	224	180	188
Torres and Cape	7	7	4	4	11	11	7	8
Northern Region	193	208	57	61	249	269	208	225
North West	31	32	9	9	40	41	31	33
Townsville	162	176	48	52	209	227	177	192
Central Region	216	227	57	57	273	285	242	250
Central Queensland	127	131	33	33	160	164	145	146
Central West	5	5	2	2	7	7	6	7
Mackay	84	92	22	22	106	114	90	97
Sunshine Coast & Wide Bay Region	360	372	90	92	450	464	394	400
Sunshine Coast	214	222	59	61	273	283	243	247
Wide Bay	145	150	31	31	177	181	150	153
Darling Downs & South West Region	162	175	55	51	218	227	187	194
Darling Downs	153	166	51	46	204	212	175	181
South West	9	10	5	5	14	15	12	13
Metro North Region	456	445	190	175	646	620	564	544
Moreton	231	229	106	100	337	329	290	281
North Brisbane	225	216	85	75	309	290	274	262
Metro South Region <sup>5</sup>	655	641	254	238	909	879	814	779
Logan	248	245	88	81	336	327	298	276
South Brisbane	249	234	118	107	367	341	333	310
West Moreton	158	162	49	50	206	212	182	193
Gold Coast Region	285	280	65	65	350	346	300	294
Gold Coast	285	280	65	65	350	346	300	294
Statewide	2,495	2,532	820	792	3,316	3,324	2,897	2,883

<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> 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 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>2</sup>	
	50th Percentile 1A	90th Percentile 1A	50th Percentile 1B	90th Percentile 1B	50th Percentile 1C	90th Percentile 1C	50th Percentile 2A	90th Percentile 2A	% < 30 mins 2B		% < 60 mins 2C
Far Northern Region	8.2	17.5	9.8	19.6	10.5	20.6	20.4	52.8	65.0	88.4	72.1
Cairns	8.2	17.2	9.9	19.6	10.5	20.6	20.9	53.3	63.9	88.0	72.8
Torres and Cape	10.6	23.7	9.3	20.3	10.3	20.6	12.0	30.8	86.3	94.9	38.4
Northern Region	7.7	13.9	8.8	15.2	9.1	16.0	16.2	42.6	71.5	92.4	87.1
North West	6.4	11.6	7.4	12.2	7.6	12.5	11.0	27.8	87.1	96.5	84.4
Townsville	8.0	14.2	9.0	15.5	9.4	16.3	17.5	45.0	68.2	91.3	87.1
Central Region	8.0	17.1	8.9	18.5	9.1	18.6	14.1	38.4	77.7	94.7	68.9
Central Queensland	7.7	16.0	8.8	17.0	9.1	17.4	14.3	39.0	77.7	94.9	71.1
Central West	6.9	12.6	7.7	18.4	7.3	15.7	8.3	30.4	83.8	96.8	55.6
Mackay	8.3	18.2	9.3	20.1	9.3	19.9	14.1	37.6	77.2	94.2	67.1
Sunshine Coast & Wide Bay Region	9.0	18.8	10.6	21.6	11.5	23.1	23.9	57.6	53.2	84.7	73.6
Sunshine Coast	9.5	18.9	11.2	22.1	12.3	23.8	25.6	58.0	49.6	82.4	74.9
Wide Bay	8.2	18.6	9.9	20.6	10.5	22.0	20.9	56.7	58.6	87.7	68.5
Darling Downs & South West Region	7.8	19.8	8.8	20.3	9.2	21.0	14.7	42.8	71.8	93.5	76.0
Darling Downs	7.8	19.6	8.9	20.3	9.3	21.2	15.2	43.2	71.3	93.2	76.1
South West	7.1	24.0	7.4	18.2	7.5	15.8	8.7	29.2	82.0	98.2	73.1
Metro North Region	8.8	16.8	13.0	24.7	15.7	27.7	34.2	68.8	41.8	81.7	78.3
Moreton	9.3	18.2	14.0	25.9	17.0	28.7	35.9	69.8	43.7	82.5	76.9
North Brisbane	8.3	15.5	12.0	22.9	14.6	26.4	32.6	67.7	38.4	80.7	81.3
Metro South Region	9.4	17.8	13.7	25.5	16.6	28.4	34.8	69.7	45.2	81.2	81.2
Logan	10.0	18.6	14.3	25.7	17.2	28.7	35.3	69.8	41.4	79.4	82.0
South Brisbane	8.7	16.9	13.1	25.2	15.9	28.0	34.2	69.7	49.6	83.0	80.4
West Moreton	9.3	18.7	12.4	24.2	14.6	27.3	29.1	64.3	47.8	84.8	76.7
Gold Coast Region	9.3	17.2	12.9	24.1	15.5	27.3	31.4	67.0	46.3	84.4	77.3
Gold Coast	9.3	17.2	12.9	24.1	15.5	27.3	31.4	67.0	46.3	84.4	77.3
Statewide	8.8	17.6	11.5	23.3	12.9	25.7	24.1	60.9	59.8	88.1	78.2

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



## Value for money

Regions and Districts	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised) <sup>1</sup>
Far Northern Region	290K	\$871
Cairns	261K	\$818
Torres and Cape	28K	\$1,984
Northern Region	271K	\$746
North West	27K	\$827
Townsville	243K	\$731
Central Region	406K	\$1,008
Central Queensland	221K	\$996
Central West	10K	\$2,191
Mackay	175K	\$950
Sunshine Coast & Wide Bay Region	668K	\$835
Sunshine Coast	446K	\$897
Wide Bay	222K	\$739
Darling Downs & South West Region	310K	\$1,022
Darling Downs	286K	\$951
South West	24K	\$2,011
Metro North Region	1.064M	\$662
Moreton	-	\$625
North Brisbane	-	\$704
Metro South Region	1.205M <sup>2</sup>	\$728
Logan	-	\$721
South Brisbane	-	\$711
West Moreton	313K	\$764
Gold Coast Region	651K	\$771
Gold Coast	651K	\$771
Statewide	5.176M	\$790

<sup>1</sup> The Road Ambulance costs and Road Ambulance Activity used in calculations relate to FY 2021-2022.  
<sup>2</sup> Population figures for Metro South Region is based on South Brisbane and Logan Districts only.



## National comparison 2020-2021

Regions and Districts	QAS	National
Far Northern Region		
Cairns		
Torres and Cape		
Northern Region		
North West		
Townsville		
Central Region		
Central Queensland		
Central West		
Mackay		
Sunshine Coast & Wide Bay Region		
Sunshine Coast		
Wide Bay		
Darling Downs & South West Region		
Darling Downs		
South West		
Metro North Region		
Moreton		
North Brisbane		
Metro South Region		
Logan		
South Brisbane		
West Moreton		
Gold Coast Region		
Gold Coast		
Statewide		

  

Regions and Districts	QAS	National
Far Northern Region		
Cairns		
Torres and Cape		
Northern Region		
North West		
Townsville		
Central Region		
Central Queensland		
Central West		
Mackay		
Sunshine Coast & Wide Bay Region		
Sunshine Coast		
Wide Bay		
Darling Downs & South West Region		
Darling Downs		
South West		
Metro North Region		
Moreton		
North Brisbane		
Metro South Region		
Logan		
South Brisbane		
West Moreton		
Gold Coast Region		
Gold Coast		
Statewide		

<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: 1,128,748  
 Triple Zero (000) Calls Answered <= 10 secs: 85.78%



## 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 (Jul-Dec 21 only), A3PDP22 (Jan-Jun 22 only) and A3GPPDP120 (Jul-Dec 21 and Jan-Jun 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 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.

