

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July to December 2013



## 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		% Cases Audited	
				Jul-Dec 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013
Cairns & Hinterland	90.7	93.1	95.5	16.9	15.1	13.2	12.7
Cape York & Torres Strait	100.0	66.7	95.0	15.3	22.6	29.0	24.8
Central Queensland	87.1	89.9	90.4	18.6	15.6	14.9	14.8
Central West	100.0	66.7	100.0	13.2	10.5	25.5	26.8
Darling Downs	84.3	90.6	92.4	15.6	14.5	15.5	14.6
Gold Coast	88.1	96.4	95.5	11.4	8.9	10.4	9.3
Mackay	84.5	93.0	91.4	19.4	16.6	15.0	15.1
Metro North	86.9	85.1	89.7	14.4	12.9	10.9	10.5
Metro South	82.3	86.6	92.0	14.7	13.6	11.1	9.9
North West	100.0	78.6	94.9	17.0	17.6	13.7	14.7
South West	50.0	0.0	91.2	11.8	9.7	26.4	28.5
Sunshine Coast	82.7	91.9	87.5	15.0	12.6	14.1	13.7
Townsville	89.1	85.0	89.5	17.2	15.7	12.2	11.2
West Moreton	89.4	85.8	89.7	18.8	17.4	12.1	11.3
Wide Bay	89.3	92.4	90.0	13.3	14.1	12.4	12.2
Statewide	86.4	88.6	91.3	15.2	13.6	12.4	11.6

<sup>1</sup> Cells with zero values are affected by small case volume.



## 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 %
	Jul-Dec 2012	Jul-Dec 2013			
Cairns & Hinterland	4.5	1.4	1.1	89.7	0.2
Cape York & Torres Strait	0.0	4.2	5.3	85.7	0.0
Central Queensland	1.6	1.6	6.0	86.6	1.3
Central West	0.0	0.0	0.0	94.1	0.7
Darling Downs	1.9	1.4	2.6	91.7	0.9
Gold Coast	3.2	2.9	4.7	77.8	1.2
Mackay	0.8	1.6	1.7	79.6	0.1
Metro North	1.8	2.3	4.5	82.1	1.1
Metro South	2.3	2.0	2.9	68.9	2.2
North West	0.0	2.4	0.0	84.4	0.1
South West	0.0	0.0	0.0	97.1	0.1
Sunshine Coast	3.1	3.7	4.4	94.9	1.3
Townsville	3.3	1.0	4.2	79.9	0.9
West Moreton	1.9	2.0	5.8	69.2	1.0
Wide Bay	2.5	2.5	1.4	84.4	2.7
Statewide	2.3	2.0	3.5	81.4	1.1

<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 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013
Cairns & Hinterland	111	116	34	36	145	152	120	127
Cape York & Torres Strait	4	5	5	3	9	8	5	5
Central Queensland	85	83	39	35	127	119	99	102
Central West	4	3	2	2	6	5	5	5
Darling Downs	102	103	51	45	153	148	128	128
Gold Coast	188	202	37	41	225	244	190	213
Mackay	60	56	19	15	82	72	62	60
Metro North	336	350	152	154	489	504	428	459
Metro South	368	383	124	148	492	531	422	453
North West	23	22	11	7	35	29	25	23
South West	8	7	7	5	15	13	12	11
Sunshine Coast	141	147	50	54	192	201	164	176
Townsville	118	122	42	39	160	161	130	134
West Moreton	97	103	26	24	122	127	102	105
Wide Bay	94	94	37	27	131	122	109	105
Statewide	1,739	1,799	637	635	2,384	2,435	1,999	2,105

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



## Service delivery

Local Ambulance Service Network	Response Time All Emergency Responses (mins)				% of Non-Emergency Incidents Attended to by the Appointment Time		Avg. Time From Dispatch to Clear All Emergency & Urgent Responses (mins)	
	50th Percentile	90th Percentile	Jul-Dec 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013	Jul-Dec 2012	Jul-Dec 2013
Cairns & Hinterland	7.6	7.8	16.3	16.1	96.2	96.9	61.6	59.8
Cape York & Torres Strait	9.5	10.4	21.3	27	64.3	90.5	65.6	59.5
Central Queensland	7.2	7.1	16.8	15.9	84.0	81.0	62.0	62.6
Central West	7.1	7.1	46.4	59.4	100.0	50.0	80.6	85.1
Darling Downs	7.8	7.8	20.5	21.1	86.7	85.1	65.4	63.6
Gold Coast	8.6	8.7	15.8	15.9	80.5	85.4	75.4	71.8
Mackay	8.2	8.1	20.5	20	83.6	82.6	71.2	70.5
Metro North	8.7	8.1	16.8	15.2	86.8	81.8	81.8	72.5
Metro South	8.7	8.5	15.8	15.3	89.8	85.2	80.8	73.8
North West	6.6	6.5	12.2	11.5	64.4	68.8	53.2	45.7
South West	7	6.8	44.2	46	94.4	65.0	68.1	68.3
Sunshine Coast	8.9	8.6	18.8	18.4	82.0	69.1	78.5	76.7
Townsville	7.4	7.5	13.8	14.1	88.8	86.9	60.1	54.0
West Moreton	8.4	8.4	17.5	17.4	84.2	86.7	76.3	73.8
Wide Bay	8.2	8.1	18.3	18.9	72.2	60.3	66.8	65.9
Statewide	8.3	8.2	16.8	16.3	86.9	82.9	74.0	69.3

No. of Triple Zero (000) Calls Received by Operations Centres Statewide	323,565
Triple Zero (000) Calls Answered <= 10 secs	89.77%



## 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 2012-2013

Council of Australian Governments Report on Government Services (ROGS) 2014 <sup>1</sup>	QAS	National
Patient Satisfaction - Overall	96%	98%
Satisfaction with Treatment	98%	99%
Satisfaction with Paramedic Attitude	98%	99%
Cost per Incident	\$653.10	\$756.15
Cost per Capita	\$123.22	\$108.94
Total Incidents	870K	3.300M
Incidents per 1,000 People	189	144
Response to Incident Ratio	1.15	1.24
Total Patients Attended	824K	3.152M
Patients Transported	736K	2.757M
Patients Not Transported	88K	394K
Patients Not Transported	11%	13%
ED Patients Arriving by Ambulance	386.5K	1.640M
Triage Category 1 - Resuscitation	86.8%	84.7%
Triage Category 2 - Emergency	53.4%	46.5%
Triage Category 3 - Urgent	39.0%	34.1%
Triage Category 4 - Semi Urgent	16.5%	15.3%
Triage Category 5 - Non Urgent	5.2%	4.3%
Cardiac Arrest Survival Rate	24.5%	21.7% - 30.7% <sup>2</sup>
Total Salaried Staff	3,878	15,220
Ambulance Operatives	86.3%	81.8%
Operational Workforce Attrition	3.8%	4.3%
Paramedics per 100,000 Population	59.4	46.4

<sup>1</sup> ROGS 2014 relates to 2012-2013 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.

Queensland Ambulance Service performance statistics are published quarterly.

For further information please visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au)

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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.

% Cases Audited

This measure provides the percentage of patient-related ambulance report forms that undergo a clinical audit process via the Clinical Audit and Review Tool (CART). This is expressed as a proportion of all patients attended during the specified time period.

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 All Emergency 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. 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 (code 1) incidents are responded to.
- 90th percentile - Time within which 90 per cent of emergency (code 1) incidents are responded to.

Avg. Time From Dispatch to Clear All Emergency and Urgent Responses (mins)

This measure provides the average (median) time interval between the dispatch of a unit to an incident and the time that the unit completes the response and becomes available for a new assignment.

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/health-reform/html/hhs-profiles.asp>

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 2012-2013

Government Services report

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

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