

# Queensland Ambulance Service

Public Performance Indicators financial year ending June 2018



## Care for patients

Local Ambulance Service Network	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>
Cairns & Hinterland	86.7	92.9	13.1
Torres & Cape	66.7	84.0	20.4
Central Queensland	81.2	89.2	12.6
Central West	77.8	71.4	13.1
Darling Downs	82.2	92.0	13.6
Gold Coast	92.9	93.2	11.9
Mackay	87.4	89.2	16.0
Metro North	82.8	86.0	14.4
Metro South	85.0	88.4	12.9
North West	86.7	99.0	15.9
South West	85.7	89.3	12.9
Sunshine Coast	84.6	89.4	11.9
Townsville	81.5	87.3	12.4
West Moreton	77.0	85.0	15.1
Wide Bay	89.3	91.6	13.9
Statewide	84.7	89.1	13.3

<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	1.4	7.0	71.9	0.53
Torres & Cape	3.8	4.9	65.7	0.21
Central Queensland	4.0	3.8	76.7	0.84
Central West	5.6	5.9	30.4	0.27
Darling Downs	1.0	2.8	83.0	0.64
Gold Coast	0.6	6.5	60.5	0.76
Mackay	2.7	3.0	72.3	0.17
Metro North	1.3	3.0	60.8	0.25
Metro South	2.4	3.0	61.0	0.34
North West	0.0	17.5	71.4	0.02
South West	2.2	1.4	66.7	0.56
Sunshine Coast	2.2	3.2	61.0	0.45
Townsville	6.1	12.8	31.7	0.64
West Moreton	2.9	5.6	59.2	0.35
Wide Bay	3.2	4.6	57.0	0.55
Statewide	2.4	4.7	62.3	0.41

<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 - Jun 2016-17	Jul - Jun 2017-18	Jul - Jun 2016-17	Jul - Jun 2017-18	Jul - Jun 2016-17	Jul - Jun 2017-18	Jul - Jun 2016-17	Jul - Jun 2017-18
Cairns & Hinterland	137	144	49	47	186	192	157	162
Torres & Cape	5	6	3	3	8	9	5	6
Central Queensland	100	105	31	30	131	135	113	116
Central West	4	4	2	2	6	6	5	6
Darling Downs	121	127	46	48	167	175	142	149
Gold Coast	233	245	46	52	279	297	235	251
Mackay	69	72	20	18	90	91	73	74
Metro North	401	418	177	177	578	595	503	515
Metro South	433	452	179	188	612	639	527	552
North West	24	26	8	8	32	34	25	26
South West	8	8	4	4	12	12	11	10
Sunshine Coast	185	191	70	66	255	257	222	224
Townsville	139	148	48	50	187	199	157	167
West Moreton	127	132	33	34	160	167	132	143
Wide Bay	115	121	32	34	146	155	123	130
Statewide	2102	2200	747	762	2850	2963	2430	2531

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



## Service delivery

Local Ambulance Service Network	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	50th Percentile	90th Percentile	50th Percentile	90th Percentile	% ≤ 30 mins	% ≤ 60 mins	
	1A	1A	1B	1B	1C	1C	2A	2A	2B	2C	
Cairns & Hinterland	7.3	14.9	8.2	16.1	8.4	16.8	12.5	27.8	82.9	95.8	80.1
Torres & Cape	8.6	13.8	9.4	19.3	9.4	18.2	10.5	27.3	93.3	97.1	14.7
Central Queensland	6.5	13.6	7.6	14.5	7.9	15.2	10.6	23.0	89.2	98.1	80.9
Central West	6.0	11.2	7.2	25.7	6.8	12.2	7.3	24.4	89.9	97.2	41.7
Darling Downs	7.1	19.2	8.2	19.3	8.2	19.2	11.4	27.3	81.3	95.9	89.2
Gold Coast	7.5	13.1	9.1	16.4	9.8	17.6	17.2	41.8	60.1	89.9	77.5
Mackay	7.6	17.4	8.4	17.8	8.6	18.5	11.5	26.6	87.2	97.4	82.3
Metro North	7.6	13.2	8.9	16.4	9.3	17.3	19.1	46.4	58.1	90.1	83.0
Metro South	7.9	14.0	9.6	17.2	10.0	18.3	18.4	45.2	57.3	90.0	79.5
North West	6.6	11.0	6.9	11.5	7.0	11.9	8.9	18.4	94.5	98.8	78.3
South West	7.1	13.1	6.7	12.3	6.5	13.6	7.0	29.5	85.5	96.2	63.4
Sunshine Coast	8.3	18.0	9.1	18.4	9.7	19.4	15.0	34.3	63.2	88.6	83.2
Townsville	7.0	12.7	7.8	13.7	8.1	14.3	12.3	25.0	84.7	96.9	92.4
West Moreton	7.7	14.5	9.0	17.5	9.8	19.0	15.8	38.7	60.7	91.3	77.4
Wide Bay	7.7	16.8	8.6	17.7	8.9	18.6	12.3	31.6	72.7	91.1	79.3
Statewide	7.6	14.2	8.8	16.8	9.2	17.7	15.3	38.6	70.0	92.6	81.4

<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	825,467
Triple Zero (000) Calls Answered <= 10 secs	92.07%



## Value for money

Local Ambulance Service Network	Population	Cost per Incident (Emergency, Urgent & Non-Emergency Medically Authorised)	Average Cost Per Capita
Cairns & Hinterland	253K	\$718	\$199
Torres & Cape	27K	\$2,030	\$244
Central Queensland	220K	\$915	\$204
Central West	11K	\$2,422	\$521
Darling Downs	280K	\$887	\$199
Gold Coast	592K	\$620	\$114
Mackay	174K	\$893	\$169
Metro North	981K	\$525	\$116
Metro South	1.120M	\$544	\$113
North West	28K	\$986	\$432
South West	25K	\$2,312	\$404
Sunshine Coast	408K	\$696	\$160
Townsville	239K	\$636	\$193
West Moreton	279K	\$641	\$140
Wide Bay	214K	\$679	\$178
Statewide	4,849K	\$659	\$147

The 2017-2018 Road Ambulance Budget and 2017-2018 Road Ambulance Activity are used in the calculations.



## National comparison 2016-2017

Council of Australian Governments Report on Government Services (ROGS) 2018 <sup>1</sup>	QAS	National
Patient Experience - Overall	98%	97%
Level of care provided by Paramedics <sup>3</sup>	98%	97%
Level of trust and confidence in Paramedics <sup>3</sup>	93%	92%
Cost per Incident	\$645.35	\$894.14
Cost per Capita	\$137.44	\$129.72
Total Incidents	1.040M	3.538M
Incidents per 1,000 People	213	145
Response to Incident Ratio	1.14	1.24
Total Patients Attended	994K	3.336M
Patients Transported	891K	2.881M
No. of Patients Treated Not Transported	103K	455K
% of Patients Treated Not Transported	10%	14%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	91.9%	88.9%
Number of Triple Zero (000) calls received	786.5K	3.023M
Cardiac Arrest Survival Rate <sup>2</sup>	29.4%	29.0%
Total Salaried Staff	4,288	16,980
Ambulance Operatives	87.9%	80.9%
Operational Workforce Attrition	2.3%	2.6%
Paramedics per 100,000 Population	63.8	48.9

<sup>1</sup> ROGS 2018 relates to 2016-2017 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> Patient experience - Level of care and level of trust are not comparable to previous years due to a change in survey methodology - Source: Council of Ambulance Authorities Patient Experience Survey 2017



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.

% 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 population estimates sourced from the Statistical Analysis Linkage Team, Health Statistics Unit (Hospital and Health Service derived by SALT), Queensland Department of Health and aligned with the HHSs.

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  
2016-2017

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.

