Queensland Ambulance Service performance statistics are published quarterly.

### Care for patients

- **Queensland Ambulance Service** performance statistics are published quarterly.
- **Triple Zero (000) Calls Answered <= 10 secs** 91.63%
- **No. of Triple Zero (000) Calls Received by Operations Centres Statewide** 646,771

<table>
<thead>
<tr>
<th>Region</th>
<th>Ending 12 months</th>
<th><strong>90th Percentile</strong></th>
<th><strong>50th Percentile</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cairns &amp; Hinterland</td>
<td>1.5</td>
<td>6.1</td>
<td>48.9</td>
</tr>
<tr>
<td>Central Queensland</td>
<td>5.3</td>
<td>0.0</td>
<td>13.5</td>
</tr>
<tr>
<td>Darling Downs</td>
<td>11.1</td>
<td>6.6</td>
<td>76.2</td>
</tr>
<tr>
<td>Gold Coast</td>
<td>1.7</td>
<td>9.5</td>
<td>69.0</td>
</tr>
<tr>
<td>Mackay</td>
<td>3.8</td>
<td>1.4</td>
<td>44.8</td>
</tr>
<tr>
<td>Metro North</td>
<td>3.8</td>
<td>1.4</td>
<td>80.7</td>
</tr>
<tr>
<td>Metro South</td>
<td>3.8</td>
<td>1.4</td>
<td>80.7</td>
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<tr>
<td>North West</td>
<td>0.0</td>
<td>6.2</td>
<td>57.1</td>
</tr>
<tr>
<td>South West</td>
<td>0.0</td>
<td>6.2</td>
<td>57.1</td>
</tr>
<tr>
<td>Sunshine Coast</td>
<td>2.6</td>
<td>1.2</td>
<td>55.9</td>
</tr>
<tr>
<td>Townsville</td>
<td>2.6</td>
<td>1.2</td>
<td>55.9</td>
</tr>
</tbody>
</table>

1 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 LASM Operations.

### Care for staff

- **Local Ambulance Service Network**

### Value for money

- **Local Ambulance Service Network**

### National comparison 2017-2018

- **Council of Australian Governments Report on Government Services (ROGS) 2019**

### Public Performance Indicators

- **Public Performance Indicators**

### Daily activity

- **Local Ambulance Service Network**

### Service delivery

- **Local Ambulance Service Network**

### Cost per Incident

- **Statewide**

### Total Patients Transported by Road

### No. of Triple Zero (000) Calls Answered <= 10 secs

1 In more remote areas small case volume may affect the values shown.

### Average Cost Per Incident

- **Queensland**

### Total Incidents

- **Queensland**

### No. of Patients Treated Not Transported

- **Statewide**

### Total Patients Attended

- **Statewide**

### Total Patients Transported

- **Statewide**

### Total Patients Transported by Road

1 The Road Ambulance costs and Road Ambulance Activity used in the calculations relate to 2018-2019 Qtr 3

1 Figures are rounded to whole numbers.

1 Figures are rounded to whole numbers.

1 The National range of Cardiac Arrest Survival Rates is shown;
Public Performance Indicators

Care for patients

Clinically Meaningful Pain Reduction %
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 analgesic 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 analgesic 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.

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 preliminary population estimates sourced from Australian Bureau of Statistics Catalogue No. 3218.0 Regional Population Growth, Australia and prepared by the Information Support, Research & Evaluation Unit, QAS.

Average Cost Per Capita
Calculated as total QAS Road Ambulance costs 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 QAS Road Ambulance costs by the total Road Ambulance Activity (sum of all emergency, urgent and non-emergency incidents) attended during that period.

Government Services report
ROGS cost per incident and cost per capita are based on the total ambulance service organisations’ expenditure.