

# Queensland Ambulance Service

Public Performance Indicators financial year to date - July 2018 to March 2019



## 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	83.2	91.4	13.5
Torres & Cape	100.0	83.3	19.9
Central Queensland	83.3	89.4	12.6
Central West	0.0	88.9	17.9
Darling Downs	88.0	85.9	14.7
Gold Coast	85.6	90.3	13.5
Mackay	75.6	90.4	16.9
Metro North	84.0	84.3	15.4
Metro South	82.6	83.4	12.2
North West	96.4	88.6	15.7
South West	77.8	91.3	15.2
Sunshine Coast	86.8	87.4	13.1
Townsville	78.9	79.2	14.4
West Moreton	71.3	81.9	14.6
Wide Bay	87.2	91.3	13.8
Statewide	82.7	86.3	13.9

<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	0.4	3.6	63.4	0.54
Torres & Cape	0.0	5.6	38.5	0.68
Central Queensland	1.5	6.1	68.9	0.95
Central West	5.3	0.0	13.5	0.07
Darling Downs	1.1	4.6	76.2	0.55
Gold Coast	1.7	9.5	69.0	0.93
Mackay	3.8	1.4	54.8	0.07
Metro North	1.4	4.7	80.7	0.29
Metro South	1.1	6.3	59.6	0.20
North West	0.0	6.2	57.1	0.34
South West	0.0	1.8	13.1	2.46
Sunshine Coast	1.6	4.1	64.5	0.53
Townsville	2.1	12.4	55.9	0.36
West Moreton	0.9	4.7	70.9	0.42
Wide Bay	1.5	5.0	65.6	0.94
Statewide	1.5	5.8	65.2	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 - Mar 2017-18	Jul - Mar 2018-19	Jul - Mar 2017-18	Jul - Mar 2018-19	Jul - Mar 2017-18	Jul - Mar 2018-19	Jul - Mar 2017-18	Jul - Mar 2018-19
Cairns & Hinterland	145	151	47	50	192	202	162	172
Torres & Cape	6	5	3	4	9	9	6	6
Central Queensland	105	114	29	32	135	146	116	126
Central West	4	4	2	2	6	6	6	6
Darling Downs	127	133	48	50	175	183	149	155
Gold Coast	247	258	51	57	298	315	252	267
Mackay	73	75	18	21	91	97	75	80
Metro North	418	440	174	185	593	625	513	538
Metro South	453	476	185	193	638	668	550	586
North West	26	29	8	8	34	37	26	28
South West	8	8	4	4	12	12	10	10
Sunshine Coast	192	199	66	59	259	259	225	224
Townsville	149	155	50	54	199	209	168	175
West Moreton	133	143	33	40	166	183	142	160
Wide Bay	122	126	34	31	156	158	130	133
Statewide	2,209	2,316	753	790	2,,962	3,107	2,528	2,668

<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	7.2	14.8	8.0	16.1	8.1	16.7	12.3	29.4	85.2	96.1	77.9	
Torres & Cape	9.3	14.1	10.3	19.8	11.2	21.4	11.9	30.6	93.6	95.5	25.0	
Central Queensland	7.0	14.3	7.5	14.6	7.8	15.1	10.5	23.7	90.4	98.1	80.5	
Central West	6.5	8.8	6.1	14.1	6.7	14.2	6.9	18.0	87.0	97.7	62.5	
Darling Downs	6.7	16.2	7.7	17.7	8.0	18.9	11.4	30.7	78.5	95.7	87.8	
Gold Coast	7.6	12.7	8.8	15.7	9.5	17.1	17.0	39.7	61.7	92.0	80.7	
Mackay	7.2	15.6	8.4	18.2	8.4	18.3	11.5	27.8	86.1	96.8	83.5	
Metro North	7.2	13.6	8.9	16.4	9.3	17.1	19.4	46.3	61.8	92.2	84.0	
Metro South	7.5	13.5	9.2	16.5	9.7	17.7	19.1	46.5	60.8	90.7	83.5	
North West	6.8	11.1	7.1	11.9	7.2	11.9	9.3	17.1	93.9	98.6	55.2	
South West	7.3	19.6	6.7	14.0	6.8	15.0	7.0	22.8	89.6	97.0	93.3	
Sunshine Coast	7.9	14.9	9.0	17.7	9.7	19.0	14.9	33.9	66.7	89.8	80.9	
Townsville	7.1	11.7	7.8	13.6	8.1	14.1	12.5	25.0	85.1	96.6	93.1	
West Moreton	7.9	14.9	9.2	17.4	9.8	19.5	16.1	39.2	62.1	92.5	78.7	
Wide Bay	8.0	16.6	8.1	17.0	8.5	18.5	12.0	31.8	74.0	91.9	79.6	
Statewide	7.4	13.9	8.6	16.4	9.0	17.4	15.5	39.1	71.8	93.4	82.9	

<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	646,771
Triple Zero (000) Calls Answered <= 10 secs	91.63%



## 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>2</sup>
Cairns & Hinterland	255K	\$695	\$151
Torres & Cape	27K	\$2,185	\$193
Central Queensland	219K	\$882	\$161
Central West	10K	\$2,608	\$426
Darling Downs	281K	\$885	\$155
Gold Coast	606K	\$638	\$91
Mackay	173K	\$875	\$134
Metro North	1.004M	\$537	\$91
Metro South	1.143M	\$554	\$89
North West	28K	\$911	\$327
South West	24K	\$2,439	\$317
Sunshine Coast	417K	\$729	\$124
Townsville	267K	\$652	\$140
West Moreton	274K	\$665	\$122
Wide Bay	216K	\$706	\$140
Statewide	4.946M	\$668	\$115

<sup>1</sup> The Road Ambulance costs and Road Ambulance Activity used in the calculations relate to 2018-2019 Qtr 3  
<sup>2</sup> The average cost per capita figures represent year to date actuals



## National comparison 2017-2018

Council of Australian Governments Report on Government Services (ROGS) 2019 <sup>1</sup>	QAS	National
Patient Experience - Overall	98%	98%
Level of care provided by Paramedic	98%	98%
Level of trust and confidence in paramedics <sup>3</sup>	93%	93%
Cost per Incident	\$719.47	\$976.11
Cost per Capita	\$156.70	\$145.03
Total Incidents	1.081M	3.680M
Incidents per 1,000 People	218	149
Response to Incident Ratio	1.14	1.24
Total Patients Attended	1.047M	3.506M
Patients Transported	928K	3.035M
No. of Patients Treated Not Transported	118K	470K
% of Patients Treated Not Transported	11%	13%
Triple Zero (000) call answering		
% of Triple Zero (000) calls answered in less than or equal to 10 seconds	92.1%	89.4%
Number of Triple Zero (000) calls received	825.5K	3.163M
Cardiac Arrest Survival Rate <sup>2</sup>	28.8%	25.4%
Total Salaried Staff	4,527	17,883
Ambulance Operatives	88.3%	80.9%
Operational Workforce Attrition	2.4%	2.7%
Paramedics per 100,000 Population	66.3	50.5

<sup>1</sup> ROGS 2019 relates to 2017-2018 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.



## Public Performance Indicators Explanatory notes



## 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 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 &amp; Urgent Patients Treated &amp; 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 &amp; 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 &amp; 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  
2017-2018

## 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/2019/health/ambulance-services>

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

