# Question on Notice

## Health and Environment Committee

## Oral Briefing – 29 November 2021

**QUESTION asked by the Member for Thuringowa (Mr Aaron Harper MP) –**

Data on the number of ambulance transfers from residential aged care facilities to hospital emergency departments – broken down by year, by HHS / facility, from 2011-12.

**ANSWER**

Attachment 1 provides a report containing the number of ambulance transfers from residential aged care facilities to Queensland Health hospital Emergency Departments by financial year, Hospital and Health Service (HHS) and facility for the period 1 July 2011 to 31 October 2021.

**BACKGROUND**

Identification of transports by the Queensland Ambulance Service (QAS) from residential aged care facilities (RACFs) are based on street address information collected within the Computer Aided Dispatch (CAD) system during the call taking process.

The Royal Commission into Aged Care Quality and Safety, established on 8 October 2018, defined RACFs as; "Residential aged care provides support and accommodation for older people who are unable to continue living independently in their own homes and who need ongoing help with everyday tasks." (Final Report, Vol2, Section 1.4.3, p22 -
https://agedcare.royalcommission.gov.au/sites/default/files/2021-03/final-report-volume-2_0.pdf).

Residential aged care services can exist as a defined unit within larger residential facilities that have multiple levels of supported living, for example independent living to high level 24 hour care, making the identification of responses specifically to RACFs challenging.

Prior to the Royal Commission, there was lack of a standardised definition for RACFs, and the address at call taking could be coded within Computer Aided Dispatch (CAD) to a 'Location type' of 'Queensland Health Aged Care' or 'Nursing Home' or potentially to 'Private Residence'.

Activities associated with the Royal Commission generated a list of defined RACF addresses that could be mapped within the QAS CAD system to a 'Location type' of 'RACF'.

Identification of specific RACF locations within the QAS CAD system was introduced during the 2018-19 financial year, commencing in March 2019, with data quality improvements in the use of this location type at the point of collection occurring throughout the 2018-19 financial year.

Correct identification of RACF locations is still reliant upon address details being accurately acquired and entered at call taking.

In view of the introduction of the specific definition and identification of RACF locations in CAD in 2018-19 financial year, comparison of counts of transports from RACFs should not be made between the period up to and including the 2018-19 financial year and 2019-20 financial year onwards.

# Queensland Ambulance Service

## Number of Code 1 & 2 Transports from Residential Aged Care facilities (location types of Residential Aged Care, QH Aged Care and Nursing Home) to QH ED's by FY by HHS of the destination ED for the period 01 July 2011 to 31 October 2021

| LASN | DESTINATION LOCATION | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 to 31-10-21 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CAIRNS AND HINTERLAND | QH ATHERTON HOSPITAL | 12 | 19 | 51 | 81 | 125 | 130 | 133 | 82 | 105 | 151 | 48 |
| | QH CAIRNS BASE HOSPITAL | 235 | 363 | 402 | 414 | 647 | 980 | 953 | 1012 | 1425 | 1391 | 417 |
| | QH INNISFAIL HOSPITAL | 7 | 3 | 8 | 24 | 36 | 32 | 38 | 71 | 113 | 128 | 42 |
| | QH MAREEBA HOSPITAL | 1 | | 1 | 2 | 2 | 2 | 1 | 16 | 43 | 75 | 18 |
| | QH MOSSMAN HOSPITAL | 10 | 16 | 11 | 18 | 24 | 26 | 29 | 42 | 49 | 62 | 40 |
| | QH TULLY HOSPITAL | 30 | 31 | 24 | 35 | 60 | 46 | 25 | 24 | 55 | 41 | 27 |
| | QH YARRABAH HEALTH SERVICE | | | | | | | | 1 | 10 | 11 | 3 |
| | TOTAL | 295 | 432 | 497 | 574 | 894 | 1216 | 1179 | 1248 | 1800 | 1859 | 595 |
| CENTRAL QUEENSLAND | CAPRICORN COAST HOSPITAL AND HEALTH SERVICE | 90 | 73 | 71 | 84 | 91 | 117 | 149 | 201 | 223 | 301 | 98 |
| | MOUNT MORGAN HOSPITAL | | | | | 2 | | | | | | |
| | QH BILOELA HOSPITAL | 6 | 9 | 7 | 3 | 9 | 15 | 10 | 9 | 15 | 18 | 16 |
| | QH EMERALD HOSPITAL | 14 | 23 | 45 | 46 | 58 | 62 | 58 | 47 | 91 | 77 | 25 |
| | QH GLADSTONE HOSPITAL | 30 | 58 | 83 | 95 | 74 | 115 | 83 | 79 | 152 | 139 | 52 |
| | QH MOUNT MORGAN HOSPITAL | | | | 1 | 44 | 38 | 26 | 38 | 69 | 35 | 7 |
| | TOTAL | 140 | 163 | 206 | 229 | 278 | 347 | 326 | 374 | 550 | 570 | 198 |
| CENTRAL WEST | QH BLACKALL HOSPITAL | 12 | 27 | 18 | 23 | 14 | 20 | 15 | 8 | 15 | 28 | |
| | QH LONGREACH HOSPITAL | | 2 | 4 | 3 | 6 | 3 | 5 | 2 | 11 | 19 | 8 |
| | TOTAL | 12 | 29 | 22 | 26 | 20 | 23 | 20 | 10 | 26 | 47 | 8 |
| CHILDRENS HEALTH QUEENSLAND | QH MATER CHILDRENS HOSPITAL | 3 | 4 | 3 | 1 | 1 | | | 2 | | | |
| | QH PCH CHILDRENS ED X6947 | | | | | | 10 | 29 | 26 | 26 | 38 | 35 | 15 |
| | QH ROYAL CHILDRENS HOSPITAL | 1 | | 1 | 10 | 3 | 1 | | 2 | | | |
| | TOTAL | 4 | 4 | 4 | 11 | 14 | 30 | 26 | 30 | 38 | 35 | 15 |
| DARLING DOWNS | QH CHERBOURG HOSPITAL | 2 | | | | | | | | 3 | 2 | 4 |
| | QH CHINCHILLA HOSPITAL | | | | | | | | | 3 | 43 | 19 |
| | QH GOONDIWINDI HOSPITAL | 4 | 18 | 8 | 14 | 22 | 21 | 11 | 3 | 15 | 38 | 14 |
| | QH INGLEWOOD HOSPITAL | | 1 | | | | | | 2 | 5 | 4 | 1 |
| | QH JANDOWAE HEALTH SERVICES | 11 | 12 | 15 | 21 | 26 | 14 | 14 | 2 | 2 | 7 | |
| | QH KINGAROY HOSPITAL | 19 | 45 | 56 | 42 | 53 | 72 | 47 | 39 | 79 | 107 | 45 |
| | QH MILES HEALTH SERVICE | 4 | 4 | | | | | | 3 | 31 | 8 | 9 |
| | QH MILLMERRAN HOSPITAL | 1 | | 1 | 2 | 6 | 8 | 11 | 9 | 21 | 26 | 4 |
| | QH MURGON HOSPITAL | 1 | 1 | | 1 | | 1 | 1 | 11 | 40 | 69 | 38 |
| | QH NANANGO HOSPITAL | | | | 1 | | | | | 7 | 1 | 2 |
| | QH OAKEY HEALTH SERVICE | | | | | | 1 | | 2 | 10 | 7 | 7 |
| | QH TARA HOSPITAL | 3 | 6 | | 8 | 10 | 12 | 15 | 29 | 24 | 15 | 4 |
| | QH TAROOM HOSPITAL | 1 | | 2 | 1 | 2 | 1 | 1 | 9 | 12 | 6 | |
| | QH TEXAS HOSPITAL | | | | | | | 1 | | | | |
| | QH TOOWOOMBA BASE HOSPITAL | 228 | 482 | 473 | 524 | 524 | 576 | 601 | 573 | 1095 | 1069 | 347 |
| | TOTAL | 274 | 569 | 555 | 614 | 643 | 706 | 702 | 682 | 1347 | 1402 | 494 |
| GOLD COAST | QH GOLD COAST HOSPITAL ROBINA CAMPUS | 587 | 955 | 1014 | 1192 | 1509 | 1844 | 1829 | 1574 | 2360 | 2968 | 1050 |
| | QH GOLD COAST UNIVERSITY HOSPITAL | | | 1157 | 1693 | 1876 | 2071 | 1924 | 1569 | 2152 | 2178 | 763 |
| | TOTAL | 587 | 955 | 2171 | 2885 | 3385 | 3915 | 3753 | 3143 | 4512 | 5146 | 1813 |
| MACKAY | QH BOWEN HOSPITAL | 16 | 56 | 54 | 60 | 59 | 65 | 76 | 57 | 79 | 84 | 27 |
| | QH MACKAY BASE HOSPITAL | 263 | 422 | 424 | 472 | 530 | 699 | 570 | 653 | 988 | 946 | 258 |
| | TOTAL | 279 | 478 | 478 | 532 | 589 | 764 | 646 | 710 | 1067 | 1030 | 285 |
| MATER PUBLIC HOSPITALS | QH MATER ADULTS HOSPITAL | 349 | 603 | 643 | 627 | 759 | 893 | 1098 | 1106 | 1425 | 1884 | 438 |
| | TOTAL | 349 | 603 | 643 | 627 | 759 | 893 | 1098 | 1106 | 1425 | 1884 | 438 |
| METRO NORTH | QH CABOOLTURE HOSPITAL | 607 | 1142 | 1113 | 1149 | 1310 | 1521 | 1087 | 842 | 1398 | 1649 | 439 |
| | QH KILCOY HOSPITAL | 17 | 29 | 19 | 14 | 21 | 34 | 36 | 27 | 13 | 12 | 9 |
| | QH PRINCE CHARLES HOSPITAL | 754 | 1314 | 1252 | 1299 | 1249 | 1555 | 1408 | 1528 | 2303 | 2575 | 853 |
| | QH REDCLIFFE HOSPITAL | 699 | 1290 | 1635 | 1655 | 2056 | 2586 | 2436 | 2080 | 2663 | 2455 | 766 |
| | QH ROYAL BRISBANE HOSPITAL | 681 | 1073 | 1162 | 1221 | 1324 | 1369 | 1122 | 1072 | 1430 | 1577 | 466 |
| | QH RWH | 1 | 3 | 3 | | 2 | 7 | 7 | 3 | 1 | | |
| | TOTAL | 2759 | 4851 | 5184 | 5338 | 5962 | 7072 | 6096 | 5552 | 7808 | 8268 | 2533 |
| METRO SOUTH | QH BEAUDESERT HOSPITAL | 9 | 15 | 5 | 18 | 22 | 25 | 22 | 23 | 85 | 65 | 36 |
| | QH DUNWICH PUBLIC HOSPITAL | 1 | | 1 | | | 1 | | | | | |
| | QH LOGAN COMMUNITY HOSPITAL | 815 | 1382 | 1497 | 1424 | 1691 | 1742 | 1463 | 1069 | 1321 | 1926 | 664 |
| | QH PRINCESS ALEXANDRA HOSPITAL | 823 | 1337 | 1432 | 1326 | 1112 | 1104 | 897 | 748 | 1279 | 1359 | 480 |
| | QH QUEEN ELIZABETH HOSPITAL | 457 | 784 | 1153 | 1355 | 1477 | 1785 | 1562 | 1613 | 2266 | 2364 | 670 |
| | QH REDLANDS HOSPITAL | 750 | 1389 | 1424 | 1037 | 1188 | 1387 | 1310 | 1132 | 1756 | 1899 | 563 |
| | QH WYNNUM HOSPITAL | 8 | 4 | 2 | 2 | 5 | 2 | 3 | | | | |
| | TOTAL | 2863 | 4911 | 5514 | 5162 | 5495 | 6046 | 5257 | 4585 | 6707 | 7613 | 2413 |
| NORTH WEST | QH MORNINGTON ISLAND HOSP | | | | | | | | 1 | 1 | 4 | 2 |
| | QH MOUNT ISA BASE HOSPITAL | 59 | 146 | 129 | 128 | 173 | 136 | 86 | 48 | 77 | 86 | 26 |
| | TOTAL | 59 | 146 | 129 | 128 | 173 | 136 | 86 | 49 | 78 | 90 | 28 |
| SOUTH WEST | QH CUNNAMULLA HOSPITAL | 1 | 3 | 3 | 4 | 2 | 2 | 1 | | 7 | 3 | |
| | QH DIRRANBANDI HOSPITAL | | | | | | | | | 1 | | |
| | QH MITCHELL HOSPITAL | 16 | 11 | | | | | | | | | |
| | QH ROMA GENERAL HOSPITAL | 6 | 17 | 17 | 12 | 6 | 7 | 4 | 9 | 22 | 18 | 3 |
| | QH SAINT GEORGE HOSPITAL | 7 | 17 | 23 | 41 | 34 | 22 | 15 | 16 | 20 | 8 | 5 |
| | QH SURAT HOSPITAL | | | | | | | | | | | 1 |
| | TOTAL | 30 | 48 | 43 | 57 | 42 | 31 | 20 | 25 | 50 | 29 | 9 |
| SUNSHINE COAST | QH SUNSHINE COAST UNIVERSITY HOSPITAL | | | | | | 446 | 1429 | 1239 | 1955 | 1995 | 787 |
| | TOTAL | | | | | | 446 | 1429 | 1239 | 1955 | 1995 | 787 |
| TORRES AND CAPE | QH THURSDAY ISLAND HEALTH CENTRE | 4 | 2 | | 1 | 4 | 6 | | 1 | 2 | 4 | 1 |
| | QH THURSDAY ISLAND HOSPITAL | 2 | 15 | 20 | 27 | 35 | 35 | 15 | 15 | 19 | 31 | 6 |
| | QH WEIPA IHS (A&E) | | | | | 1 | | | | | | |
| | TOTAL | 6 | 17 | 20 | 28 | 40 | 41 | 15 | 16 | 21 | 35 | 7 |
| WEST MORETON | QH IPSWICH HOSPITAL | 155 | 314 | 257 | 412 | 570 | 578 | 476 | 323 | 628 | 848 | 292 |
| | TOTAL | 155 | 314 | 257 | 412 | 570 | 578 | 476 | 323 | 628 | 848 | 292 |
| WIDE BAY | QH CHILDERS HOSPITAL | 5 | 4 | 2 | 1 | 2 | 1 | | 5 | 7 | 7 | 3 |
| | QH GIN GIN HOSPITAL | | 2 | 1 | | 3 | 2 | 1 | 7 | 18 | 29 | 7 |
| | QH HERVEY BAY HOSPITAL | 219 | 340 | 381 | 409 | 513 | 588 | 535 | 533 | 782 | 982 | 372 |
| | QH MARYBOROUGH HOSPITAL | 107 | 141 | 182 | 210 | 246 | 294 | 264 | 213 | 219 | 343 | 117 |
| | TOTAL | 331 | 487 | 566 | 620 | 764 | 885 | 800 | 758 | 1026 | 1361 | 499 |
| UNMAPPED | TOTAL | 2653 | 4154 | 4377 | 4540 | 4921 | 5556 | 4879 | 5243 | 7334 | 7146 | 2593 |
| | Grand Total | 10796 | 18161 | 20666 | 21783 | 24549 | 28685 | 26808 | 25093 | 36372 | 39358 | 13007 |

Note : The From Location Type has been amended over time.  The RACF Location Type was created during the Royal Commission to facilitate reporting by the RACF category, which was a progressive rollout that commenced in March 2019 and was completed in May 2019.  This affects the historical figures when comparing related Location Types e.g. Nursing Home.

Note: The Location Type field is not consistently populated in the CAD system, therefore the figures in this report will be under stated.