

Question on Notice

No. 1189

Asked on 27 October 2022

MS R BATES ASKED THE MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON Y D'ATH)—

QUESTION

With reference to the Queensland Ambulance Service's ability to respond to triple zero calls— Will the Minister advise the five longest pending Code 1 cases (in minutes) for each calendar month from January to September 2022 (reported separately by Local Ambulance Service Network)?

ANSWER

I have been advised by the Queensland Ambulance Service (QAS) that QAS recognises that it has previously provided similar information, at request of the Member. However, this is an unvalidated metric that is unable to be readily extracted and reported as it is reliant upon manual data review, requiring significant resources.

The data required to inform a response to the Member's question is not contained within the central QAS Data Warehouse and is not quality assured. The relevant Code 1 cases need to be identified and sourced from a discrete operational electronic management system that records only 15 minute snapshots of cases in the dispatch queue. As a result, there is inherent imprecision in the way that cases are indexed based on the momentary nature of the case identification and there is not visibility of the movement of these cases within these point-in-time blocks, necessitating detailed manual review of the case records to establish accurate pending times. This would require diversion of significant resources to complete.

I have been further advised that it should also be noted that Local Ambulance Service Network boundaries were not active during the requested time period of the report (January 2022 to September 2022).

The QAS publicly publishes response time performance quarterly for each Region and District. This is the established standard response performance metric. The latest available quarterly performance reports can be found on the Queensland Ambulance Service website at <https://www.ambulance.qld.gov.au/publications.html>.