## **Question on Notice**

### No. 53

# Asked on 23 February 2022

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

### **QUESTION**

With reference to Question on Notice No. 1485 of 2021— Will the Minister provide the amount of ambulance 'lost time' (reported separately by Local Area Service Network and calendar month) from January 2016 to January 2022?

### **ANSWER**

Queensland Health publicly reports a variety of data including Patient Off-Stretcher Time (POST) against the Queensland Health approved key performance measures on the Hospital Performance website. The website outlines a range of information for Queenslanders to understand the performance of their health system.

I am advised that Lost Time is the total amount of time elapsed between the agreed POST target (within 30 minutes) and the time that a patient is transferred off stretcher to the care of the Hospital and Health Service clinical staff. It should be noted that throughout the whole process, patients are cared for, by qualified medical professionals.

The health system is dynamic, and its performance is determined by a myriad of different internal and external factors, just like in any other health system across the country. I am advised that POST information should be read in conjunction with the internal and external factors occurring at the relevant time. As such, I am advised that to provide six years of data, as the member is seeking, with the adequate explanations of the internal and external factors which were occurring at the time, to ensure the information is interpreted and understood correctly, is resource intense and is not appropriate.

While the information sought is not a publicly reportable performance measure, but rather an internal management tool, I am able to provide the member with 2020 and 2021 calendar year information. It should be noted that the health system experienced a number of internal and external factors during 2021, namely the impact of COVID-19 on the system. It should also be noted that the complexity of our patients who attend our hospitals over this time has been increasing, and I am advised that during 2021, Queensland Health saw 2,492,959 total presentations to our Emergency Departments.

Ambulance Lost Time > 30 Minutes (In Hours)	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Cairns And Hinterland	384	283	168	58	84	82	137	175	204	223	167	149
Central Queensland	233	133	194	77	140	201	223	294	262	266	325	407
Central West *												
Childrens Health Queensland	15	31	21	7	15	15	12	26	24	28	21	9
Darling Downs	88	37	64	33	52	74	60	123	104	116	156	141
Gold Coast	904	663	500	244	310	476	683	1,016	987	1,101	1,013	1,378
Mackay	95	127	77	50	62	68	66	81	82	93	91	106
Mater Public Hospitals	337	368	139	43	47	161	173	181	236	361	327	340
Metro North	1,033	1,374	864	304	465	857	909	1,330	1,097	1,779	1,546	1,618
Metro South	1,355	1,624	1,208	402	607	840	1,017	1,368	1,616	2,258	1,986	2,003
North West	5	12	11	6	8	4	2	13	9	6	5	5
South West *												
Sunshine Coast	752	766	441	211	332	388	454	673	625	851	823	877
Torres And Cape *												
Townsville	61	86	78	46	61	52	62	86	97	116	76	90
West Moreton	626	706	519	245	272	586	704	787	723	916	1,005	974
Wide Bay	108	166	125	80	78	124	125	186	199	241	210	218

Ambulance Lost Time > 30 Minutes (In Hours)	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Cairns And Hinterland	271	412	513	356	510	354	364	343	335	340	323	262
Central Queensland	554	553	613	435	548	419	499	699	428	353	374	418
Central West *												
Childrens Health Queensland	26	41	47	29	50	40	55	58	34	31	20	31
Darling Downs	149	205	241	316	342	380	289	268	316	230	175	244
Gold Coast	1,455	1,383	1,627	1,465	1,696	1,514	1,386	1,346	1,200	1,270	1,114	1,021
Mackay	108	134	128	114	157	124	122	224	157	172	206	200
Mater Public Hospitals	321	461	762	638	752	752	637	454	532	338	424	597
Metro North	1,631	2,385	2,573	2,098	2,695	2,603	1,659	1,725	1,837	1,736	1,656	1,673
Metro South	2,045	2,594	3,250	2,862	3,209	3,712	3,601	2,967	3,147	2,332	2,517	2,860
North West	15	10	12	8	7	11	4	11	10	15	5	7
South West *												

Sunshine Coast	1,135	1,201	1,490	1,315	1,243	1,302	1,289	927	824	755	735	817
Torres And Cape *												
Townsville	96	150	161	103	185	124	142	188	167	168	173	134
West Moreton	857	1,242	1,542	1,214	1,532	1,102	1,073	965	1,251	1,056	1,259	1,542
Wide Bay	234	241	254	251	289	379	273	372	337	364	277	365

Source: QAS eARF POST - Hospitals (Cognos Cube) 24/02/2022

Note: POST performance data includes Code 1 and 2 incidents with a valid at hospital interval (>0 and <480 mins) and completed records only.

Note: POST data is point-in-time and subject to change as records become available for reporting.

Note: Totals reported against LASNs prior to July 2021 captured results for the reporting hospitals within their respective catchment areas. There is no change to those reporting arrangements with the move to QAS Districts and Regions from July 2021.

<sup>\*</sup> Nil Reportable Hospitals.