

Question on Notice

No. 670

Asked on 23 June 2022

MR M CRANDON asked the Minister for Health and Minister for Ambulance Services (HON Y D'ATH)—

QUESTION

Will the Minister advise the number of Queensland Ambulance Service 'Significant Incident Reviews' lodged (reported separately per calendar month) from 2015 to present?

ANSWER

A Significant Incident Review (SIR) is routinely undertaken on operational incidents, having regard for, but not limited to, the following factors:

- a) the seriousness of the incident;
- b) the scale of the incident;
- c) the impact that the incident may have; and
- d) the potential likelihood of the incident reoccurring.

I have been advised by the department that the table below reflects the number of SIRs that were lodged by month and financial year, up to the present day:

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
July			7	18	5	3	11	35
August		1		8		4	25	6
September		3		12	1	2	56	10
October			2	15	2	1	66	4
November			3	8			32	4
December		2	4				44	4
January		1	17	1		19	29	8
February			15	6		8	30	5
March		2	1	7		1	25	11
April			10	2		2	14	2
May			10	1		9	21	2
June	2		10			6	18	2
Total	2	9	79	78	8	55	371	93

In July 2020, a new Operational Incident Review Process was approved by the Queensland Ambulance Service (QAS) Governance Committee which superseded the previous 2015 Guideline.

The revised process was implemented to ensure that the identification and review of operational incidents were completed in a consistent format across the state.

The implementation of the revised process resulted in a significant increase in the number of Significant Incident Reviews (SIRs) completed during the 2020-21 financial year (FY).

As a part of its ongoing assurance processes, the QAS reviewed the SIRs completed, following release of the new Operational Incident Review Process during the 2020-21 FY, and provided education to Regional Managers regarding the requirement for completion of an SIR. This has streamlined the quality and effectiveness of internal business processes associated with operational incident assurance review processes and the number of SIRs has stabilised accordingly.

The QAS will continue to review the SIR process and adjust the procedure as required to ensure opportunities to improve are identified to enhance the services the QAS provides to the Queensland community.