

## Question on Notice

No. 1225

Asked on 12 December 2024

**MR M RYAN** ASKED MINISTER FOR HEALTH AND AMBULANCE SERVICES (HON T NICHOLLS)—

### QUESTION

Will the Minister advise the average wait time for an ambulance to discharge a patient at a hospital, in a table reported separately by (a) Hospital and Health Service and (b) category?

### ANSWER

‘Wait time for an ambulance to discharge a patient at a hospital’ is not a current performance metric within Queensland Health.

I am advised the available data related to the transfer of patients from Queensland Ambulance Service staff into the care of a Queensland Health hospital is reported in the form of Patient Off Stretcher Time (POST) and ‘Lost Minutes per Ambulance’.

POST is defined as the percentage of patients transferred into the care of the Emergency Department from QAS staff within 30 minutes of an ambulance arriving at an Emergency Department. Each minute that exceeds the 30 minute transfer target is considered a ‘lost minute’ with ‘Lost Minutes per Ambulance’ being the sum total of minutes that exceed the 30 minute target, divided by the total number of QAS reported ambulance arrivals.

Queensland Health’s recent performance, as per the update to the ‘Queensland Health – Our Performance’ website on 14 November 2024, represents a record for any previous September quarter with 152,378 ambulance arrivals to Emergency Departments as reported by QAS.

Whilst neither POST nor ‘Lost Minutes per Ambulance’ are able to be reported by individual Australian Triage Scale categories, the below tables detail POST performance and Lost Minutes per Ambulance for each of Queensland’s largest 26 Emergency Departments for the September period, by both month and for the entire quarter.

Neither metric is reported publicly at an aggregated hospital and health service level, the tables below align to that which is already available in the public domain.

(a)Table 1: Patient Off Stretcher Time (POST) percentage by facility for the September 2024 quarter

Hospital and Health Service	Facility	Jul-24	Aug-24	Sep-24	Sep 24 Quarter
Cairns and Hinterland	Cairns	71.0%	62.9%	73.7%	69.0%

Central Queensland	Gladstone	80.9%	83.2%	83.4%	82.5%
Central Queensland	Rockhampton	46.2%	48.9%	56.8%	50.5%
Children's Health Queensland	Queensland Children's	84.6%	78.5%	83.5%	82.2%
Darling Downs	Toowoomba	63.4%	57.4%	61.6%	60.8%
Gold Coast	Gold Coast University	52.8%	51.8%	55.0%	53.2%
Gold Coast	Robina	54.0%	50.8%	55.9%	53.5%
Mackay	Mackay	66.1%	58.7%	67.4%	63.9%
Mater Health Service	Mater Adult	45.0%	43.0%	58.6%	48.8%
Metro North	Caboolture	73.3%	66.0%	72.4%	70.5%
Metro North	Prince Charles	61.6%	61.8%	65.8%	63.0%
Metro North	Redcliffe	48.6%	42.8%	60.6%	50.7%
Metro North	Royal Brisbane & Women's	49.3%	48.2%	53.0%	50.2%
Metro South	Logan	34.4%	33.8%	38.5%	35.5%
Metro South	Princess Alexandra	44.6%	47.9%	57.4%	49.8%
Metro South	Queen Elizabeth II	32.5%	34.2%	39.1%	35.2%
Metro South	Redland	34.8%	37.1%	43.1%	38.5%
North West	Mount Isa	98.9%	99.8%	99.0%	99.3%
Sunshine Coast	Gympie	66.8%	64.2%	70.1%	66.9%
Sunshine Coast	Nambour	65.8%	58.2%	64.9%	62.9%
Sunshine Coast	Sunshine Coast University	77.5%	74.4%	75.8%	75.9%
Townsville	Townsville	86.3%	86.0%	88.2%	86.8%
West Moreton	Ipswich	35.8%	36.5%	36.5%	36.2%
Wide Bay	Bundaberg	60.1%	58.6%	54.6%	57.7%
Wide Bay	Hervey Bay	62.5%	61.6%	74.3%	66.1%
Wide Bay	Maryborough	81.8%	85.3%	87.0%	84.7%

Source: Queensland Ambulance Service (QAS) eARF POST Hospitals Cube and QAS database

b) Table 2: Lost Minutes per Ambulance by facility for the September 2024 quarter

Hospital and Health Service	Facility	Jul-24	Aug-24	Sep-24	Sep 24 Quarter
Cairns and Hinterland	Cairns	7.5	12.0	5.6	8.5
Central Queensland	Gladstone	3.7	3.4	4.2	3.7
Central Queensland	Rockhampton	16.4	11.4	10.3	12.7
Children's Health Queensland	Queensland Children's	2.5	3.1	1.7	2.5
Darling Downs	Toowoomba	9.0	9.5	7.8	8.8
Gold Coast	Gold Coast University	12.9	14.2	13.3	13.5
Gold Coast	Robina	10.8	11.0	8.6	10.2
Mackay	Mackay	8.1	11.0	6.7	8.7
Mater Health Service	Mater Adult	28.8	28.6	14.7	24.1

Metro North	Caboolture	4.1	6.8	4.7	5.2
Metro North	Prince Charles	7.4	6.9	6.0	6.8
Metro North	Redcliffe	9.4	14.2	6.1	9.9
Metro North	Royal Brisbane & Women's	11.0	11.6	10.2	10.9
Metro South	Logan	32.5	34.8	23.9	30.4
Metro South	Princess Alexandra	20.9	17.8	12.4	17.1
Metro South	Queen Elizabeth II	30.2	27.8	20.9	26.4
Metro South	Redland	28.3	27.6	18.0	24.4
North West	Mount Isa	0.4	0.0	0.2	0.2
Sunshine Coast	Gympie	8.1	11.1	7.5	9.0
Sunshine Coast	Nambour	7.3	10.3	6.6	8.1
Sunshine Coast	Sunshine Coast University	3.7	4.8	4.2	4.2
Townsville	Townsville	1.5	2.0	1.2	1.6
West Moreton	Ipswich	33.2	33.4	31.3	32.6
Wide Bay	Bundaberg	10.1	11.1	13.8	11.7
Wide Bay	Hervey Bay	7.7	8.6	4.4	6.9
Wide Bay	Maryborough	4.5	2.5	2.0	3.0

Source: Queensland Ambulance Service (QAS) eARF POST Hospitals Cube and QAS database