Department of Health
Queensland Ambulance Service

Significant Incident Review

Version 1.0 July 2020

Far Northern Region
Cairns and Hinterland District

Authority:

- By authority of Rita Kelly, Assistant Commissioner, Far Northern Region.

Executive Summary:

- On 3 September 2022, at 06:23:03 hrs, the Cairns Operations Centre received a call for a female person, aged Irrelevant with chest pain. The address given was Irrelevant Irrelevant Port Douglas. The incident was coded as MPDS 10C01. Irrelevant Irrelevant Incident number 16374131.
- At 06:25:22 hrs, the caller advised the patient was not conscious and was not breathing. The MPDS was changed to 09E01 and was a 1A response.
- Bystander CPR was commenced and an AED was taken to the patient.
- There was a delay in QAS response due to nil resources in the area.
- There was one officer stationed at Port Douglas on Emergency Availability (EA) and one officer at Mossman Station on EA and both officers were on a case at Julattan.
- The other Mossman EA officer had ceased his EA shift at 0600 hrs.
- One day shift officer at Mossman had called in sick for her 0700 hrs start.
- The second day shift officer due to start at 0700 hrs had been called to start early, however, he did not answer the phone.
- The officer covering the 1000 hrs shift was commencing at 0700 hrs. She had been contacted to start early, however, did not answer her phone.
- A Cairns Single Officer starting at 0630 hrs was to be a Move on Shift to Edmonton, however, had already been changed to move to Mossman to cover the sick leave and also one of the 0700 hrs officers is on supervised practice.
- At 0628 hrs, the Smithfield day shift starting at 0630 hrs were contacted and advised of the need to attend the cardiac arrest at Port Douglas. They departed Smithfield at 0631 hrs (the 'on case' time is not reflected on the IDR).
- At 0630 hrs, the single officer from Cairns was advised verbally by SOS of the cardiac arrest in Port Douglas and he departed immediately.
- At 06:57:29 hrs, QPS were on scene. At this stage the patient had had 12 rounds of 'nil shock advised' on the AED.
- At 07:14:15 hrs, a Smithfield ambulance was on scene first with the response time being 51 minutes and 12 seconds.
- The patient was still in cardiac arrest with QPS officers performing CPR. There had been a total of 14 rounds of 'nil shock advised' on the AED.
- The patient was declared deceased on scene by QAS.
- The patient was a female patient who was Irrelevant The patient is Irrelevant Irrelevant

RTI Release

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 16374131
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

Clinical Incident Summary Report:

- The incident was clinically audited through ECLIPSE. There are no clinical concerns with the care provided.
- Recognition of Life Extinct was declared at 0725 hrs.

State OpCen ProQA:

- The case was audited by the Operations Centre with a result of partial compliance.
- Areas for improvement feedback have been provided to the EMD.

Incident Review/Investigation:

Scope

- Cairns and Hinterland District reviewed all aspects of the ambulance response to incident 16374131
- This included reviewing clinical performance and operational decision making to ensure the appropriate response and management of the case was achieved.
- Cairns and Hinterland District will identify any operational or clinical performance issues with the incident and ensure appropriate actions are taken to return performance to required standards.

Background

- On 3 September 2022, at 06:23:03 hrs, the Cairns Operations Centre received a call for a female person, aged Irrelevant with chest pain. The address given was Irrelevant Irrelevant Irrelevant Port Douglas. The incident was coded as MPDS 10C01. Incident number 16374131.
- At 06:25:22 hrs, the caller advised the patient was not conscious and was not breathing. The MPDS was changed to 09E01 and was a 1A response.
- Bystander CPR was commenced and an AED was taken to the patient.
- There was a delay in QAS response due to nil resources in the area.
- There was one officer stationed at Port Douglas on Emergency Availability (EA) and one officer at Mossman Ambulance Station on EA and both officers were on a case at Julattan.
- The other Mossman EA officer had ceased his shift at 0600 hrs. This was not reflected on the roster.
- One day shift officer at Mossman had called in sick for her 0700 hrs start.
- The second day shift officer due to start at 0700 hrs had been called to start early, however, he did not answer the phone.
- The officer covering the 1000 hrs shift was commencing at 0700 hrs. She had been contacted to start early, however, did not answer her phone.
- A Cairns Single Officer starting at 0630 hrs was to be a move on shift to Edmonton, however, had already been changed to move to Mossman to cover the sick leave and also one of the 0700 hrs officers is on supervised practice.
- At 0628 hrs, the Smithfield day shift starting at 0630 hrs were contacted and advised of the need to attend the cardiac arrest at Port Douglas. They departed Smithfield at 0631 hrs.

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- At 0630 hrs, the single officer from Cairns was advised verbally by SOS of the cardiac arrest in Port Douglas and he departed immediately.
- At 06:57:29 hrs, QPS were on scene. At this stage the patient had had 12 rounds of 'nil shock advised' on the AED.
- At 07:14:15 hrs, Smithfield ambulance was on scene first with the response time being 51 minutes and 12 seconds.
- The patient was still in cardiac arrest with QPS officers performing CPR. A total of 14 rounds of 'nil shock advised' on the AED.
- The attending crew called the QAS consult line to discuss the case. A decision was made to cease resuscitation.
- The patient was declared deceased on scene.
- The patient was a female patient who was Irrelevant The patient is Irrelevant Irrelevant
- The time of ROLE form completion is noted on the Ambulance Report Form (ARF number 504669073) as 0725 hrs.
- The officers attending this case were:
  - Irrelevant
  -
- SOS conducted welfare check on officers after case. All are well.
- Officers advised patient had been diagnosed with Irrelevant The day prior to the incident, the patient had complained of Irrelevant Did not seek medical attention. On the day of the incident, the patient awoke and advised her friend she did not feel well before collapsing back onto the bed and being unresponsive.
- It is reported in the ARF, that the patient became unresponsive at approximately 0610 hrs. The patient's friend attended the Irrelevant to call 000, and then returned to the patient. CPR had commenced at approximately 0625 hrs (as per IDR).
- The patient and her friend were on Irrelevant and were due to fly back 04 September 2022.
- The details of the case in Julatten attended by the EA officers from Mossman and Port Douglas were attending to are:
  - Incident: 16373984
  - Received: 04:42:28 hrs
  - Despatched: 05:10:42 hrs
  - On scene: 05:42:47 hrs
  - Depart scene: 06:46:12 hrs
  - At Destination: 07:10:00 hrs
  - Available: 07:16:21 hrs

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Timeline

Phone Pickup	06:20:50 hrs
1st Key Stroke	06:20:50 hrs
In Waiting Queue	06:23:03 hrs
Call Taking Complete	07:06:01 hrs
1st Unit Assigned	06:26:02 hrs
1st Unit Enroute	06:34:22 hrs
1st Unit Arrived	07:14:15 hrs
Closed	08:56:54 hrs

Review

- On 3 September 2022, at 06:23:03 hrs, the Cairns Operations Centre received a call for a female person, Irrelevant old with chest pain. The address given was Irrelevant Irrelevant Irrelevant Port Douglas. The incident was coded as MPDS 10C01. Irrelevant Incident number 16374131.
- At 06:25:22 hrs, the caller advised the patient was not conscious and was not breathing. The MPDS was changed to 09E01 and was a 1A response.
- The patient is now known to be Irrelevant female.
- There was a 51 min and 12 second QAS response time due to nil resources in the area.
- The Port Douglas officer and Mossman officer were on a case in Julattan.
- The second Mossman Officer had finished his on call at 0600 hrs.
- The closest crews from Smithfield and Cairns were despatched to the case.
- It is reported in the ARF, that the patient became unresponsive at approximately 0610 hrs. The patient's friend attended the hotel reception to call 000, and then returned to the patient. CPR had commenced at approximately 0625 hrs (as per IDR).
- CPR was being performed on the patient by bystanders and then the QPS.
- An AED was present and the patient had 14 rounds of 'Nil shock advised'.
- On QAS arrival, the patient was still in cardiac arrest.
- The patient was declared deceased at 0725 hrs.

Outcomes

- Life extinct declared at 0725 hrs.

Post OIRR actions

- Peer support notified.

Review Recommendations:

- That this review be noted.

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Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Consultation with State OpCen Assistant Commissioner (for "State ProQA Special Review" if relevant);
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- State level clinical audits (should be requested from the Medical Directors Office for complex clinical incidents or incidents with deviations from clinical policy and procedure);
- Relevant audio (wav) files;
- AVL tracking of unit positions at time of incident;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active;
- Workforce planning reports; and
- Any reports or documents received from the Queensland Police Service (QPrime Number).

Regional Endorsement

(Document must be signed by Assistant Commissioner, converted to PDF, sent to Irrelevant@ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	Assistant Commissioner	Irrelevant	21.09.22

RTI Release

Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **16374131**
ProQA number: **19372215**
Console name: **PA705**
Incident Date: **03/09/2022 06:20:50**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1A	**Problem:**	NIL BREATHING
Determinant:	09E01	**Agency:**	QAS
Base Response#:	010588	**Jurisdiction:**	7 Cairns and Coastal
Confirmation#:	00963990	**Division:**	7 Port Douglas
Taken By:	Irrelevant	**Battalion:**	7 Port Douglas
Response Area:	7 Port Douglas	**Response Plan:**	1A
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 24 PORT DOUGLAS
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34535726	**Latitude:**	73507660
Patient Name:	U	**Patient DOB:**	U

Incident Location

Location Name:	Irrelevant	**County:**	Irrelevant
Address:		**Location Type:**	
Apartment:		**Cross Street:**	
Building:		**Map Reference:**	
City, State, Zip:	PORT DOUGLAS QLD 4877		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	03/09/2022	06:20:50	
1st Key Stroke	03/09/2022	06:20:50	
In Waiting Queue	03/09/2022	06:23:03	
Call Taking Complete	03/09/2022	07:06:01	Irrelevant
1st Unit Assigned	03/09/2022	06:26:02	
1st Unit Enroute	03/09/2022	06:34:22	
1st Unit Arrived	03/09/2022	07:14:15	
Closed	03/09/2022	08:56:54	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:02:13
Call Taking	00:45:11
In Queue to 1st Assign	00:02:59
Call Received to 1st Assign	00:05:12
Assigned to 1st Enroute	00:08:20
Enroute to 1st Arrived	00:39:53.5
Incident Duration	02:36:04

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7126	06:26:02	Cancel Prior to Dispatch						06:35:11			Crew Unavailable
B7182	06:33:52	Treated Other Unit Transport	06:34:22		07:17:48			07:57:06			
B7122	07:12:12	A Case Completed	07:12:16		07:14:15			08:56:54			
7146	07:16:31	Vehicle Change						07:20:10			Vehicle Change
B7103	07:19:48	Cancel En Route	07:19:56					07:27:10			Backup Not Required

Personnel Assigned

Unit	Name
7103	Irrelevant
7122	
7126	
7146	
7182	

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
03/09/2022	06:23:03	7BREKEL	Response	[ProQA Dispatch] Dispatch Level: 10C01 (Abnormal breathing) Response Text: 1C Irrelevant Female, Conscious, Breathing. Problem Description: CHEST PAINS
03/09/2022	06:23:03	7BREKEL	Response	[ProQA: Key Questions] 1. It's not known if she is completely alert (responding appropriately). 2. It's not known if she is breathing normally. 3. It's not known if she is changing colour. 4. It's not known if she is clammy. 5. It's not known if she has ever had a heart attack or angina (heart pains). 6. It's not known if she took any drugs in the past 12 hrs.
03/09/2022	06:23:48	7BREKEL	Response	Irrelevant

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03/09/2022	06:24:38	7BREKEL	Response	
03/09/2022	06:24:55	7MARTHO	Response	Delay in dispatch due to workload PORT OFFICER ON SCENE IN JULATTEN
03/09/2022	06:25:22	7BREKEL	Response	[ProQA Reconfigure] Reconfigure Level: 09E01 (Not breathing at all) Response Text: 1A Irrelevant Female, Not Conscious, Not Breathing. Problem Description: CHEST PAINS
03/09/2022	06:25:22	7BREKEL	Response	[ProQA: Key Questions] 7. The cardiac arrest was not witnessed (time unknown).
03/09/2022	06:25:34	7BREKEL	Response	[ProQA: Key Questions] 7. The cardiac arrest was not witnessed (time unknown). 8. A defibrillator (AED) is available, and someone was sent to get it.
03/09/2022	06:25:34	7BREKEL	Response	[ProQA] : Irrelevant Female, Not Conscious, Not Breathing.
03/09/2022	06:26:02	PS	Response	[Page] Dispatch page sent to Unit:7126, Sent From: KEDCADQASPIS01
03/09/2022	06:26:09	PS	Response	[Page] Dispatch page to Unit:7126 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	06:26:54	7BREKEL	Response	CPR in progress
03/09/2022	06:27:11	7MARTHO	Response	[Private] SOLO MOSSMAN OFFICER 7126 - NIL ANSWER
03/09/2022	06:27:40	7COUDAV	Response	CALL TO PORT STN - NIL ANSWER
03/09/2022	06:28:55	7MARTHO	Response	[Private] NIL OFFICER AVAILABLE ? FINISHED AT 0600
03/09/2022	06:29:26	7COUDAV	Response	CALL TO SMITHFIELD STN - OFFICER AWARE
03/09/2022	06:29:33	7BREKEL	Response	NO SHOCK ADV FROM DEFIB
03/09/2022	06:30:13	7COUDAV	Response	>POL-Q> (Urgent) Irrelevant F - CPR IN PROGRESS
03/09/2022	06:30:14	ICEMS	Response	POL-Q Urgent Request for Attendance sent for Incident Q22-A039346
03/09/2022	06:31:07	7BREKEL	Response	ANALYSING PT FOR THE SECOND TIME- STILL NO SHOCK ADV
03/09/2022	06:31:57	ICEMS	Response	>POL-Q> POL-Q has been attached to the incident
03/09/2022	06:33:28	7BREKEL	Response	ANALSING PT THIRD TIME- NO SHOCK ADV - CPR
03/09/2022	06:33:52	PS	Response	[Page] Dispatch page sent to Unit:7182, Sent From: KEDCADQASPIS01
03/09/2022	06:34:01	PS	Response	[Page] Dispatch page to Unit:7182 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	06:34:56	ICEMS	Response	<POL-Q< QPS NOT ROSTERED DO YOU HAVE AN UPDATE
03/09/2022	06:35:21	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
03/09/2022	06:35:44	7BREKEL	Response	ANALYSING PT FOR 4TH TIME NO SHOCK ADV - CPR CONTINUED
03/09/2022	06:35:51	7COUDAV	Response	>POL-Q> NIL QAS IN PORT DOUGLAS - RESP FROM CAIRNS - CPR STILL IN PROGRESS
03/09/2022	06:38:06	7BREKEL	Response	ANALYSING PT 5TH TIME NO SHOCK ADV - CPR CONTINUE
03/09/2022	06:39:46	7BREKEL	Response	Irrelevant TWO MALES ON SCENE WITH PT
03/09/2022	06:39:54	7SARGIL	Response	CALL FROM Irrelevant AT QPS - ADV THEY HAVE NIL RESOURCES ON AS YET - ADV AS PER CASE DETAILS - QAS NOT YET ON SCENE, CURRNELTY ONLY SOLO OFFICER PROCEEDING - SHE WILL ADV HER SUPERVISOR AND ATTEMPT TO GET A RESOURCE
03/09/2022	06:40:25	7BREKEL	Response	ANALYSING PT 6TH TIME- NO SHOCK ADV- CPR CONTINUED
03/09/2022	06:42:42	7BREKEL	Response	ANALYSING PT 7TH TIME -NO SHOCK ADV- CPS CONTINUED
03/09/2022	06:45:14	7BREKEL	Response	ANALYSING PT-8TH TIME NO SHOCK ADV
03/09/2022	06:47:19	7BREKEL	Response	9TH ROUND- NO SHOCK ADV
03/09/2022	06:49:28	ICEMS	Response	<POL-Q< QAS ANY UPDATE? WE ARE SENDING A CREW FROM MOSSMAN
03/09/2022	06:49:39	7BREKEL	Response	10TH ROUND- NO SHOCK ADV
03/09/2022	06:50:25	7COUDAV	Response	>POL-Q> QAS STILL RESPONDING - DEFIB ON SCENE, ROUND 10 NO SHOCK ADV
03/09/2022	06:52:03	7BREKEL	Response	11TH ROUND NO SHOCK ADV
03/09/2022	06:56:51	7BREKEL	Response	12TH ROUND - NO SHOCK ADV
03/09/2022	06:57:23	ICEMS	Response	POL-Q En Route
03/09/2022	06:57:29	ICEMS	Response	POL-Q On Scene
03/09/2022	06:59:02	7BREKEL	Response	13TH ROUND NO SHOCK ADV
03/09/2022	07:01:17	7BREKEL	Response	14TH ROUND NO SHOCK ADV
03/09/2022	07:05:42	7BREKEL	Response	[ProQA: Key Questions] 7. The cardiac arrest was not witnessed (time unknown). 8. A defibrillator (AED) is available, and someone was sent to get it.
03/09/2022	07:05:42	7BREKEL	Response	[ProQA] : Irrelevant Female, Not Conscious, Not Breathing.
03/09/2022	07:06:00	7BREKEL	Response	DISCONNECTED WITH CALLER- QPS ON SCENE DOING CPR
03/09/2022	07:12:13	PS	Response	[Page] Dispatch page sent to Unit:7122, Sent From: KEDCADQASPIS01
03/09/2022	07:12:22	PS	Response	[Page] Dispatch page to Unit:7122 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	07:14:04	7KERWEN	Response	CALLING Irrelevant AS PER OFFICER REQ TO ENSURE SOMEONE ABLE TO MEET QAS ON ARRIVAL- NIL ANSWER
03/09/2022	07:16:32	PS	Response	[Page] Dispatch page sent to Unit:7146, Sent From: KEDCADQASPIS01
03/09/2022	07:16:42	PS	Response	[Page] Dispatch page to Unit:7146 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	07:17:09	7COUDAV	Response	7146 JUST FINISHING HANDOVER
03/09/2022	07:19:49	PS	Response	[Page] Dispatch page sent to Unit:7103, Sent From: KEDCADQASPIS01
03/09/2022	07:19:56	PS	Response	[Page] Dispatch page to Unit:7103 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	07:19:58	PS	Response	[Page] Dispatch page to Unit:7103 complete to PIN Irrelevant Irrelevant Message sent successfully to Whispir
03/09/2022	07:20:19	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
03/09/2022	07:21:19	7COUDAV	Response	7103 DID NOT LOGON UNTIL 0718
03/09/2022	07:24:35	ICEMS	Response	<POL-Q< QPS ON SCENE FROM MOSSMAN HAVE TO LEAVE FOR OTHER JOB - WILL CONTACT PORT D STN
03/09/2022	07:24:53	7COUDAV	Response	7182 PT MEETS RAPID CONTINUTATION REQ - NIL FURTHER ASSISTANCE
03/09/2022	07:27:17	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
03/09/2022	07:27:18	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir

03/09/2022	07:57:15	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
03/09/2022	08:56:44	7KERWEN	Response	7122 CONFIRMING AT PORT DOUGLAS STN AS PER SOS
03/09/2022	08:57:02	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
03/09/2022	14:37:21	7LYNBAS	Response	[ProQA: Key Questions] 1. The cardiac arrest was not witnessed (time unknown). 2. A defibrillator (AED) is available, and someone was sent to get it.
03/09/2022	14:37:21	7LYNBAS	Response	[ProQA] : Irrelevant Female, Not Conscious, Not Breathing.
04/09/2022	12:49:41	7MICMAN	Response	OPENED TO OBTAIN INCIDENT ID FOR SNAPI REPORT

Priority Changes

Date	Time	Changed from Priority	Reason	User
03/09/2022	06:25:22	1C	Patient Condition	Kelly, Brea

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
03/09/2022	06:20:51		No AML Data Received		No AML data received with this call	SDSIAML
03/09/2022	06:23:03		Incident in Waiting Queue			
03/09/2022	06:23:03		Incident in Waiting Queue			
03/09/2022	06:23:04		ANI/ALI Statistics		INT Insert:Sep 03 2022 06:20:48 / INT SendNP:Sep 03 2022 06:20:48 / WS RecvNP:Sep 03 2022 06:20:47 / WS Process:Sep 03 2022 06:23:04	7BREKEL
03/09/2022	06:23:04		Read Comment		Comment for Incident 215 was Marked as Read.	7BREKEL
03/09/2022	06:23:04		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
03/09/2022	06:23:04		ProQA	Irrelevant	ProQA determinant sent	7BREKEL
03/09/2022	06:23:13		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
03/09/2022	06:23:14		Incident in Waiting Queue Timer Clear			
03/09/2022	06:23:21		Read Incident		Incident 215 was Marked as Read.	7MARTHO
03/09/2022	06:24:33		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
03/09/2022	06:24:33		Incident Late			
03/09/2022	06:24:57		Read Comment		Comment for Incident 215 was Marked as Read.	5PAUVEN1
03/09/2022	06:25:22		Incident Priority Change		Incident priority changed from 1C to 1A due to Patient Condition	7BREKEL
03/09/2022	06:25:22		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
03/09/2022	06:25:22		Incident Late			
03/09/2022	06:25:22		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
03/09/2022	06:25:22		ProQA	Irrelevant	ProQA determinant sent	7BREKEL
03/09/2022	06:25:28		UserAction		User clicked Exit/Save	5PAUVEN1
03/09/2022	06:25:32		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
03/09/2022	06:25:54		UserAction		User clicked Initial Assign	7MARTHO
03/09/2022	06:25:56		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7126 (00:16:17),7514 (00:47:16)	7MARTHO
03/09/2022	06:26:02		Initial Assignment		The following unit(s) is (are) cleared from assignment: 7514	7MARTHO
03/09/2022	06:26:02	7126	Dispatched	Irrelevant	Response Number (010588)	7MARTHO
03/09/2022	06:26:02		Incident Timer Clear		Incident Timer Cleared	
03/09/2022	06:26:48		Read Comment		Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:27:02		Incident Late		Active incident marked as late	
03/09/2022	06:28:03		UserAction		User clicked Exit/Save	7COUDAV
03/09/2022	06:29:16		Read Comment		Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:30:04		Read Comment		Comment for Incident 215 was Marked as Read.	7MICMAN
03/09/2022	06:30:14		[ICEMS]		[ICEMS] Sent Urgent Incident Attendance to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:30:30		UserAction		User clicked Exit/Save	7MARTHO
03/09/2022	06:30:34		UserAction		User clicked Exit/Save	7MICMAN
03/09/2022	06:30:39		UserAction		User clicked Exit/Save	7COUDAV
03/09/2022	06:31:23		Read Comment		Comment for Incident 215 was Marked as Read.	7SARGIL
03/09/2022	06:31:57		[ICEMS]		[ICEMS] Received Incident Request Acknowledgment from POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:32:03		[ICEMS]		[ICEMS] Received Resource Status Query from POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	06:32:05		Read Comment		Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:32:10		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A039346, Resource Status: Will Attend	ICEMS
03/09/2022	06:32:16		UserAction		User clicked Exit/Save	7COUDAV
03/09/2022	06:32:16		[ICEMS]		[ICEMS] Received Resource Status	ICEMS

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				Query from POL-Q for Incident Q22-A039346	
03/09/2022	06:32:56		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	06:33:30		Read Comment	Comment for Incident 215 was Marked as Read.	7MARTHO
03/09/2022	06:33:32		UserAction	User clicked Add Resource	7MARTHO
03/09/2022	06:33:36		UserAction	User clicked Exit/Save	7SARGIL
03/09/2022	06:33:41		VisiCAD Recommendation	7168: 00:40:11, 7303: 00:41:39, 7514: 00:47:16, 7553: 00:49:12, 7182: 00:50:56,	7MARTHO
03/09/2022	06:33:52	7182	Dispatched	Response Number: 010599;	7MARTHO
03/09/2022	06:33:52	7182	Update Sector	From Sector 7C to 7CY	7MARTHO
03/09/2022	06:33:53		Incident Late	Active incident marked as late	
03/09/2022	06:33:53		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A039346, Resource Status: Will Attend	ICEMS
03/09/2022	06:34:22	7182	Resp	Responding From = 7 CAIRNS	7MARTHO
03/09/2022	06:34:23		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:34:23		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A039346, Resource Status: En Route	ICEMS
03/09/2022	06:34:30		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	06:34:31		UserAction	User clicked Exit/Save	7MARTHO
03/09/2022	06:34:56		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	06:35:11	7126	ReAssign Vehicle	ReAssign Reason: Crew Unavailable	7MARTHO
03/09/2022	06:35:11		ReAssign Response	Clearing Primary Vehicle Flag	7MARTHO
03/09/2022	06:35:20		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:35:21		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:35:21		Remove Waiting Pending Incident Warning	Removing Waiting Pending Incident Time Warning timer expired	
03/09/2022	06:35:53		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:35:54		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	06:36:03		Read Comment	Comment for Incident 215 was Marked as Read.	7SARGIL
03/09/2022	06:36:49		UserAction	User clicked Exit/Save	7SARGIL
03/09/2022	06:37:31		UserAction	User clicked Exit/Save	7SARGIL
03/09/2022	06:38:32		Read Comment	Comment for Incident 215 was Marked as Read.	7SARGIL
03/09/2022	06:39:58		UserAction	User clicked Exit/Save	7SARGIL
03/09/2022	06:40:32		[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	06:40:33		Read Comment	Comment for Incident 215 was Marked as Read.	7SARGIL
03/09/2022	06:41:17		UserAction	User clicked Exit/Save	7SARGIL
03/09/2022	06:44:18		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:44:30		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	06:49:28		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	06:50:00		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	06:50:00		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:50:27		[ICEMS]	[ICEMS] Sent Incident Update Message to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	06:50:28		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	06:51:08		[ICEMS]	[ICEMS] Incident Update Read by POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	06:56:55		Read Comment	Comment for Incident 215 was Marked as Read.	7KERWEN
03/09/2022	06:57:23		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A039346, Resource Status: En Route	ICEMS
03/09/2022	06:57:29		[ICEMS]	[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-A039346, Resource Status: On Scene	ICEMS
03/09/2022	06:58:09		UserAction	User clicked Exit/Save	7KERWEN
03/09/2022	07:02:55		Read Comment	Comment for Incident 215 was Marked as Read.	7KERWEN
03/09/2022	07:04:34		UserAction	User clicked Exit/Save	7KERWEN
03/09/2022	07:05:14		UserAction	User clicked Exit/Save	7ANGTIM
03/09/2022	07:06:01		UserAction	User clicked Exit/Save	7BREKEL
03/09/2022	07:12:01		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	07:12:09		UserAction	User clicked Exit/Save	7KERWEN

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03/09/2022	07:12:12	7122	Dispatched	Response Number: 010704;	7COUDAV
03/09/2022	07:12:12	7122	Update Sector	From Sector 7C to 7CY	7COUDAV
03/09/2022	07:12:16	7122	Resp	Responding From = 7RES	7COUDAV
03/09/2022	07:12:31		Read Comment	Comment for Incident 215 was Marked as Read.	7KERWEN
03/09/2022	07:12:54		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:13:44		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:14:06		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:14:15	7122	At Scene		7COUDAV
03/09/2022	07:14:16		[ICEMS]	[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-A039346, Resource Status: On Scene	ICEMS
03/09/2022	07:14:26		UserAction	User clicked Exit/Save	7KERWEN
03/09/2022	07:16:23		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	07:16:25		UserAction	User clicked Add Resource	7COUDAV
03/09/2022	07:16:29		VisiCAD Recommendation	7146: 00:14:43, 7148: 00:55:21, 7102: 00:55:30, 7403: 00:55:42, 7303: 00:58:24,	7COUDAV
03/09/2022	07:16:30		UserAction	User Accepted 7146	
03/09/2022	07:16:30		Add Resources	The following unit(s) is (are) recommended for assignment: 7146 (00:14:43)	7COUDAV
03/09/2022	07:16:31	7146	Dispatched	Response Number (010723)	7COUDAV
03/09/2022	07:16:57		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:17:31		Incident Late	Active incident marked as late	
03/09/2022	07:17:48	7182	At Scene		7COUDAV
03/09/2022	07:17:49		Incident Late	Active incident marked as late	
03/09/2022	07:19:21		Read Comment	Comment for Incident 215 was Marked as Read.	7COUDAV
03/09/2022	07:19:44		UserAction	User clicked Exit/Save	7LYNBAS
03/09/2022	07:19:48	7103	Dispatched	Response Number: 010736;	7COUDAV
03/09/2022	07:19:49		Incident Late	Active incident marked as late	
03/09/2022	07:19:56	7103	Resp	Responding From = 7 MOSSMAN.	7COUDAV
03/09/2022	07:19:58		Incident Late	Active incident marked as late	
03/09/2022	07:20:10	7146	Disposition	Vehicle Change	7COUDAV
03/09/2022	07:20:10	7146	Available	Unit Cleared From Incident 16374131	7COUDAV
03/09/2022	07:20:10	7146	Reassign Vehicle	ReAssign Reason: Vehicle Change	7COUDAV
03/09/2022	07:20:10	7146	Reassign Response	ReAssign Reason: Vehicle Change	7COUDAV
03/09/2022	07:21:25		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:24:10		Read Comment	Comment for Incident 215 was Marked as Read.	7LYNBAS
03/09/2022	07:24:35		[ICEMS]	[ICEMS] Received Incident Update from POL-Q for Incident Q22-A039346	ICEMS
03/09/2022	07:25:46		Read Comment	Comment for Incident 215 was Marked as Read.	5PAUVEN1
03/09/2022	07:26:55		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:27:10	7103	Disposition	Cancel En Route	7COUDAV
03/09/2022	07:27:10	7103	Available	Unit Cleared From Incident 16374131	7COUDAV
03/09/2022	07:27:10	7103	Reassign Vehicle	ReAssign Reason: Backup Not Required	7COUDAV
03/09/2022	07:27:10	7103	Reassign Response	ReAssign Reason: Backup Not Required	7COUDAV
03/09/2022	07:27:21		UserAction	User clicked Exit/Save	5PAUVEN1
03/09/2022	07:28:17		Read Comment	Comment for Incident 215 was Marked as Read.	7LYNBAS
03/09/2022	07:33:42		[ICEMS]	[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-A039346	ICEMS
03/09/2022	07:33:49		[ICEMS]	[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
03/09/2022	07:33:50		UserAction	User clicked Exit/Save	7COUDAV
03/09/2022	07:37:02		UserAction	User clicked Exit/Save	7KERWEN
03/09/2022	07:38:17		UserAction	User clicked Exit/Save	7LYNBAS
03/09/2022	07:57:06	7182	Available		7COUDAV

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03/09/2022	07:57:06	7182	Disposition	Treated Other Unit Transport	7COUDAV
03/09/2022	07:57:30		UserAction	User clicked Exit/Save	7ANGWAT
03/09/2022	08:26:32		Read Comment	Comment for Incident 215 was Marked as Read.	7LYNBAS
03/09/2022	08:29:01		UserAction	User clicked Exit/Save	7LYNBAS
03/09/2022	08:31:54		UserAction	User clicked Exit/Save	7KERWEN
03/09/2022	08:52:28		UserAction	User clicked Exit/Save	7LYNBAS
03/09/2022	08:56:54	7122	Available		7KERWEN

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03/09/2022	08:56:54	7122	Disposition	A Case Completed	7KERWEN
03/09/2022	08:56:54	7122	Response Closed	Response Disposition: A Case Completed	7KERWEN
03/09/2022	08:56:55		[ICEMS]	[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-A039346, Status: Closed	ICEMS
03/09/2022	14:35:49		Read Comment	Comment for Incident 215 was Marked as Read.	7LYNBAS
03/09/2022	14:37:23		UserAction	User clicked Exit/Save	7LYNBAS
04/09/2022	12:49:21		Read Comment	Comment for Incident 215 was Marked as Read.	7MICMAN
04/09/2022	12:49:42		UserAction	User clicked Exit/Save	7MICMAN

Edit Log

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Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
03/09/2022	06:20:50	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:20:54	City		CRAIGLIE	Updated City	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:20:54	City		CRAIGLIE	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:22	Address			New Entry	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:40	Address			Premise Verified	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:40	Latitude	0	73507660	Premise Verified	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:40	Longitude	0	34535726	Premise Verified	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	Jurisdiction		7 Cairns and Coastal	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	Division		7 Port Douglas	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	Battalion		7 Port Douglas	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	Response_Area		7 Port Douglas	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	Primary_TAC_Channel		VHF Ch 24 PORT DOUGLAS	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:41	City	CRAIGLIE	PORT DOUGLAS	Updated City	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:42	City	CRAIGLIE	PORT DOUGLAS	Updated City	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:42	City	CRAIGLIE	PORT DOUGLAS	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:21:46	Apartment		42B	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:22:01	ProQaCaseNumber		19372215	(Response Viewer)	Incident	PA705	7BREKEL
03/09/2022	06:23:03	Problem		CHEST PAIN ABNORM BREATH	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:03	Response_Plan		Acute	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:03	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:03	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:03	Incident_Type		ACUTE	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:04	Priority_Number	0	3	Updated by ProQA	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:04	Determinant		10C01	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:04	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022	06:23:04	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL

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03/09/2022 06:23:04	Pickup_Map_Info	(Blank)	PTDG1F7	Response_Transports	POLCADQASCXA077	BREKEL
03/09/2022 06:23:04	Map_Info		PTDG1F7	Response_Master_Incident	POLCADQASCXA077	BREKEL
03/09/2022 06:23:21	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTHO
03/09/2022 06:23:51	Field_Data		U	Patient Name:	Response_User_Data_Fields	PA705	7BREKEL
03/09/2022 06:23:51	Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA705	7BREKEL
03/09/2022 06:24:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA546	5PAUVEN1
03/09/2022 06:25:22	Priority_Description	1C	1A	Patient Condition	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	Priority_Number	3	1	Patient Condition	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	Response_Plan	Acute	1A	Updated by ProQA	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	Incident_Type	ACUTE	ACUTE AND CCP IF AVAILABLE	Updated by ProQA	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	Problem	CHEST PAIN ABNORM BREATH	NIL BREATHING	Updated by ProQA	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	Determinant	10C01	09E01	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:22	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022 06:25:27	Field_Data		50F CHEST PAIN	Pt Comments	Response_User_Data_Fields	QA546	5PAUVEN1
03/09/2022 06:26:48	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:29:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:30:04	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA704	7MICMAN
03/09/2022 06:31:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7SARGIL
03/09/2022 06:32:05	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:33:30	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7MARTHO
03/09/2022 06:34:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:35:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:36:03	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7SARGIL
03/09/2022 06:38:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7SARGIL
03/09/2022 06:40:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA703	7SARGIL
03/09/2022 06:44:18	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:50:00	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 06:56:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KERWEN
03/09/2022 07:02:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KERWEN
03/09/2022 07:05:42	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA705	7BREKEL
03/09/2022 07:05:42	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA705	7BREKEL
03/09/2022 07:12:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 07:12:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA706	7KERWEN
03/09/2022 07:16:23	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 07:19:21	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 07:24:10	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
03/09/2022 07:25:46	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA546	5PAUVEN1
03/09/2022 07:28:17	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
03/09/2022 07:33:50	City	PORT DOUGLAS	PORT DOUGLASS	(Response Viewer)	Response_Master_Incident	PA707	7COUDAV
03/09/2022 08:26:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
03/09/2022 08:26:39	City	PORT DOUGLASS	PORT DOUGLAS	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
03/09/2022 14:35:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
03/09/2022 14:37:22	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA701	7LYNBAS
04/09/2022 12:49:21	Read Comment	False	True	(Response	Response_Master_Incident	PA708	7MICMAN

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RTI Release

Department of Health
Queensland Ambulance Service

Significant Incident Review

Version 1.0 July 2020

Far Northern Region
Torres and Cape District

Authority:

- By authority of Rita Kelly, Assistant Commissioner, Far Northern Region.

Executive Summary:

- On 09 September 2022, officers from the Cooktown Ambulance Station were advised of to an RTC Arrest – Irrelevant Rossville.
- When this incident was notified to the Cairns Communication Centre, Cooktown officers were already attending another case (Incident Number 16402510) and were delayed in attending this case.
- The male patient was described initially as having been the driver and sole occupant of a vehicle which had struck a tree at speed approximately 40 minutes prior to a Triple Zero call being initiated. Observations of the patient provided by bystanders at the scene described a patient who had sustained a significant head injury and was deceased.
- Upon arrival of the Cooktown officers the patient was confirmed as being in cardiac arrest as a result of sustaining significant and obvious, traumatic injuries. CPR was not initiated and a Recognition of Life Extinct (ROLE) was completed.

Terms of Reference:

- This review will investigate all aspects of ambulance response to incident 16402673.
- The review will examine ambulance operations prior to, during and following the response.
- This review will include all requirements outlined in the *Operational Incident Review Process*.

Clinical Incident Summary Report:

- Regional clinical review indicates nil clinical concerns with either patient assessment or clinical documentation.

State OpCen ProQA:

- There were no issues or areas of concern identified in the review of this case.

Incident Review/Investigation:

Scope:

- Torres and Cape District reviewed the response, clinical performance, operational decision making and resource allocation to ensure the appropriate response and management of the case was achieved.
- Torres and Cape District will identify any operational or clinical performance issues with this case and ensure appropriate actions are taken to return performance to the required standards.

Background:

- Cooktown is located approximately 330 kilometres north of Cairns and has a resident population of approximately 2700 people.

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- The Cooktown community is serviced by a Queensland Ambulance Service facility that is usually staffed with two officers – an Advanced Care Paramedic II and an Ambulance Technician.
- Rossville is located approximately 33 kilometres south of Cooktown on the Bloomfield Road and approximately 38 kilometres north of Wujal Wujal Community. Rossville has a population of approximately 200 people.
- Wujal Wujal Community has a resident population of approximately 280 people and has a Queensland Health Primary Health Care Centre (Q-Health PHCC) which services the community.
- Lakeland has an active QAS First Responder Group (FRG) which assists at incidents until paramedic officers dispatched from Cooktown arrive on scene. Lakeland is approximately 100 kilometres to the south-west of Rossville.
- QAS Cooktown responded two officers in a Toyota Modular Ambulance Unit.

Timeline: Incident Number 16402673

1st Key Stroke:	**19:36pm**
In waiting queue:	**19:36pm**
Assigned:	**20:09pm – Cooktown Unit 7422**
Enroute:	**20:09pm – Cooktown Unit 7422**
At scene:	**20:39pm – Cooktown Unit 7422**
	20:45pm – Recognition of Life Extinct
Departed scene:	**Not applicable**
Case Closed:	**21:16pm – by Cairns Operations Centre as 7422 advised clear of scene.**

Review:

- The response from Cooktown Ambulance comprising of one ACP2 officer and an Ambulance Technician was delayed in responding to this case as they were on-scene at Incident Number 16402510.
- Cooktown Unit 7422 cleared from Incident Number 16402510 and were enroute to this incident following a delay of thirty-three (33) minutes from receipt of notification of the case from the Cairns Operations Centre.
- The initial incident was coded as a Code 1C, with QPS and QFES also notified via ICEMS of the incident and requested to attend.
- Information provided by bystanders at the scene indicated that the sole, male patient appeared to be deceased.
- Cooktown Unit 7422 from the initial receipt of the incident took 63 minutes to arrive on-scene and assess the patient.
- No timely consideration was given to the possible dispatch of other medical resources to the scene, either Q-Health nurses from Wujal Wujal Clinic or members of the Lakeland FRG.
- Given that a bystander stated that the initial impact of the vehicle may have occurred up to 40 minutes prior to the Cairns Operations Centre being advised of the incident, the forces involved and the significant traumatic injuries sustained by the male patient, a more timely medical intervention may not have positively influenced the outcome for the patient.
- Prior to the arrival of Cooktown Unit 7422, the patient was identified by bystanders as unconscious, pulseless, cold to touch with significant blood loss noted from their head. Bystanders did not at any time initiate CPR prior to the arrival of either QPS or QAS at the scene.

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- Following Cooktown Unit 7422 arriving on-scene, a visual assessment of the patient was conducted, signs of traumatic injuries not compatible with life were noted and Cardio-Pulmonary Resuscitation (CPR) was not initiated. Following a more detailed assessment of the patient's vital signs, the male patient was declared Life Extinct at 20:45

- The deceased patient was left on-scene with QPS.

Outcomes:

- One male patient, sole occupant of a vehicle, deceased at the scene after sustaining significant, closed head injury, post ejection from a vehicle traveling at speed.
- Multi-Agency response from QAS, QPS and QFES to the scene.
- Delay in the response of QAS Cooktown officers to this case due to previous case – 16402510, which upon review was appropriate.

Post OIRR actions:

- Priority One contacted both QAS Officers who attended this case.

Review Recommendations:

- It may have been appropriate for the Cairns Operations Centre to consider contacting the Wujal Wujal Clinic and request a Queensland Health response to this incident. Wujal Wujal Clinic is a similar distance from Rossville and a clinic response may have arrived on-scene earlier.
- In the Incident Detail Report (IDR) there was discussion around responding the Lakeland FRG to this incident.
- The dispatch of the Lakeland FRG may have been appropriate but only after a request to attend had been made to the Q-Health Wujal Wujal Clinic as the estimated response time from Lakeland to Rossville is 90 minutes.

Appendix of relevant documents/files:

- Briefing notes identifying response information;
- Briefing notes identifying operational issues;
- Consultation with State OpCen Assistant Commissioner (for "State ProQA Special Review" if relevant);
- Briefing notes identifying pertinent incident information;
- A clear timeline of events from receipt of Triple Zero (000) call for the OIRR;
- Incident Detail Report (IDR);
- Electronic Ambulance Report Form (eARF);
- Local level clinical review (Eclipse);
- State level clinical audits (should be requested from the Medical Directors Office for complex clinical incidents or incidents with deviations from clinical policy and procedure);
- Relevant audio (wav) files;
- AVL tracking of unit positions at time of incident;
- Details of active incidents from 1 hour prior to the SIR and while SIR was active;
- Workforce planning reports; and
- Any reports or documents received from the Queensland Police Service (QPrime Number).

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Regional Endorsement

(Document must be signed by Assistant Commissioner, converted to PDF, sent to Irrelevant @ambulance.qld.gov.au)

Name	Position	Signature	Date
Rita Kelly	Assistant Commissioner		17.01.2023

RTI Release

Incident Detail Report

Data Source: **QACIR**
Incident Status: **Closed**
Incident number: **16402673**
ProQA number: **19402302**
Console name: **PA703**
Incident Date: **09/09/2022 19:33:29**
Last Updated:

Incident Information

Incident Type:	ACUTE AND CCP IF AVAILABLE	**Alarm Level:**	
Priority:	1C	**Problem:**	RTC ARREST
Determinant:	29D06	**Agency:**	QAS
Base Response#:	042275	**Jurisdiction:**	7 Tablelands and Cape York
Confirmation#:	00989133	**Division:**	7 Cooktown
Taken By:	Irrelevant	**Battalion:**	7 Cooktown
Response Area:	7 Cooktown	**Response Plan:**	1A
Disposition:	A Case Completed	**Command Ch:**	
Cancel Reason:		**Primary TAC:**	VHF Ch 25 MT COOK
Incident Status:	Closed	**Secondary TAC:**	
Certification:	ACUTE	**Delay Reason (if any):**	
Longitude:	34729112	**Latitude:**	74245188
Patient Name:	Irrelevant	**Patient DOB:**	UNK

Incident Location

Location Name:		**County:**	COOK
Address:	Irrelevant	**Location Type:**	
Apartment:		**Cross Street:**	Irrelevant
Building:		**Map Reference:**	
City, State, Zip:	ROSSVILLE QLD 4895		

Call Receipt

Caller Name:	Irrelevant	**Original CLI Phone**	Irrelevant
Method Received:		**Call Back Phone:**	
Caller Type:		**Caller Location:**	

Time Stamps

Description	Date	Time	User
Phone Pickup	09/09/2022	19:33:29	
1st Key Stroke	09/09/2022	19:33:29	
In Waiting Queue	09/09/2022	19:36:00	
Call Taking Complete	09/09/2022	19:52:29	Irrelevant
1st Unit Assigned	09/09/2022	20:09:38	
1st Unit Enroute	09/09/2022	20:09:40	
1st Unit Arrived	09/09/2022	20:39:24	
Closed	09/09/2022	21:16:34	Irrelevant

Elapsed Times

Description	Time
Received to In Queue	00:02:31
Call Taking	00:19:00
In Queue to 1st Assign	00:33:38
Call Received to 1st Assign	00:36:09
Assigned to 1st Enroute	00:00:02
Enroute to 1st Arrived	00:29:44
Incident Duration	01:43:05

Resources Assigned

Unit	Assigned	Disposition	Enroute	Staged	Arrived	At Patient	Delay Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
B7422	20:09:38	A Case Completed	20:09:40		20:39:24			21:16:34			

Personnel Assigned

Unit	Name
7422	Irrelevant

Pre-Scheduled Information

No Pre-Scheduled Information

Transports

No Transports

Comments

Date	Time	User	Type	Comments
09/09/2022	19:35:06	7KELTUR	Response	800M Irrelevant
09/09/2022	19:36:00	7KELTUR	Response	[ProQA Dispatch] Dispatch Level: 09E01 (Not breathing at all) Response Text: 1A Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
09/09/2022	19:36:00	7KELTUR	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred.
09/09/2022	19:36:21	7KELTUR	Response	[ProQA: Key Questions] 1. The cardiac arrest was witnessed or just occurred. 2. A defibrillator (AED) is not available.
09/09/2022	19:36:21	7KELTUR	Response	[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing.
09/09/2022	19:37:15	7KELTUR	Response	[ProQA Reconfigure] Reconfigure Level: 09D02 (OBVIOUS or EXPECTED DEATH questionable (a through h; x through z)) Suffix: f (Severe injuries obviously incompatible with life) Response Text: 1A QPS Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
09/09/2022	19:37:15	7KELTUR	Response	[ProQA: Key Questions] 1. It appears that the patient is OBVIOUSLY dead. 3. Death was caused by severe injuries obviously incompatible with life. 4. It's not absolutely certain that the patient is dead. 2. A defibrillator (AED) is not available.
09/09/2022	19:37:24	7BENKEL	Response	DISP DELAY- CONTACTING 7422 CURRENTLY ON SCENE 16402510
09/09/2022	19:37:37	ICEMS	Response	[Appended, 19:42:04] [POL-Q] Exact Lat/Lon=D15.75942/D145.27075
09/09/2022	19:37:37	ICEMS	Response	[Appended, 19:42:04] [POL-Q] Contact at scene: Irrelevant
09/09/2022	19:37:37	ICEMS	Response	[Appended, 19:42:04] [POL-Q] 1 PERSON DECEASED - HE IS COLD - THROWN FROM THE VEHICLE
09/09/2022	19:37:37	ICEMS	Response	[Appended, 19:42:04] [POL-Q] Initial Incident Address information: Irrelevant Irrelevant ROSSVILLE, COOK, QLD 4895
09/09/2022	19:37:51	ICEMS	Response	[Appended, 19:42:04] <POL-Q< CAR INTO A TREE
09/09/2022	19:38:46	ICEMS	Response	[Appended, 19:42:04] <POL-Q< Irrelevant BUT INF DOES NOT KNOW HIS NAME
09/09/2022	19:38:48	7KELTUR	Response	[ProQA Reconfigure] Reconfigure Level: 29D06 (Arrest) Response Text: 1A QPS Age unknown, Gender unknown, Not Conscious, Not Breathing. Problem Description: Obviously NOT BREATHING & Unconscious (non-traum)
09/09/2022	19:38:49	7KELTUR	Response	[ProQA: Key Questions] 5. The incident involves a rollover.
09/09/2022	19:38:52	7KERWEN	Response	CALL TO UNIT 7422 TO ADVISE OF CASE- CREW CURRENTLY ON SCENE CASE 16402510 - SEE CASE NOTES
09/09/2022	19:38:57	ICEMS	Response	[Appended, 19:42:04] <POL-Q< 50S
09/09/2022	19:39:21	7KELTUR	Response	INF STATES ACCIDENT OCCURED 40MINS AGO
09/09/2022	19:39:36	7KELTUR	Response	[ProQA: Key Questions] 5. The incident involves a rollover. 6. Chemicals or other hazards are not involved. 7. There is no one trapped. 8. Someone was thrown from the vehicle. 9.

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				Everyone is not completely awake (alert). 10. Their injuries are described as other than to a NOT DANGEROUS area. 11. There is SERIOUS bleeding.
09/09/2022	19:39:36	7KELTUR	Response	[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing
09/09/2022	19:40:43	ICEMS	Response	[Appended, 19:42:04] <POL-Q< VEHICLE IS TOYOTA LANDCRUISER Irrelevant
09/09/2022	19:40:58	ICEMS	Response	[Appended, 19:42:04] <POL-Q< MALE IS Irrelevant INF HAS FOUND PAPERWORK ON THE GROUND
09/09/2022	19:42:04	7SAMMON	Response	Duplicate call appended to incident at 19:42:04
09/09/2022	19:42:54	ICEMS	Response	<POL-Q< BODY IN TACT
09/09/2022	19:43:18	ICEMS	Response	FIRE-Q Request for Attendance sent for Incident Q22-P059822
09/09/2022	19:43:38	7SAMMON	Response	>FIRE-Q> RTC ARREST
09/09/2022	19:43:39	ICEMS	Response	>FIRE-Q> FIRE-Q has been attached to the incident
09/09/2022	19:43:49	ICEMS	Response	<POL-Q< INF HAS A TOWEL THEY CAN PLACE OVER THE BODY
09/09/2022	19:44:25	ICEMS	Response	<FIRE-Q< PLS ADVISE DETAILS AND IF QFES REQUIRED
09/09/2022	19:44:28	7BENKEL	Response	Delay in dispatch due to workload
09/09/2022	19:44:35	ICEMS	Response	<POL-Q< VEHICLE TO BE PLACED BEHIND THE BODY WITH HAZARD LIGHTS ON
09/09/2022	19:45:11	7KELTUR	Response	NIL PH CONTACT AT SCENE. INF STATES RECEPTION IS POOR.
09/09/2022	19:45:18	7KERWEN	Response	>POL-Q> QAS NIL AVAILABLE RESOURCES TO RESPOND - COOKTOWN QAS CURRENTLY DELAYED ON SCENE WITH OTHER CASE - SORRY QPS - WILL UPDATE DISPATCH PLAN
09/09/2022	19:46:29	7KELTUR	Response	[ProQA: Key Questions] 5. The incident involves a rollover. 6. Chemicals or other hazards are not involved. 7. There is no one trapped. 8. Someone was thrown from the vehicle. 9. Everyone is not completely awake (alert). 10. Their injuries are described as other than to a NOT DANGEROUS area. 11. There is SERIOUS bleeding.
09/09/2022	19:46:29	7KELTUR	Response	[ProQA] : Age unknown, Gender unknown, Not Conscious, Not Breathing.
09/09/2022	19:47:22	ICEMS	Response	<FIRE-Q< WHAT IS THIS INCIDENT PLS?
09/09/2022	19:47:52	ICEMS	Response	<POL-Q< TRAFFIC ACCIDENT POSSIBLE FATALITY
09/09/2022	19:47:59	7BENKEL	Response	>FIRE-Q> CAR VS TREE- SINGLE OCCUPANT THROWN FROM VEH- DECEASED
09/09/2022	19:50:46	5SANTHO	Response	CDS approved upgrade/downgrade priority . Irrelevant Irrelevant CDS HAS UG DUE TO TOO MANY UNKNOWNS REGARDING THE SITUATION. CDS RTEALISES THAT QAS CAN ONLY GO ON THE INFORMATION PROVIDED BY THE MEMBER OF PUBLIC HOWEVER DUE TO TOO MANY UNKNOWN FACTORS CDS WILL BE KEEPING THIS CASE AS A CODE 1 UNTIL QAS ARRIVES . CDS HAS HAD A CONVERSATION WITH OCS REGARDING THE CASE
09/09/2022	19:51:12	7KELTUR	Response	INF STATES PT HAD LOTS OF BLOOD COME FROM HEAD. CHECKED PULSE FOR APPROX 3 MINS. NO PULSE. INF STATES PT IS COLD AND DEAD. INF STATES A FRIEND HEARD THE CRASH APPROX 40 MINS AGO.
09/09/2022	19:51:55	ICEMS	Response	POL-Q En Route
09/09/2022	19:59:22	ICEMS	Response	<FIRE-Q< QFRS HAVE NO CREW AVAILABLE PLS ADVISE IF REQUIRED ONCE QPS QAS ON SCENE
09/09/2022	20:00:25	7ANGTIM	Response	>POL-Q> QAS STILL ON SCENE AT WATCH HOUSE PLSE ADV UPDATE ASAP THANKS
09/09/2022	20:03:28	ICEMS	Response	<POL-Q< QPS CREWS STILL PROCEEDING . WILL ADVISE WHEN A SITREP IS RECEIVED
09/09/2022	20:04:43	7BENKEL	Response	7422 AWARE OF CASE- CURRENTLY TX TO COOKTOWN HOSP
09/09/2022	20:09:37	PS	Response	[Page] Dispatch page sent to Unit:7422, Sent From: KEDCADQASPIS01
09/09/2022	20:09:44	PS	Response	[Page] Dispatch page to Unit:7422 complete to PIN Irrelevant Message sent successfully to Whispir
09/09/2022	20:09:44	PS	Response	[Page] Dispatch page to Unit:7422 complete to PIN Message sent successfully to Whispir
09/09/2022	20:15:28	ICEMS	Response	POL-Q On Scene
09/09/2022	20:26:40	7ANGTIM	Response	OCM AWARE OF JOB
09/09/2022	20:31:32	7ANGTIM	Response	PER SOS ADV LAKELAND 1ST RESPONDER SHOULD HAVE BEEN SENT TO JOB AS INITIAL RESPONSE - LAKELANDS APPROX 1HR -1,5HRS RESPONSE IF AVAIL - COOKTOWN CURRENTLY RESPONDING
09/09/2022	21:13:22	7ANGTIM	Response	QPS ON SCENE CONFIRMED PT IS DECEASED ARRANGING THE UNDERTAKER - REQ QAS TO CONTINUE FOR ROLE FORM
09/09/2022	21:16:20	7JUSWES	Response	7422 OFFICERS CALLED COMMS - CLEARED SCENE - THEY ARE PROCEEDING BACK TO HOSP NOW - WILL CALL BACK WITH TIMES - CONF SIG 4
09/09/2022	21:16:59	PS	Response	[Page] Page processing complete to PIN Irrelevant Message sent successfully to Whispir
09/09/2022	21:16:59	PS	Response	[Page] Page processing complete to PIN Message sent successfully to Whispir
09/09/2022	21:51:20	7JUSWES	Response	OFFICERS CALLED TO ADV ON SCENE TIME WAS 2039 AND CALLED SIG 4 AT 2045
12/09/2022	04:23:12	7SHECAR	Response	OPENED FOR CASE INFORMATION FOR SIR
12/09/2022	04:23:16	7SHECAR	Response	OPENED FOR CASE INFORMATION FOR SIR [Shared]
12/09/2022	06:19:36	5SANTHO	Response	16457 CDS WAS CDS ON THIS NIGHT AND REOPENED THE CASE TO SEND SUNSHINE COAST OCM AN EMAIL REGARDING THIS CASE
12/09/2022	13:44:57	7LYNBAS	Response	OPENED FOR SIG INCIDENT ID NUMBER

Priority Changes

Date	Time	Changed from Priority	Reason	User
09/09/2022	19:39:04	1A	Patient Condition	Timmins, Angela
09/09/2022	19:48:51	2A	Patient Condition	Thornton-R, Sandy (CDS)

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
09/09/2022	19:33:30		No AML Data Received		No AML data received with this call	SDSIAML
09/09/2022	19:36:00		Incident in Waiting Queue			
09/09/2022	19:36:00		Incident in Waiting Queue			
09/09/2022	19:36:00		Incident in Waiting Queue			
09/09/2022	19:36:01		ANI/ALI Statistics		INT Insert:Sep 09 2022 19:33:29 / INT SendNP:Sep 09 2022 19:33:28 / WS RecvNP:Sep 09 2022 19:33:27 / WS Process:Sep 09 2022 19:36:01	7KELTUR
09/09/2022	19:36:01		Read Comment		Comment for Incident 302 was Marked as Read.	7KELTUR
09/09/2022	19:36:01		ProQA	Irrelevant	ProQA determinant sent	7KELTUR
09/09/2022	19:36:02		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
09/09/2022	19:36:07		Read Incident		Incident 302 was Marked as Read.	7BENKEL
09/09/2022	19:36:10		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
09/09/2022	19:36:13		Incident in Waiting Queue Timer Clear			
09/09/2022	19:36:16		UserAction		User clicked Initial Assign	7BENKEL
09/09/2022	19:36:18		Initial Assignment		The following unit(s) is (are) recommended for assignment: 7LAK (00:42:21),7751 (01:18:50),7553 (02:25:28),7146 (01:39:06)	7BENKEL
09/09/2022	19:36:24		Read Comment		Comment for Incident 302 was Marked as Read.	7JUSWES
09/09/2022	19:36:36		UserAction		User clicked Exit/Save	11JESKRA
09/09/2022	19:37:00		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
09/09/2022	19:37:00		Incident Late			