

Helen Gilmore

From: Dee Taylor-Dutton
Sent: Monday, 4 April 2022 9:47 PM
To: Brina Keating
Subject: RE: 92 yr old in scuffle with paramedic at the front of [REDACTED] street

That makes sense. Thanks Brina.

Regards

Dee



Dee Taylor-Dutton ASM (she/her)
 Deputy Commissioner – Statewide Operations, South
 Queensland Ambulance Service | Department of Health
 Emergency Services Complex, Cnr Park & Kedron Park Roads, Kedron Q 4031
 GPO Box 1425, Brisbane Q 4001
 T: 07 [REDACTED]
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 [REDACTED] [@video.dcs.qld.gov.au](https://video.dcs.qld.gov.au) | <https://twitter.com/QASDeputyDTD>



From: Brina Keating [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Sent: Monday, 4 April 2022 9:27 PM
To: Dee Taylor-Dutton [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Subject: Re: 92 yr old in scuffle with paramedic at the front of [REDACTED] street

I can confirm [REDACTED] was a single officer returning a patient to a nursing home. We were down a number of crews today including [REDACTED] due to COVID and sick leave. This was a PTS case.

It was a nursing home chair located under the front entrance of the facility. Apparently they have a few out the front.

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From: Dee Taylor-Dutton [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Sent: Monday, April 4, 2022 9:15:42 PM
To: Brina Keating [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Subject: RE: 92 yr old in scuffle with paramedic at the front of [REDACTED] street

Thanks Brina.

Very glad everyone's okay today – it's certainly been a day up there!

Was this a single officer response? If not, was the paramedic in the rear with the patient??

I'm confused about where the chair came from in the rear of the unit?

Regards

Dee



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From: Brina Keating [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Sent: Monday, 4 April 2022 9:10 PM
To: Dee Taylor-Dutton [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Subject: Fwd: 92 yr old in scuffle with paramedic at the front of [REDACTED] street

FYI.

I will call [REDACTED] tomorrow & just touch base with her.

This was the 3rd assault on a paramedic today.

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From: Leon Oliveri [REDACTED] [@ambulance.qld.gov.au](mailto:[REDACTED]@ambulance.qld.gov.au)>
Sent: Monday, April 4, 2022 6:45 pm
To: Brina Keating; Manjeet Singh; QAS Edmonton OIC
Subject: 92 yr old in scuffle with paramedic at the front of [REDACTED] street

Hi Brina and Manjeet,

Incident Notification

Incident Date	4/4/2022
Incident Number	[REDACTED]
Location	[REDACTED] Cairns [REDACTED]
Incident Type	AQUA 4B
Received Time	14:24
Response Time	04:08:56
Crew / Officer Details	Unit Name [REDACTED], [REDACTED]
Details / Issues	<ul style="list-style-type: none"> • 92 yr old male pt [REDACTED] • Return from [REDACTED] • When officer opened rear doors of Ambulance to unload pt at facility • Pt had climbed off the stretcher, releasing all the seat belts and was getting out of the ambulance. • A scuffle ensued with the paramedic and the pt then picked up a chair and threw it. • Paramedic moved away from pt and called for assistance • No real injuries to paramedic or pt, just shaken up • Staff at facility retrieved pt from front of facility and escorted him to his room. • Sos went to scene followed up with paramedic who is ok and at end of shift. A little shaken however doing ok. • QPS initially called, and then stood down after safety of paramedic confirmed upon sos arrival.
What was Done	<ul style="list-style-type: none"> • Assess, transport
Pertinent Information	<ul style="list-style-type: none"> • Officer will complete she

Thanks

Regards



Leon Oliveri

Senior Operations Supervisor
Cairns and Hinterland District
Far Northern region | Office of the Assistant Commissioner
Queensland Ambulance Service | Department of Health
42-50 Anderson Street
Manunda Q 4870 | PO Box 666M Cairns Q 4870

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Significant Incident Review

Version 1.0 August 2020

Metro North Region Queensland Ambulance Service

Authority:

By authority of the Acting Assistant Commissioner, Metro North Region, Queensland Ambulance Service (QAS).

Executive Summary:

On [REDACTED] 2022 at [REDACTED] hrs, the QAS received a Triple Zero (000) call for assistance (Incident [REDACTED]) at [REDACTED] to attend a [REDACTED] female patient complaining of [REDACTED].

The case was prioritised in the Medical Priority Dispatch System (MPDS) as MPDS Determinant 21D04M [REDACTED] requiring a Code 1C response at 19:29. The Brisbane Operations Centre (OpCen) attached a single officer who responded on [REDACTED] who arrived on scene at 19:40, 11 minutes after the triple zero call was received.

The OpCen advised the single officer whilst responding that back up was unavailable. Despite multiple requests for back up, the officer treated the patient and initiated transport to Royal Brisbane Hospital code one. During transport, the patient deteriorated with the officer requesting back up again. The Critical Care Paramedic from [REDACTED] heard the radio transmission and offered back up. The patient was transported to [REDACTED] Hospital in a critical condition.

At the time of call Metro North and South were experiencing a high demand for service, with Southeast Queensland Escalation of "Extreme Hospital Delays" affecting Paramedic availability.

Terms of Reference:

This review will investigate all aspects of ambulance response to incident [REDACTED].
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*.

Regional Clinical Incident Summary Report:

Metro North Clinical Education unit reviewed the case and found that treatment was to the required standard including the transport disposition as a single officer. The Medical Director Dr Stephen Rashford reviewed the case and supported the decision made by the single officer to initiate transport.

Incident Review/Investigation:

Scope

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

Timeline

1st Key Stroke:	19:27
Received:	19:29
Assigned:	19:31

Queensland Ambulance Service: Operational Incident Reporting

Enroute: 19:32
At scene: 19:40
Departed scene: 20:22
At hospital: 20:46
Partially available: 21:53

OCS/EMD review:

- The A/Brisbane OpCen Director reviewed the action of the OCS and EMD.
- A/Brisbane OpCen Director has identified areas for learning and improvement by the dispatcher and OCS.
- The communication between the OCS/OC occurred at a busy period in the shift with the EMD not receiving the instruction that the [REDACTED] officer needed to collect an officer from [REDACTED]. The OCS has received feedback.
- The EMD should have attached the CCP to the case when the officer initially requested back up and to also consider contacting ramped crews to see if a single officer could assist. This feedback has been provided.

OC/WPU review:

- A/WPU manager reviewed the WPU allocation and OC actions.
- [REDACTED] 2022 the WPU received an above average number of unscheduled absenteeism of 64 shifts, including 11-night shift officers.
- The [REDACTED] officer was a single officer as a result of unscheduled absenteeism.
- WPU had allocated a casual officer to start shift at [REDACTED] Station to be moved on shift to [REDACTED] Station. The [REDACTED] officer received a phone call advising the [REDACTED] Officer would collect him but the [REDACTED] Officer logged on without any instruction to collect their partner from [REDACTED].
- The OC/OCS failed to communicate via normal methods of communication (phone/teams chat) to advise the [REDACTED] officer of the plan.
- The OC/OCS communicated multiple times after the single officer arrived on scene to discuss a taxi to meet at hospital.
- The OC has received feedback to prevent this from occurring in future.
- Metro North Region and WPU are working with the OIC group to better align flexible work arrangements to reduce time in pairing up officers, better meet demand and increase efficiencies. Whilst this would not have impacted this unscheduled absenteeism, it plays a part in reducing the workload of the OC during peak periods.
- Metro North Region and WPU are working to streamline allocations with an SMS based solution to reduce the number of calls to the OC and ensure both parties receive timely notification of shift plans.

Resource Review

Hospital Status

At [REDACTED] pm on [REDACTED] 2022, the time of the call, there were 32 QAS units located at Metro North Hospital and Health Service (HHS) hospitals and of these 21 had been 'ramped' for over 30 minutes, with the longest being 4 hours 36 minutes at Prince Charles Hospital. At the time of the call, all Metro North Facilities were on level 3.

Fifteen-minute snapshots for hospital delays at Metro North HHS hospitals prior to the call, at the time of the call and while the call was pending reveal moderate to extreme delays at hospitals as follows:

Queensland Ambulance Service: Operational Incident Reporting

	Hospital	Total no. ambulances at Hospital (with pts on stretcher)	Total no. ambulances ramped (>30 mins POST)	Maximum ramped time
19:30 to 19:44	RBWH	6	2	2hrs 3 minutes
	Redcliffe Hospital	8	5	2hrs 13 minutes
	Caboolture Hospital	9	6	2 hrs 28 minutes
	Prince Charles Hospital	9	7	4 hrs 36 minutes
19:45 to 20:00	RBWH	6	2	38 minutes
	Redcliffe Hospital	8	7	2hrs 28 minutes
	Caboolture Hospital	9	9	2hrs 43 minutes
	Prince Charles Hospital	7	5	2 hrs 12 minutes
20:00 to 20:14	RBWH	7	3	54 minutes
	Redcliffe Hospital	6	4	1hr 35 minutes
	Caboolture Hospital	11	9	2hrs 58 minutes
	Prince Charles Hospital	9	6	2hrs 28 minutes

Operational Review

Fifteen-minute snapshots for pending cases within the Brisbane Operations Centre response area prior to the call, at the time of the call and while the call was pending revealed moderate to high numbers of pending cases within the community as follows:

	Priority	Number of Incidents	Average Wait (hh:mm:ss)	Maximum Wait (hh:mm:ss)
19:30 to 19:44	1	3	00:06:05	00:08:40
	2	46	02:01:04	07:03:25
19:45 to 20:00	1	2	00:07:45	00:14:33
	2	48	01:57:33	06:40:14
20:00 to 20:14	1	4	00:13:57	00:29:43
	2	48	02:09:11	06:55:24

System Pressures

On 21 March 2022, the Metro North HHS hospitals experienced 152 hours of 'Lost Time' at Emergency Departments. This Lost Time equates to approximately 15 paramedic crews over the period of a day being unavailable to be dispatched to the community.

Please note - 'Lost Time' data is derived from QAS electronic Ambulance Report Forms (eARFs). All Patient Off Stretcher (POST) performance data, including QAS patient volumes is a point in time and subject to change as eARFs move into completed status and become available

Queensland Ambulance Service: Operational Incident Reporting

for reporting. This report includes Code 1 and 2 incidents that result in a patient transport to a Queensland Health reportable hospital and have a valid at hospital time interval which is greater than 30 minutes for completed eARFs only (approx. 85-90% for prior day)

This 'Lost Time' reduces the number of ambulances available to deploy to pending incidences. When this occurs, the QAS prioritises responses according to clinical acuity. The effects of lost availability compound as pending incidents continue to accrue as more Triple Zero (000) requests are received; however, ambulance crews are unable to be released from hospitals. The outcome results in QAS prioritising the most urgent of incidents (i.e. Code 1 lights and sirens).

Outcomes

- Single [REDACTED] Officer initiated transport to RBWH. During transport the patient deteriorated with the single officer pulling over, requesting further assistance and a CCP being attached to scene. The patient was transported to Caboolture Hospital.
- A/District Director met with [REDACTED] Officer to discuss the case and the actions that were reviewed in the SIR.
- [REDACTED] Officer satisfied with the outcomes of the review.

Appendix of relevant documents/files:

- Incident Detail Report (IDR);
- Local level clinical review (Eclipse);
- Audio files;

Regional Endorsement

Name	Position	Signature	Date
David Hartley	A/Assistant Commissioner	Electronically endorsed	22/04/2022
Lisa Dibley	A/District Director	Electronically endorsed	22/04/2022

Julie McConnell

From: Joanne Selby
Sent: Tuesday, 4 January 2022 6:52 PM
To: QASCCS.R7Cairns; QAS LASN CAH Rosters
Cc: James Forman; QAS Mareeba OIC; Rita Kelly; Manjeet Singh; Denis O'Sullivan
Subject: RE: ROSTER'S WRAP UP 04.01.2022 - UPDATE MAREEBA

Follow Up Flag: Flag for follow up
Flag Status: Completed

Categories: On Roster

Hi All,

The roster has [redacted] as EA tonight but I have spoken to him and he says he is not on EA tonight. [redacted] and [redacted] are day shift and not listed as EA on the roster [redacted] is doing EA tonight but [redacted] has plans and is unable to. [redacted] is also on EA. There is still a **single officer** which is [redacted]

Kind regards,

Jo Selby

Acting Senior Operations Supervisor/Flight Critical Care Paramedic
Cairns | Queensland Ambulance Service
Department of Health | Queensland Government

T: [redacted] (option 1)

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Julie McConnell

From: Matthew Hunter
Sent: Sunday, 20 February 2022 10:23 PM
To: QASCCS.R7Cairns; QAS LASN CAH Rosters
Cc: QAS LASN CAH Duty Manager; QAS LASN CAH Manager Workforce Planning; QAS Mareeba OIC; QAS Atherton OIC; QAS Cairns OIC; QAS Cairns Support OIC; QAS Gordonvale OIC; QAS Edmonton OIC; QAS Mossman OIC; Denis O'Sullivan; Leon Oliveri
Subject: RE: Roster update

Follow Up Flag: Follow up
Flag Status: Flagged

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From: Joanne Selby [redacted]@ambulance.qld.gov.au>
Sent: Sunday, 20 February 2022 4:43 PM
To: QASCCS.R7Cairns [redacted]@ambulance.qld.gov.au>; QAS LASN CAH Rosters <[redacted]@ambulance.qld.gov.au>
Cc: Matthew Hunter <[redacted]@ambulance.qld.gov.au>; QAS LASN CAH Duty Manager <[redacted]@qldambulance.onmicrosoft.com>; QAS LASN CAH Manager Workforce Planning <[redacted]@ambulance.qld.gov.au>; QAS Mareeba OIC <[redacted]@ambulance.qld.gov.au>; QAS Atherton OIC <[redacted]@ambulance.qld.gov.au>; QAS Cairns OIC <[redacted]@ambulance.qld.gov.au>; QAS Cairns Support OIC <[redacted]@ambulance.qld.gov.au>; QAS Gordonvale OIC <[redacted]@ambulance.qld.gov.au>; QAS Edmonton OIC <[redacted]@ambulance.qld.gov.au>; QAS Mossman OIC <[redacted]@ambulance.qld.gov.au>; Denis O'Sullivan <[redacted]@ambulance.qld.gov.au>; Leon Oliveri <[redacted]@ambulance.qld.gov.au>
Subject: Roster update

Hi All,

Rosters Summary:

Sunday:

- [redacted]
- [redacted]
- [redacted]
- [redacted] called in sick for Gordonvale 0700-1900 [redacted] was a single officer until 1100 hrs and then crewed with [redacted]
- [redacted]
- [redacted]
- [redacted]

Kind regards,

Jo Selby
Acting Senior Operations Supervisor/Flight Critical Care Paramedic



Dawn Leary

From: Joanne Selby
Sent: Sunday, 3 April 2022 4:17 PM
To: QAS LASN CAH Rosters
Cc: QAS LASN CAH Manager Workforce Planning; QAS LASN CAH Operations Supervisors; Rita Kelly; Brina Keating; Manjeet Singh; QAS Cairns OIC; QAS Cairns Support OIC; QAS Mossman OIC; QAS Smithfield OIC; QAS Edmonton OIC; QAS Gordonvale OIC; QAS Atherton OIC; QAS Kuranda OIC
Subject: Roster update Sunday/Monday

Hi All,

SUNDAY:

Gordonvale: [redacted] sick leaving a single GPIP officer. Edmonton 0600 hr starters split so [redacted] is working with GPIP [redacted] and [redacted] as a single officer. One shift UNFILLED



Kind regards,

Jo Selby

Acting Senior Operations Supervisor/Flight Critical Care Paramedic
Cairns | Queensland Ambulance Service
Department of Health | Queensland Government

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Julie McConnell

From: Joanne Selby
Sent: Tuesday, 5 April 2022 9:02 PM
To: QAS LASN CAH Rosters; QASCCS.R7Cairns; Matthew Hunter; Michael Low
Cc: QAS LASN CAH Manager Workforce Planning; Brina Keating; Manjeet Singh; QAS Cairns OIC; QAS Edmonton OIC; QAS Smithfield OIC; QAS Gordonvale OIC; QAS Mossman OIC
Subject: Roster summary Tuesday night/Wednesday
Attachments: Daily roster run sheet Wednesday 6th April 2022.docx

Hi All,

Summary of the roster:

Tuesday night:

- [Redacted]
- Smithfield: [Redacted] was a single officer but is now a MOS to Mossman so Smithfield unfilled x 2
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Kind regards,

Jo Selby

Acting Senior Operations Supervisor/Flight Critical Care Paramedic
 Cairns | Queensland Ambulance Service
 Department of Health | Queensland Government

T: [Redacted] (option 1)

E: [Redacted]@ambulance.qld.gov.au | www.ambulance.qld.gov.au



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