

2128
2218
2501

Irrelevant

DOH RTI 3907

Pre-Scheduled Information
No Pre-Scheduled Information

Transports

Unit	Location/Address	Patient	Mode	Protocol	Mileage Start/End/Total	Depart	Arrived	Complete
2128	MKBH (A&E) 475 Bridge Rd		Cold	Pre Hosp - patient condition	0.0/0.0/0.0	23:00:00	23:36:41	01:19:28

Comments

Date	Time	User	Type	Comments
04/02/2022	21:57:26	ICEMS	Response	[POL-Q] Exact Lat/Lon=D21 57972/D149 22497
04/02/2022	21:57:26	ICEMS	Response	[POL-Q] Contact at scene: Irrelevant
04/02/2022	21:57:26	ICEMS	Response	[POL-Q] Type : 402 - Fire Vehicle, 205 - Traffic Crash - Injury Status : None Specified Details : CRASH - UTE AND A TRUCK CAR ON FIRE WITH SOMEONE TRAPPED INSIDE. TRUCK CAB AND UTE ON FIRE
04/02/2022	21:57:26	ICEMS	Response	[POL-Q] Initial Incident Address information: 89255 BRUCE HWY KOUMALA, MACKAY, QLD 4738
04/02/2022	21:57:38	ICEMS	Response	<POL-Q<FIRE-Q has been attached to the incident
04/02/2022	21:58:05	ICEMS	Response	<POL-Q< QPS ATTENDING CODE 1
04/02/2022	21:58:12	ICEMS	Response	POL-Q EnRoute
04/02/2022	21:58:59	2TANMAP	Response	[ProQA Dispatch] Dispatch Level: 29D05 (Trapped victim) Suffix: X (Unknown number of patients and Additional response required) Response Text: 1B QFES QPS MED QASPAGE Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Unknown number of patients involved. Problem Description: RTC - CAR ON FIRE- PERSON TRAPPED
04/02/2022	21:58:59	2TANMAP	Response	[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. One person is pinned.
04/02/2022	21:59:12	2TANMAP	Response	[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. One person is pinned. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. Their injuries are described as other than to a NOT DANGEROUS area. 8. It's not known if there is SERIOUS bleeding.
04/02/2022	21:59:12	2TANMAP	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Unknown number of patients involved.
04/02/2022	21:59:47	ICEMS	Response	<FIRE-Q< TRUCK VS CAR, NTH OF KOUMALA, HAVE TRUCK AND CAR ON FIRE, TRUCK DRIVER IS OUT WITH HEAD INJURY, BUT CANT FIND CAR DRIVER
04/02/2022	21:59:59	PS	Response	[Page] Dispatch page sent to Unit:2128, Sent From: KEDCADQASPIS01
04/02/2022	22:00:06	PS	Response	[Page] Dispatch page to Unit:2128 complete to PIN Irrelevant Message sent successfully to Whispir
04/02/2022	22:00:07	PS	Response	[Page] Dispatch page sent to Unit:2218, Sent From: KEDCADQASPIS01
04/02/2022	22:00:07	PS	Response	[Page] Dispatch page to Unit:2128 complete to PIN Irrelevant Message sent successfully to Whispir
04/02/2022	22:00:12	ICEMS	Response	FIRE-Q EnRoute
04/02/2022	22:00:14	PS	Response	[Page] Dispatch page to Unit:2218 complete to PIN Irrelevant Message sent successfully to Whispir
04/02/2022	22:00:15	PS	Response	[Page] Dispatch page to Unit:2218 complete to PIN Message sent successfully to Whispir
04/02/2022	22:00:16	PS	Response	[Page] Dispatch page sent to Unit:2501, Sent From: KEDCADQASPIS01
04/02/2022	22:00:22	PS	Response	[Page] Dispatch page to Unit:2501 complete to PIN Irrelevant Message sent successfully to Whispir
04/02/2022	22:01:23	8DALMAN	Response	[Private] CONF CALL WITH DS & NOMC COMMENCED
04/02/2022	22:01:46	2LORFAU	Response	RSQ CONTACTED ABOUT CASE
04/02/2022	22:02:58	2TANMAP	Response	EMD ATTEMPTED TO CALL SCENE - RINGS OUT
04/02/2022	22:03:05	2TANMAP	Response	[ProQA: Key Questions] 1. The incident involves multiple vehicles. 2. A multiple-unit response is required. 3. It's not known if chemicals or other hazards are involved. 4. One person is pinned. 5. It's not known if anyone was thrown from the vehicle. 6. It's not known if everyone is completely awake (alert). 7. Their injuries are described as other than to a NOT DANGEROUS area. 8. It's not known if there is SERIOUS bleeding.
04/02/2022	22:03:06	2TANMAP	Response	[ProQA] : Age unknown, Gender unknown, Consciousness unknown, Breathing status unknown. Unknown

04/02/2022	22:03:26	10PATLAF	Response	number of patients involved. [Notification] [QAS]-CDS / OCS Request to RSQ for Helicopter Response approval/activation (CDS to document outcome) - CDS SPOKEN TO NzCC - MKY8412 ALREADY ON TASKING FOR TFR TO TUH - EARLY SITREP FOR POSSIBLE DIVERSION OF ASSET
04/02/2022	22:03:30	8DALMAN	Response	[Private] VIRTUAL DS CONF WITH NOMC - PLAN TO AWAIT SITREP DUE COMPETING TASK FOR R412
04/02/2022	22:03:36	2BELTIB	Response	2501 ETA 43MINS AWAY ?HELO
04/02/2022	22:04:11	2BELTIB	Response	2128 ACK TO SITREP FOR HELO
04/02/2022	22:04:44	ICEMS	Response	<POL-Q< QPS ON SCENE FIRE ON BOTH SIDE OF THE ROAD
04/02/2022	22:04:51	ICEMS	Response	<POL-Q< SITREP- LARGE FIRE OUT OF CONTROL- FIRE ON BOTH SIDES OF THE ROAD
04/02/2022	22:05:11	ICEMS	Response	<POL-Q< UTE IS FULLY ENGULGED IN FLAMES
04/02/2022	22:05:36	ICEMS	Response	POL-Q OnScene
04/02/2022	22:07:29	2BELTIB	Response	2128 ACK UPDATE
04/02/2022	22:07:43	2LORFAU	Response	SMS SENT
04/02/2022	22:10:25	ICEMS	Response	<POL-Q< FOR INFO OF QFES - DIRECTLY UNDER POWERLINES AND AFFECTING THESE
04/02/2022	22:11:58	2BELTIB	Response	2128 ACK RE POWERLINES - COMING UP TO SCENE - WILL GIVE WINDOW SITREP
04/02/2022	22:14:07	2BELTIB	Response	2128 TWO VEHICLES COMPLETLY ENGULFED IN FLAMES - MULTIPLE TRUCKS PULLED OVER - PEOPLE WALKING AROUND - UNSURE OF PTS CONTINUE ALL BACK UP CODE 1
04/02/2022	22:15:17	ICEMS	Response	FIRE-Q OnScene
04/02/2022	22:16:29	ICEMS	Response	<POL-Q< ERGON IS ISOLATING THE POWER LINES
04/02/2022	22:21:26	2BELTIB	Response	2128 SINGLUAR PT ^{Irrelevant} M STERNUM AND LOWER L LIMB PAIN ALL OTHER PTS ENGULFED IN VEHICLES CONTINUE BACK UP CODE 1
04/02/2022	22:33:54	2BELTIB	Response	2501 WLC ETA 2MINS
04/02/2022	22:46:52	2LORFAU	Response	2501 SIG 4 IN THE VEHICLE STILL ON FIRE- 2128 MANAGING ^{Irrelevant} M PT EXTERNAL HEAD WOUNDS AND CONCUSSION AND IS STABLE - HWY WILL BE BLOCKED FOR A WHILE
04/02/2022	22:57:17	2BELTIB	Response	2501 GOING TO GET INTO 2128 AND WILL DRIVE WITH OFFICER TO MKBH - GOING TO LEAVE IN 3MINS - CARMILLA WILL STAY ON SCENE UNTIL HWY OPEN - 2501 WILL BE DRIVEN TO HOSPITAL BY QPS
04/02/2022	23:00:10	2BELTIB	Response	Kibby, Julian 27352 was removed from the incident 04/02/2022 23:00:10.
04/02/2022	23:00:10	2BELTIB	Response	Kibby, Julian 27352 was added to the incident 04/02/2022 23:00:10.
04/02/2022	23:00:27	PS	Response	[Page] Page processing complete to PIN ^{Irrelevant} Message sent successfully to Whispir
04/02/2022	23:02:03	PS	Response	[Page] Page processing complete to PIN ^{Irrelevant} Message sent successfully to Whispir
04/02/2022	23:02:03	PS	Response	[Page] Page processing complete to PIN ^{Irrelevant} Message sent successfully to Whispir
04/02/2022	23:12:37	2LORFAU	Response	FINAL SMS SENT
05/02/2022	00:01:02	2BELTIB	Response	Kibby, Julian 27352 was removed from the incident 05/02/2022 00:01:02.
05/02/2022	01:19:35	PS	Response	[Page] Page processing complete to PIN ^{Irrelevant} Message sent successfully to Whispir
05/02/2022	01:19:36	PS	Response	[Page] Page processing complete to PIN ^{Irrelevant} Message sent successfully to Whispir

Priority Changes

Date	Time	Changed from Priority	Reason	User
04/02/2022	21:58:59	ICEMS	Patient Condition	Mapp, Tania

Call Activities

Date	Time	Radio	Activity	Location	Comments	User
04/02/2022	21:57:25		[ICEMS]		[ICEMS] Received Incident Attendance Request from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	21:57:25		[ICEMS]		[ICEMS] System Acknowledgment sent to POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	21:57:26		Incident in Waiting Queue			
04/02/2022	21:57:26		Incident Created		New incident created with VisiCAD Engine Wrapper API.	ICEMS
04/02/2022	21:57:26		Incident in Waiting Queue			
04/02/2022	21:57:26		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
04/02/2022	21:57:36		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
04/02/2022	21:57:37		Incident in Waiting Queue Timer Clear			
04/02/2022	21:57:41		Read Incident		Incident 146 was Marked as Read.	2TANMAP
04/02/2022	21:57:42		Read Comment		Comment for Incident 146 was Marked as Read.	2TANMAP
04/02/2022	21:57:48		Read Incident		Incident 146 was Marked as Read.	10PATLAF
04/02/2022	21:58:05		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS

04/02/2022	21:58:05		[ICEMS]		[ICEMS] Sent incident update acknowledgment message to POL-Q for Incident Q22-P007826	POL BT: 8907 ICEMS
04/02/2022	21:58:09		[ICEMS]		[ICEMS] Operational Acknowledgment sent to POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	21:58:09		[ICEMS]		[ICEMS] Auto Will Attend has been sent to POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	21:58:12		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P007826, Resource Status: EnRoute	ICEMS
04/02/2022	21:58:26		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
04/02/2022	21:58:26		Incident Late			
04/02/2022	21:58:35		Read Comment		Comment for Incident 146 was Marked as Read.	10PATLAF
04/02/2022	21:58:37		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007826	ICEMS
04/02/2022	21:58:39		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007826	ICEMS
04/02/2022	21:58:59		Incident Priority Change		Incident priority changed from ICEMS to 1B due to Patient Condition	2TANMAP
04/02/2022	21:58:59		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
04/02/2022	21:59:00		Incident Late			
04/02/2022	21:59:00		Pending Incident Time Warning		Pending Incident Time Warning timer expired	
04/02/2022	21:59:00		ProQA	89255 BRUCE HWY	ProQA determinant sent	2TANMAP
04/02/2022	21:59:01		Read Comment		Comment for Incident 146 was Marked as Read.	2LORFAU
04/02/2022	21:59:02		[RESET_TIMERS]		Incident queue timers have been reset	ICEMS
04/02/2022	21:59:02		Incident in Waiting Queue			
04/02/2022	21:59:02		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
04/02/2022	21:59:09		Incident in Waiting Queue Timer Clear			
04/02/2022	21:59:12		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
04/02/2022	21:59:19		Read Comment		Comment for Incident 146 was Marked as Read.	2BELTIB
04/02/2022	21:59:26		UserAction		User clicked Initial Assign	2BELTIB
04/02/2022	21:59:27		Initial Assignment		The following unit(s) is (are) recommended for assignment: 2128 (00:16:08)	2BELTIB
04/02/2022	21:59:47		[ICEMS]		[ICEMS] Received Incident Update from FIRE-Q for Incident Q22-P007826	ICEMS
04/02/2022	21:59:58	2128	Dispatched	89255 BRUCE HWY	Response Number (019543)	2BELTIB
04/02/2022	21:59:58		Incident Timer Clear		Incident Timer Cleared	
04/02/2022	21:59:59		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007826, Status: WillAttend	ICEMS
04/02/2022	22:00:07	2218	Dispatched	89255 BRUCE HWY	Response Number: 019545;	2BELTIB
04/02/2022	22:00:10		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007826, Status: EnRoute	ICEMS
04/02/2022	22:00:10		[ICEMS]		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007826, Status: EnRoute	ICEMS
04/02/2022	22:00:10	2218	Resp	89255 BRUCE HWY	Responding From = LAGOON ST\HOLLAND ST.	2BELTIB
04/02/2022	22:00:12		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007826, Resource Status: EnRoute	ICEMS
04/02/2022	22:00:15	2501	Dispatched	89255 BRUCE HWY	Response Number: 019546;	2LORFAU
04/02/2022	22:00:16		Read Comment		Comment for Incident 146 was Marked as Read.	8DALMAN
04/02/2022	22:00:50		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to FIRE-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:00:58		UserAction		User clicked Exit/Save	2BELTIB
04/02/2022	22:00:58		Incident Late		Active incident marked as late	
04/02/2022	22:01:07		Read Comment		Comment for Incident 146 was Marked as Read.	8TIMCUR
04/02/2022	22:01:28		Read Comment		Comment for Incident 146 was Marked as Read.	8DALMAN
04/02/2022	22:02:33	2501	Resp	89255 BRUCE HWY	Responding From = Irrelevant	2BELTIB
04/02/2022	22:02:33		Incident Late		Active incident marked as late	
04/02/2022	22:02:36		Read Comment		Comment for Incident 146 was Marked as Read.	2BELTIB
04/02/2022	22:02:56		UserAction		User clicked Exit/Save	2BELTIB

04/02/2022	22:03:05		UserAction		User clicked Exit/Save	8TIMCUR
04/02/2022	22:03:06		UserAction		User clicked Exit/Save	2TANMAP
04/02/2022	22:03:39	2128	Resp	89255 BRUCE HWY	Responding From = 2(050) SARINA.	2BELTIB
04/02/2022	22:03:40		Read Comment		Comment for Incident 146 was Marked as Read.	2TANMAP
04/02/2022	22:03:40		UserAction		User clicked Exit/Save	10PATLAF
04/02/2022	22:04:44		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	22:04:49		Read Comment		Comment for Incident 146 was Marked as Read.	2BELTIB
04/02/2022	22:04:51		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	22:04:56		UserAction		User clicked Exit/Save	2BELTIB
04/02/2022	22:05:04		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007826	ICEMS
04/02/2022	22:05:05		[ICEMS]		[ICEMS]FIRE-Q has performed a merge on the following incidents: Q22-P007826	ICEMS
04/02/2022	22:05:11		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	22:05:36		[ICEMS]		[ICEMS] Received Resource Status Update from POL-Q for Incident Q22-P007826, Resource Status: OnScene	ICEMS
04/02/2022	22:05:57		Read Comment		Comment for Incident 146 was Marked as Read.	2LORFAU
04/02/2022	22:07:01	2128	Calculate Vehicle ETA	BRUCE HWY\COURTNEY GAP RD	ETA to Scene Address 89255 BRUCE HWY, KOUMALA is 00:08:15	2TANMAP
04/02/2022	22:07:01	2218	Calculate Vehicle ETA	BRUCE HWY\CHELONA SCHOOL RD	ETA to Scene Address 89255 BRUCE HWY, KOUMALA is 00:23:21	2TANMAP
04/02/2022	22:07:02	2501	Calculate Vehicle ETA	18 VICTOR AVE [2RES KIBBY JULIAN]	ETA to Scene Address 89255 BRUCE HWY, KOUMALA is 00:34:25	2TANMAP
04/02/2022	22:07:11		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:07:11		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:07:12		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:07:18		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
04/02/2022	22:07:31		UserAction		User clicked Exit/Save	2BELTIB
04/02/2022	22:07:32		[ICEMS]		[ICEMS] Received Error from POL-Q: 55-Message received after Operational Acceptance time	ICEMS
04/02/2022	22:09:19		Read Comment		Comment for Incident 146 was Marked as Read.	10PATLAF
04/02/2022	22:10:25		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	22:10:44		Read Comment		Comment for Incident 146 was Marked as Read.	2BELTIB
04/02/2022	22:11:01		UserAction		User clicked Exit/Save	10PATLAF
04/02/2022	22:11:07		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:12:15		Read Comment		Comment for Incident 146 was Marked as Read.	8TIMCUR
04/02/2022	22:13:15		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-P007826, Status: OnScene	ICEMS
04/02/2022	22:13:15	2128	At Scene	89255 BRUCE HWY	[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-P007826, Status: OnScene	2BELTIB
04/02/2022	22:13:15		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007826, Resource Status: OnScene	ICEMS
04/02/2022	22:15:17		[ICEMS]		[ICEMS] Received Resource Status Update from FIRE-Q for Incident Q22-P007826, Resource Status: OnScene	ICEMS
04/02/2022	22:15:52		UserAction		User clicked Exit/Save	8TIMCUR
04/02/2022	22:16:29		[ICEMS]		[ICEMS] Received Incident Update from POL-Q for Incident Q22-P007826	ICEMS
04/02/2022	22:16:36		Read Comment		Comment for Incident 146 was Marked as Read.	8TIMCUR
04/02/2022	22:16:43		[ICEMS]		[ICEMS] Sent Incident Update Ack Message to POL-Q : Incident Q22-P007826	ICEMS
04/02/2022	22:18:45		UserAction		User clicked Exit/Save	8TIMCUR
04/02/2022	22:21:28		Read Comment		Comment for Incident 146 was Marked as Read.	2BELTIB
04/02/2022	22:21:42		UserAction		User clicked Exit/Save	2BELTIB
04/02/2022	22:21:47		UserAction		User clicked Exit/Save	2LORFAU

04/02/2022	22:25:39	2218	At Scene	89255 BRUCE HWY				2BELTIB
04/02/2022	22:27:04		UserAction		User clicked Exit/Save			10PATLAF
04/02/2022	22:28:30		UserAction		User clicked Exit/Save			8AMAMIL
04/02/2022	22:34:00		Read Comment		Comment for Incident 146 was Marked as Read.			2BELTIB
04/02/2022	22:34:16		UserAction		User clicked Exit/Save			2BELTIB
04/02/2022	22:34:27	2501	At Scene	89255 BRUCE HWY				2BELTIB
04/02/2022	22:36:34		Premise History Access		Premise History Viewed			8DALMAN
04/02/2022	22:37:30		UserAction		User clicked Exit/Save			10PATLAF
04/02/2022	22:45:02		UserAction		User clicked Exit/Save			10PATLAF
04/02/2022	22:46:06		UserAction		User clicked Exit/Save			2BELTIB
04/02/2022	22:47:11		UserAction		User clicked Exit/Save			2BELTIB
04/02/2022	22:49:40		Read Comment		Comment for Incident 146 was Marked as Read.			2LORFAU
04/02/2022	22:56:29		UserAction		User clicked Exit/Save			2TANMAP
04/02/2022	23:00:00	2128	Dep	MKBH (A&E)				2BELTIB
04/02/2022	23:00:20	2501	Disposition	89255 BRUCE HWY	Vehicle Change			2BELTIB
04/02/2022	23:00:20	2501	Available	89255 BRUCE HWY	Unit Cleared From Incident 15439822			2BELTIB
04/02/2022	23:00:20	2501	Reassign Vehicle	89255 BRUCE HWY	ReAssign Reason: Vehicle Change			2BELTIB
04/02/2022	23:00:20	2501	Reassign Response	89255 BRUCE HWY	ReAssign Reason: Vehicle Change			2BELTIB
04/02/2022	23:01:32		Read Comment		Comment for Incident 146 was Marked as Read.			PSDUPRO
04/02/2022	23:01:57	2218	Available	89255 BRUCE HWY				2BELTIB
04/02/2022	23:01:57	2218	Disposition	89255 BRUCE HWY	Treated Other Unit Transport			2BELTIB
04/02/2022	23:01:57		[ICEMS]		[ICEMS] Sent Resource Status Update to POL-Q for Incident Q22-			ICEMS
04/02/2022	23:01:57		[ICEMS]		P007826, Status: LeftScene			
04/02/2022	23:05:31		Read Comment		[ICEMS] Sent Resource Status Update to FIRE-Q for Incident Q22-			ICEMS
04/02/2022	23:12:41		UserAction		P007826, Status: LeftScene			
04/02/2022	23:13:10		UserAction		Comment for Incident 146 was Marked as Read.			8DALMAN
04/02/2022	23:36:41	2128	Dest	475 Bridge Rd [MKBH (A&E)]	User clicked Exit/Save			2LORFAU
04/02/2022	23:36:41	2128	Transport Time	475 Bridge Rd [MKBH (A&E)]	User clicked Exit/Save			PSDUPRO
04/02/2022	23:40:09		Read Comment		Depart Scene Time: 04/02/2022 23:00:00, Arrive Destination Time:			2BELTIB
04/02/2022	23:40:28		UserAction		04/02/2022 23:36:41			2BELTIB
05/02/2022	00:05:35	2128	Partially Av	GARRAWAY ST\THOMAS ST	Comment for Incident 146 was Marked as Read.			2LORFAU
05/02/2022	00:53:00		UserAction		User clicked Exit/Save			2LORFAU
05/02/2022	01:19:28	2128	Available	475 Bridge Rd [MKBH (A&E)]				2BELTIB
05/02/2022	01:19:28	2128	Disposition	89255 BRUCE HWY	A Case Completed			2BELTIB
05/02/2022	01:19:28	2128	Response Closed	89255 BRUCE HWY	Response Disposition: A Case Completed			2BELTIB
05/02/2022	01:19:28		[ICEMS]		[ICEMS] Sent Incident Status Update to POL-Q for Incident Q22-			ICEMS
05/02/2022	01:19:28		[ICEMS]		P007826, Status: Closed			
05/02/2022	01:19:28		[ICEMS]		[ICEMS] Sent Incident Status Update to FIRE-Q for Incident Q22-			ICEMS
05/02/2022	01:19:28		[ICEMS]		P007826, Status: Closed			

Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
04/02/2022	21:57:26	County		MACKAY	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	MethodOfCallRcvd		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	State		QLD	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	Division	(NULL)	2 Sarina	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	HomeSectorID	0	9	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	Response_Area		2 Sarina	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS
04/02/2022	21:57:26	Call_Back_Phone		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS

04/02/2022	21:57:26	CurrentDivision	(NULL)	2 Sarina	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	ASU RTI 3897
04/02/2022	21:57:26	Jurisdiction	(NULL)	2 North West	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Caller_Type		ICEMS	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Caller_Location_Name			Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	City		KOUMALA	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Postal_Code		4738	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Caller_Name		Irrelevant	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	CurrentSectorID	0	9	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Battalion		2 Sarina	Wrapper generated update	Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Pickup_Map_Info	(Blank)	NOT FOUND		Response_Transports	POLCADQASICM01	ICEMS	
04/02/2022	21:57:26	Map_Info		NOT FOUND		Response_Master_Incident	POLCADQASICM01	ICEMS	
04/02/2022	21:57:41	Read Call	False	True	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:57:42	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:02	Address	89255 BRUCE HWY [Verify]	89255 BRUCE HWY*	Address Change	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Address	89255 BRUCE HWY [Verify]	89255 BRUCE HWY	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Latitude	0	68420639	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Longitude	0	30774727	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Street_Id	NULL	840821	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Cross_Street		SOUTH INNESTON RD/LOLOMA RD	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Address	89255 BRUCE HWY*	89255 BRUCE HWY	Change Verified	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:09	Pickup_Map_Info	(Blank)	8754		Response_Transports	KEDCADQASCXA31	2TANMAP	
04/02/2022	21:58:09	Map_Info	NOT FOUND	8754		Response_Master_Incident	KEDCADQASCXA31	2TANMAP	
04/02/2022	21:58:19	ProQaCaseNumber		18375146	(Response Viewer)	Incident	PA264	2TANMAP	
04/02/2022	21:58:35	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA564	10PATLAF	
04/02/2022	21:58:59	Priority_Description	ICEMS	1B	Patient Condition	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Priority_Number	60	2	Patient Condition	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Response_Plan		Acute	Updated by ProQA	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	DispatchLevel		Normal	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	ResponsePlanType	0	1	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Incident_Type	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Certification_Level	ICEMS	ACUTE	Updated by ProQA	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Problem	ICEMS	RTC ENTRAP UNK PT/RESOURCES	Updated by ProQA	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:58:59	Determinant		29D05X	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:59:00	EMD_Used	0	1	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:59:00	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	21:59:01	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA262	2LORFAU	
04/02/2022	21:59:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266	2BELTIB	
04/02/2022	21:59:51	Field_Data		U	Patient Name:	Response_User_Data_Fields	PA264	2TANMAP	
04/02/2022	21:59:52	Field_Data		U	Patient DOB:	Response_User_Data_Fields	PA264	2TANMAP	
04/02/2022	22:00:16	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8DALMAN	
04/02/2022	22:01:07	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568	8TIMCUR	
04/02/2022	22:01:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563	8DALMAN	
04/02/2022	22:02:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266	2BELTIB	
04/02/2022	22:03:05	ProQATerminationStateCode		C	(Response Viewer)	Incident	PA264	2TANMAP	
04/02/2022	22:03:06	CIS_Used	0	null	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	22:03:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA264	2TANMAP	
04/02/2022	22:04:49	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266	2BELTIB	
04/02/2022	22:05:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA262	2LORFAU	

04/02/2022	22:09:19	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA546	DOH RTI 3897	10PATLAF
04/02/2022	22:10:44	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266		2BELTIB
04/02/2022	22:12:15	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568		8TIMCUR
04/02/2022	22:16:36	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA568		8TIMCUR
04/02/2022	22:21:28	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266		2BELTIB
04/02/2022	22:34:00	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA266		2BELTIB
04/02/2022	22:49:40	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA262		2LORFAU
04/02/2022	23:00:01	Map_Info	(Blank)	MKY11K4		Response_Transports	KEDCADQASCXA192		BELTIB
04/02/2022	23:01:32	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	NB900802		PSDUPRO
04/02/2022	23:05:31	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	QA563		8DALMAN
04/02/2022	23:40:09	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	PA262		2LORFAU
05/02/2022	00:05:35	CAT - Change Unit Priority	1B	CLD1B	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01		CS
05/02/2022	00:05:35	CAT - Change Unit Priority	1B	COLD1B	CAT Extension - Priority for Partially Available Units	Response_Vehicles_Assigned	BNECADQASCAT01		CS

RTI Release

Significant Incident Review

Rockhampton Operations Centre and Central Queensland District

Authority:

By authority of Central Region Assistant Commissioner, Robbie Medlin as per OP04.0 the State Operations Procedure: Operational Incident Review Process and endorsed by the Commissioner to provide an incident report following a significant event.

Executive Summary:

Queensland Ambulance Service, Rockhampton Operations Centre received a call for service via Triple Zero (000) from a 1st Party caller at an address in Kawana, Rockhampton. The Called was at home alone, complaining of Shortness of Breath. Time was 21:05pm

IDR Number 15443265

The address was obtained and the chief complaint. During the call the patient has stopped communicating with the EMD. The last verbal reply was at 4:42 minutes with another noise heard at 5:10 minutes. No other verbal sounds were heard.

At the time of the call Rockhampton Hospital was at level 3 ramping at 21:01pm. The SOS was at hospital, managing this at the time of call. Attempts were made to contact the SOS via phone, and pages. The SOS was contacted, and crews were made available to respond.

2 ACP Crew, 1CCP single officer 1 QFES unit dispatched to assist.

From time of call to first unit dispatched was 8:47 Minutes.

Crews arrived and found a female patient GCS 3, Asystolic. 50 minutes of resuscitation was completed, and the patient was deceased and left with QPS at 23:10

Terms of Reference:

This review will investigate all aspects of ambulance response to incident 15443265.
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*.

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

District Clinical Incident Summary Report:

A regional clinical audit is currently underway via **Irrelevant** This eclipse audit will be added as soon as completed.

Corpuls data has been sent to professional standards.

Incident Review/Investigation:**Scope**

- This report documents the significant incident review into case 15443265. The review will examine ambulance operations prior to, during and following the response.

Background

- Call received by OPCEN from first party caller -21:06:11
- Case reconfigured during call from 1B to 1A – 21:14:11
- Crew identified at Rockhampton Hospital for initial dispatch – 21:13 (A/SOS called OPCEN)
- Initial crew arrived on scene – 21:23:13
- Backup code 1 requested – Confirmed Cardiac arrest -21:25:38
- ALPHA unit became available from another incident (GRACEMERE) dispatched – 21:30:29
- Second BRAVO unit made available from Rockhampton Hospital – 21:33:51
- QFES requested by on scene BRAVO unit
- Consult line contacted by on scene CCP – 22:11:38
- Patient confirmed signal 4
- Rockhampton Hospital was noted to be at:
 - Level 1 escalation from 19:04pm
 - Level 2 escalation from 20:28pm
 - Level 3 escalation from 21:01pm

Timeline

- Call received - 21:06:11pm Code 1B
- Incident Upgraded - 21:14:11pm Code 1A
- First unit dispatched - 21:14:06pm
- Enroute - 21:15:15pm
- First unit on scene - 21:23:13pm
- Time of initial call to first crew on scene was 17 minutes

ALPHA UNIT

- Dispatched - 21:30:29pm
- Enroute - 21:31:21pm
- Unit on scene - 21:45:04pm
- Time of initial call to on scene was 24 minutes
- ALPHA Unit responded from Gracemere – Cleared from previous case to assist.

Queensland Ambulance Service: Operational Incident Reporting

Second BRAVO unit

- Dispatched - 21:33:51pm
- Enroute - 21:33:53pm
- Unit on scene - 21:42:16pm
- Time of initial call to on scene was 36 minutes
- Unit responded from Rockhampton Hospital

- QFES Unit Arrived 21:46pm
- QPS unit arrived 22:46pm

Timings.

Call received to IWIQ	52 seconds
IWIQ to first Unit Assigned	7min 55sec
Call received to On Scene	15min 54sec

Hospital Status

At 21:05pm on 05 February 2022, the time of the call for incident 15443265, there were 7 QAS units located at Rockhampton hospitals and of these 2 had been 'ramped' for over 30 minutes, with the longest being 1hr 55 minutes at Rockhampton Hospital. At the time of the call Rockhampton Hospitals were on level 3.

Fifteen-minute snapshots for hospital delays at Rockhampton 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:

	Hospital	Total no. ambulance units at Hospital (with pts on stretcher)	Total no. ambulance units ramped (>30 mins POST)	Maximum ramped time	Hospital escalation level
20:00 to 20:15 05/02/2022	Rockhampton Hospital	6	2	55 minutes	1
21:00 to 21:15	Rockhampton Hospital	7	2	1:55 hrs	3
21:15 to 21:30	Rockhampton Hospital	9	7	2:10 hrs	3

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Operational Review

Fifteen-minute snapshots for pending cases within the Rockhampton 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 (h:mm:ss)	Maximum Wait (h:mm:ss)	No. incidents pending > 1hour
20:00 to 20:15	1				1
	2	2	20:23:00	2:05 hrs	
21:00 to 21:15	1				2
	2	3	69:02 mins	3:05 Hrs	
21:15 to 21:30	1				2
	2	3	80.22 mins	3:20 hrs	

Resource review

Local resources on shift at time of incident included were located:

- 1200-2000 – ACP Crew from South Rockhampton in Unit 2163
- 1815-0615 - ACPII Crew from South Rockhampton in Unit 2112
- 1845-0645 - ACPII Crew from South Rockhampton in Unit 2132
- 1100-2300 - ACPII Crew from Gracemere in Unit 2229
- 1830-0630 - ACPII Crew from Gracemere in Unit 936318
- 1200-2200 – ACP II Crew from North Rockhampton in Unit 2288
- 1900-0700 - ACPII Crew from North Rockhampton in Unit 2190
- 1900-0700 - ACPII Crew from Yeppoon in Unit 2115
- 1900-0700 – CCP Single Officer Rockhampton in Unit 2502
- 1900-0700 – ACP Single Officer Yeppoon in 2498
- 0700-1900 EA SOS – ACP II Single Officer located North Rockhampton
- 1300-2300 EA OS ACPII Single Officer located Rockhampton

Workload for the CQ District Rockhampton area from 1800hrs to 2300hrs on Saturday 05 February 2020 consisted of:

- **18:06pm - Case 15442697 Code 1C – 10C03 - GRACEMERE.**
 - CREW DISPATCH – 18:06pm
 - Gracemere afternoon ACPII crew unit 2229 in attendance.
 - Arrived at Rockhampton Hospital 19:20pm
 - Advised OpCen at 19:54pm delayed off stretcher
 - Advised OpCen at 21:53pm cleared case

DOH DISCLOSURE LOG