

Queensland Ambulance Service: Operational Incident Reporting

- **18:22pm - Case 15442748 Code 2C – 17A04G - BERSERKER.**
 - CREW DISPATCH – 18:24pm
 - South Rockhampton nightshift ACP II crew unit 2112 dispatched
 - Unit 2112 – diverted higher priority – Code 1 – IDR 15442756
 - CREW DISPATCH – 18:45pm
 - Gracemere nightshift ACP II crew unit 936318 dispatched.
 - Arrived at Rockhampton Hospital 19:57pm
 - Advised OpCen 20:23pm off stretcher
 - Advised OpCen at 21:30 off stretcher

- **18:24pmm - Case 15442756 Code 1C – 05C03 – NORMAN GARDENS**
 - CREW DISPATCH – 18:25pm
 - South Rockhampton nightshift crew ACPII Unit 2112 dispatched.
 - Arrived at Rockhampton Hospital 19:09pm
 - Advised OpCen at 19:27pm delayed off stretcher
 - Advised OpCen at 20:39pm delayed off stretcher
 - Advised OpCen at 21:03pm assigned cubicle – offloading & handover
 - Clear Rockhampton Hospital at 21:13pm
 - Case not cleared from vehicle – IDR Reflects complete time 21:52pm

- **18:30pm - Case 15442777 Code 2CL – 26O28 - ROCKHAMPTON**
 - CREW DISPATCH – 19:28pm
 - North Rockhampton afternoon crew ACPII Unit 2288 dispatched.
 - Arrived at Rockhampton Hospital 19:57pm
 - Advised OpCen at 20:06pm delayed off stretcher
 - Transfer of Care to QAS South Rockhampton nightshift 2132 at 20:40
 - Care Handed to Rockhampton Hospital 21:30pm
 - Case not cleared from vehicle – IDR Reflects complete time 22:03pm

- **18:38pm - Case 15442779 Code 2C – 26A04 - KOONGAL**
 - CREW DISPATCH – 18:54PM
 - Rockhampton afternoon crew ACP II Unit 2163 dispatched
 - Patient not transported
 - Case marked complete 19:56pm

- **18:15pm – Case 15442727 Code 4B – PTS – THE RANGE**
 - CREW DISPATCH – 18:38pm
 - North Rockhampton afternoon crew ACPII Unit 2288 dispatched.
 - Arrived at Destination 19:08pm
 - Case marked complete 19:32pm

- **18:41pm - Case 15442802 Code 1C – 26C01 - BERSERKER**
 - CREW DISPATCH – 18:43PM
 - Rockhampton nightshift crew ACP II Unit 2132 dispatched
 - Patient not transported
 - Case marked complete 19:22pm

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

- **18:57pm - Case 15442861 Code 2A – 17B01 - ROCKHAMPTON**
 - CREW DISPATCH – 19:07pm
 - North Rockhampton night crew ACPII Unit 2190 dispatched.
 - Arrived at Rockhampton Hospital 19:54pm
 - Advised OpCen at 20:02pm delayed off stretcher
 - Care Handed to Rockhampton Hospital 21:30pm
 - Case not cleared from vehicle – IDR Reflects complete time 21:52pm

- **19:20pm – Case 15442943 Code 1B – 06D02 – PARK AVENUE**
 - CREW DISPATCH – 19:22pm
 - Rockhampton night crew ACPII Unit 2132 dispatched.
 - Arrived at Destination 20:04pm
 - Advised OpCen at 20:21pm delayed off stretcher
 - Advised OpCen at 20:39pm delayed off stretcher
 - Case marked complete 22:03pm

- **18:51pm – Case 15442835 Code 2C – RED2C – YEPPOON**
 - CREW DISPATCH – 19:23pm
 - Yeppoon single night ACPII Unit 2236 dispatched.
 - Arrived at Destination 20:26pm
 - Advised OpCen at 20:45pm patient left in care of nurse escort
 - QAS officer cleared 20:45
 - Case not cleared from vehicle – IDR reflects complete time 22:33pm

- **19:44pm – Case 15443024 Code 1A – 06E01A – WANDAL**
 - CREW DISPATCH – 19:44pm
 - Rockhampton CCP – Single officer Unit 2502 dispatched.
 - Rockhampton afternoon ACP II crew Unit 2163 – stood down by CCP on scene
 - Arrived at Destination 20:19pm
 - Case marked complete 20:39pm

- **19:42pm – Case 15443016 Code 1C – 26D01 – PARK AVENUE**
 - CREW DISPATCH – 19:47pm
 - Rockhampton SOS (EA Officer) ACPII Unit 2506 dispatched.
 - Rockhampton OS ACPII Unit 2504 dispatched
 - Gracemere Afternoon single Officer unit 2229 dispatched – 20:01pm
 - SOS 2506 cleared scene – 20:11pm
 - Arrived at Destination 20:43pm
 - Advised OpCen at 20:50pm delayed
 - Case marked complete 21:53pm

- **20:02pm – Case 15443064 Code 1C – 06C01A – BERSERKER**
 - CREW DISPATCH – 20:02pm
 - Rockhampton afternoon shift ACP II Unit 2163 dispatched.
 - Arrived at Destination 20:28pm
 - Case marked complete 21:03pm

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

- **20:18pm - Case 15443107 Code 1C – 06C01A - ROCKHAMPTON**
 - CREW DISPATCH – 20:18pm
 - Mount Morgan single officer ACPII Unit 2102 dispatched – responding from Bouldercombe (enroute to Rockhampton to assist with workload)
 - Gracemere night shift ACP II crew 936318 dispatched - closer unit
 - Mount Morgan unit stood down
 - Arrived at Rockhampton Hospital 21:05pm
 - Advised OpCen at 21:22pm delayed at triage
 - Advised OpCen at 22:10pm delayed off stretcher
 - Case marked complete 22:34pm

- **20:42pm – Case 15443189 Code 1C – 10D04 – FRENCHVILLE**
 - CREW DISPATCH – 20:43pm
 - North Rockhampton afternoon crew ACPII Unit 2288 dispatched.
 - Arrived at Destination 21:20pm
 - Advised OpCen at 21:59pm delayed off stretcher
 - Case marked complete 22:19pm

- **20:58pm – Case 15443246 Code 1C – 26D01 – GRACEMERE**
 - CREW DISPATCH – 20:59pm
 - Rockhampton CCP – Single officer Unit 2502 dispatched.
 - North Rockhampton night crew ACPII Unit 2190 dispatched – 21:30pm
 - CCP Unit cleared to attend 1A – 21:30pm
 - Arrived at Destination 22:28pm
 - Advised OpCen at 22:39pm delayed off stretcher
 - Case marked complete 23:54pm

- **21:00pm – Case 15442803 Code 3A –AEROMEDICAL –ROCKHAMPTON**
 - CREW DISPATCH – 20:47pm
 - Mount Morgan single officer ACP II Unit 2102 dispatched -Yeppoon single officer now in vehicle – ACP II crew
 - Arrived at Destination 21:10pm
 - Case marked complete 21:33pm

- **21:06pm – Case 15443265 Code 1B – 06DO2- KAWANA**
 - **21:14pm - Case reconfigured 1A - 09DO1**
 - CREW DISPATCH – 21:14pm
 - Rockhampton night crew ACPII Unit 2112 dispatched.
 - Request for back up – 21:25pm
 - Rockhampton CCP – Single officer Unit 2502 dispatched – 21:30pm
 - Mount Morgan/Yeppoon crew ACPII Unit 2102 dispatched – 21:33pm
 - QFRS requested and attending – 21:38pm
 - Case marked complete 23:13pm

- **21:32pm – Case 15443341 Code 2BL –01A01 –ROCKHAMPTON**
 - CREW DISPATCH – 21:56pm
 - Gracemere afternoon ACPII crew unit 2229 dispatched
 - Arrived at Destination 22:17pm
 - Case marked complete 22:54pm

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

- **21:47pm – Case 15443384 Code 2A –26A10 –FRENCHVILLE**
 - CREW DISPATCH – 22:03pm
 - Rockhampton night shift crew ACPII crew unit 2132 dispatched
 - Diverted to Code 1 - 15443497
 - **22:34pm - Case reconfigured 1A - 09DO1**
 - CREW DISPATCH – 22:33pm
 - Mount Morgan/Yeppoon ACP II crew unit 2102 dispatched
 - Arrived at Destination 23:28pm
 - Case marked complete 00:04pm

- **22:07pm – Case 15443497 Code 1B –26C02 –ROCKHAMPTON**
 - CREW DISPATCH – 22:07pm
 - Rockhampton night crew ACPII Unit 2112 dispatched.
 - Patient not transported
 - Case marked complete 22:26pm

- **22:12pm – Case 15443512 Code 2A– 06C01 – NORMAN GARDENS**
 - **22:48pm - Case reconfigured 1B – 06D02**
 - CREW DISPATCH – 22:27pm
 - Rockhampton night crew ACP II Unit 2132 dispatched.
 - Crew diverted higher priority – 22:30pm – IDR 15443552
 - CREW DISPATCH – 22:31pm
 - Mount Morgan/Yeppoon crew ACPII Unit 2102 dispatched
 - Crew diverted higher priority – 22:32pm
 - CREW DISPATCH – 22:44pm
 - Rockhampton CCP – Single officer Unit 2502
 - Crew diverted higher priority – 22:47pm – IDR 15443586
 - CREW DISPATCH – 22:51pm
 - Gracemere Afternoon crew ACP II unit 2229 dispatched
 - Arrived at Destination 23:36pm
 - Case marked complete 00:02am

- **22:30pm – Case 15443552 Code 1C –01C03 –GRACEMERE**
 - CREW DISPATCH – 22:32pm
 - Rockhampton night crew ACP II Unit 2132 dispatched.
 - Arrived at Destination 23:38pm
 - Case marked complete 01:28am

- **22:46pm – Case 15443586 Code 1B –10D02 –BERSERKER**
 - CREW DISPATCH – 22:32pm
 - Rockhampton CCP – Single officer Unit 2502
 - Patient not transported
 - Case marked complete 23:12Pm

DOH DISCLOSURE LOG

Queensland Ambulance Service: Operational Incident Reporting

Lost QAS Time when Patient Interval >30 minutes for 05/02/2022

HHS	Hospital	Patient interval Group	Patients with > 30 Minute Interval	Total Lost Time in Hours	
CENTRAL QUEENSLAND	GLADSTONE HOSPITAL	< 1 Hour	2	0.70	
		>= 1 Hour < 2 Hours	1	0.68	
		>= 2 Hours < 3 Hours	1	1.62	
	GLADSTONE HOSPITAL - Total			4	3.00
	ROCKHAMPTON BASE HOSPITAL	< 1 Hour	15	3.36	
		>= 1 Hour < 2 Hours	9	8.24	
		>= 2 Hours < 3 Hours	1	2.32	
		>= 3 Hours < 4 Hours	1	3.43	
	ROCKHAMPTON BASE HOSPITAL - Total			26	17.36
	CENTRAL QUEENSLAND - Total			30	20.36

Outcomes

- 1 X Irrelevant Female patient was signal 4. Patient was left with QPS on scene.

Post OIRR actions

- EMD was given time away from the console
- OCS spoke to EMD
- OCS called A/Opcen Manager
- CQ LASN Peer Support advised of case and requested to follow up with officers
- Support and advice have been offered to EMD
- A.OCM called and spoke to A/Director Irrelevant and notified him of the incident
- Notification sent to the AC Central Region and A/Director via a flash brief
- State SOS notified

Review Recommendations:

Review policy for Priority call and introduce this into the OPCEN

Identify any clinical issues from Clinical review and support Paramedics through any recommendations.

Review incident with HHS through Executive Director,

DOH DISCLOSURE LOG