

Release Notes RTI 2577/21

Queensland Ambulance Service

Right to Information application 2577/21

Patients waiting more than two hours to be transferred off-stretchers into the care of Emergency Department

Date range: 01/01/2020-28/09/2021

Purpose of report

Provide applicant of RTI 2577/21 details of patients waiting more than two hours to be transferred off-stretcher into the care of the Emergency Department.

Important notes in considering the data

- The 'At Destination' timestamp is the time of arrival at hospital and is recorded in the Emergency Services Computer Aided Dispatch (ESCAD) system.
- The 'Handover' timestamp is recorded by the treating paramedic in the electronic ambulance report form (eARF) when the patient is transferred off-stretcher into the care of the Emergency Department staff.
- Patient Off Stretcher Time (POST) Performance is reported for Code 1 (Emergency) and 2 (Urgent) incidents that result in transport to a Queensland Health Emergency Department.
- POST is key performance measure of the Service Agreement Performance Framework, and HHSs performance against the POST target is assessed based on data from eARF provided by Queensland Health.
- It should be noted that patients waiting more than two hours to be transferred off-stretcher into the care of an Emergency Department continued to receive care from Queensland Ambulance Service paramedics.

Interpretation notes

Data should be considered in the context that Queensland is experiencing increased demand in Emergency Department presentations and Ambulance arrivals to Emergency Departments. This higher level of demand is not unique to Queensland and is being seen throughout Australia.

Compounding this increased demand is an increase in the number of patients presenting to Emergency Departments who require resuscitation or critical care, and subsequently require a hospital bed. This places more demand on critical hospital resources and impacts patient flow through the hospital system.

The Care4QLD Strategy has been developed to respond to these challenges and aims to improve emergency access and patient flow by strengthening the capacity of our health system to meet the emergency care needs of Queenslanders. To date over \$263 million has been invested through the Care4QLD strategy which has seen a number of initiatives implemented to enhance access to emergent and unplanned care services.

Care4QLD funding will provide access to over 351 additional beds which will create more capacity within our hospitals supporting our response to Emergency Department and Ambulance arrivals.

Since Care4QLD Phase 2 commenced in July 2021, the number of patients waiting at least two hours to be transferred off-stretcher into the care of the Emergency Department has decreased.

Queensland Ambulance Service

Number of Patients waiting at least two hours to be transferred off-stretcher into the care of the Emergency Department by Hospital and Month for the period 01 January 2020 to 28 September 2021

Note: Patient off-stretcher Time (POST) reporting is run in accordance with the approved methodology for reporting POST and includes patient records (eARFs) with a valid interval (At Destination to Handover) between 0 and 480minutes for completed eARFs only. POST reporting is point-in-time and subject to change as eARFs are completed and become available for reporting.

Patient Count > 120	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Atherton Hospital	2	3	4	1	0	2	5	4	4	2	3	2	4	1	1	0	2	5	3	5	2
Ayr District Hospital	1	1	0	1	2	6	0	0	1	1	3	3	2	3	4	3	1	4	2	2	3
Babinda Hospital	0	1	0	0	1	0	0	0	0	0	0	0	1	1	0	1	0	1	1	0	0
Bamaga Hospital	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
Barcaldine Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Beaudesert Hospital	0	1	4	1	2	0	0	0	1	1	2	0	0	5	3	3	4	3	0	1	0
Biggenden Hospital	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
Biloela Hospital	0	0	1	1	1	0	0	0	0	0	0	0	0	1	3	0	2	3	0	0	0
Blackall Hospital	0	0	1	1	0	1	1	0	0	0	1	0	0	0	0	1	0	0	0	2	0
Blackwater Hospital	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Boonah Hospital	0	0	0	0	0	0	0	1	0	1	1	0	1	0	0	1	2	1	0	1	3
Bowen Hospital	1	2	4	1	2	1	1	0	0	1	2	1	2	0	0	0	2	1	1	1	1
Bundaberg Base Hospital	7	9	5	3	3	7	6	16	14	22	11	14	11	19	12	10	14	25	12	17	18
Caboolture Hospital	8	25	9	6	7	13	7	30	17	36	22	25	44	64	83	53	59	81	71	53	52
Cairns Base Hospital	54	39	18	8	12	10	19	15	26	28	21	18	39	55	67	46	74	50	44	48	52
Caloundra Hospital	1	1	0	0	1	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0
Capricorn Coast Hospital And Health Service	0	1	0	2	0	1	1	2	1	1	1	1	0	2	3	2	2	1	1	4	4
Charleville Hospital	0	0	0	2	0	1	0	2	1	0	1	1	0	0	0	2	0	0	0	0	0
Charters Towers Hospital	2	1	3	0	0	0	2	3	1	2	0	1	2	1	1	2	0	2	1	4	1
Cherbourg Hospital	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Childers Hospital	0	0	0	1	1	0	1	0	0	1	0	0	1	0	1	0	0	1	1	1	1
Chinchilla Hospital	1	0	0	0	1	1	1	1	0	0	0	1	0	0	0	0	0	1	0	0	0
Clermont Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Cloncurry Dist Hospital	1	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0
Cooktown Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cunnamulla Hospital	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Dalby Hospital	0	0	1	0	0	0	0	0	0	0	1	1	1	1	1	0	2	2	2	0	2
Dirranbandi Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Doomadgee Hospital	0	0	2	0	1	0	2	0	0	1	1	3	2	0	0	0	0	0	4	1	0
Dysart Hospital	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0
Eidsvold Hospital	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Emerald Hospital	3	2	0	2	0	2	1	1	2	2	1	1	1	2	2	1	2	1	2	1	3
Esk Hospital	0	0	0	0	0	0	2	1	0	0	0	1	0	0	1	1	0	1	1	0	0
Gatton Hospital	2	0	1	1	1	0	0	0	0	1	1	1	0	0	0	0	0	3	1	2	0
Gayndah Hospital	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1
Gin Gin Hospital	1	1	0	1	0	0	1	0	1	1	0	0	0	1	1	0	2	0	0	0	1

Gladstone Hospital	0	3	2	2	3	2	0	5	3	3	8	9	3	5	10	3	5	4	7	6	4
Gold Coast Hospital - Robina	25	11	11	5	4	5	16	24	17	36	44	40	49	34	55	74	75	54	60	46	46
Gold Coast University Hospital	82	50	28	8	19	35	56	118	115	100	79	173	158	174	226	175	234	180	161	152	83
Goondiwindi Hospital	2	0	0	0	0	0	0	3	0	0	2	1	0	0	0	0	0	0	0	1	0
Gympie Hospital	3	3	1	2	3	5	3	7	6	7	2	16	9	11	24	4	12	22	16	20	16
Hervey Bay Hospital	1	4	7	4	2	6	8	7	14	8	6	7	14	5	13	11	18	23	16	15	17
Ingham District Hospital	0	1	1	0	0	1	0	0	0	0	4	1	0	0	0	0	2	3	1	0	0
Innisfail Hospital	1	1	4	4	3	4	1	2	3	1	5	1	3	3	5	4	6	1	1	0	2
Ipswich Hospital	121	156	104	36	43	101	148	169	169	207	232	223	197	302	403	291	391	248	229	215	314
Jandowae Hospital	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Julia Creek Hospital	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Kilcoy Hospital	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	1	0
Kingaroy Hospital	2	2	0	0	0	1	1	3	1	3	0	2	0	2	1	3	2	3	1	1	4
Laidley Hospital	0	1	1	0	0	1	2	0	1	0	0	0	1	0	1	3	0	0	0	0	1
Logan Hospital	73	125	72	21	22	37	57	84	118	158	143	110	182	188	266	305	236	343	413	263	326
Longreach Hospital	1	1	0	1	0	1	0	0	2	1	0	1	0	0	1	1	0	1	2	1	0
Mackay Base Hospital	10	12	5	1	3	1	2	4	5	8	6	13	9	18	7	16	12	8	6	23	12
Maleny District Hospital	2	0	0	0	0	0	0	1	0	1	0	1	0	1	2	0	0	0	2	1	1
Mareeba Hospital	2	3	3	2	3	1	3	3	4	2	2	0	0	0	1	1	1	5	3	3	1
Maryborough Hospital	5	3	4	4	4	1	2	2	3	4	0	2	3	2	4	5	5	3	3	9	5
Mater Public Hospital - Brisbane	56	65	17	9	6	22	27	26	31	62	61	52	55	84	160	136	177	179	144	98	124
Miles Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Millmerran Hospital	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Mitchell Hospital	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	2	0	1	0	0
Monto District Hospital	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Moranbah Hospital	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Mornington Island Hospital	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1
Mossman Hospital	1	2	0	0	0	0	1	1	0	0	1	1	0	1	0	0	2	0	1	0	1
Mount Isa Base Hospital	2	2	4	2	3	1	0	3	3	2	2	0	2	2	5	3	2	4	1	5	3
Mount Morgan Hospital	2	1	0	2	2	0	1	0	1	0	0	2	0	1	0	1	0	0	1	1	0
Moura Hospital	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mundubbera District Hospital	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0
Murgon Hospital	3	1	0	0	1	0	1	0	2	1	0	1	0	0	0	0	0	0	1	1	2
Nambour Hospital	23	19	12	4	9	11	8	10	13	23	15	22	39	26	41	51	31	29	49	22	37
Nanango Hospital	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0
Noosa District Hospital	1	0	1	1	1	0	2	0	1	1	0	1	1	0	1	1	1	0	2	2	1
Normanton Hospital	0	0	0	0	0	0	0	1	0	1	1	2	1	1	2	0	3	2	0	0	0
Oakey Hospital	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Joyce Palmer Health Service	1	0	0	1	0	0	2	2	0	2	6	0	0	0	2	0	0	0	0	1	2
Prince Charles Hospital	26	42	22	4	6	23	28	39	44	82	58	38	49	135	122	99	170	184	74	85	73
Princess Alexandra Hospital	79	81	46	12	14	28	36	55	76	103	93	99	63	126	108	51	152	160	144	135	140
Proserpine Hospital	1	0	1	0	0	0	0	1	1	0	0	1	1	2	0	1	0	0	1	0	1
Queen Elizabeth Hospital	28	43	26	6	6	21	18	36	51	97	61	59	80	106	176	160	169	164	135	101	99
Queensland Children's Hospital	1	4	3	1	3	2	3	4	2	6	2	0	3	5	5	5	6	5	12	8	4
Quilpie District Hospital																					0
Redcliffe Hospital	26	42	20	10	11	24	29	37	19	44	24	36	38	98	115	69	75	46	28	19	28
Redlands Hospital	11	18	29	4	9	13	17	25	33	61	38	42	25	73	134	92	80	127	127	100	77
Rockhampton Base Hospital	36	16	24	5	9	19	21	21	18	21	24	47	85	80	101	74	92	64	76	123	54
Roma General Hospital	1	0	0	0	0	0	0	1	0	1	1	0	0	0	0	1	4	0	1	0	0
Royal Brisbane Hospital	25	57	27	6	9	13	15	26	24	54	48	40	29	77	98	95	173	179	36	47	55

Saint George Hospital	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0
Sarina Hospital	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Springsure Hospital	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Stanthorpe Hospital	2	0	2	0	0	3	3	4	2	3	0	1	1	0	0	1	3	0	3	1	1	1	1
Sunshine Coast University Hospital	56	62	27	14	23	23	41	69	35	79	81	51	116	164	210	205	160	193	159	81	52	52	
Surat Hospital	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	
Tara Hospital	1	0	0	0	0	1	1	0	1	0	1	2	0	1	0	0	2	0	2	0	1	1	0
Taroom Hospital	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
Texas Hospital	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0
Thursday Island Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0
Toowoomba Base Hospital	11	3	5	4	8	9	7	12	10	4	19	7	9	17	23	40	36	61	31	23	40	40	
Townsville University Hospital	14	16	15	9	8	5	8	11	13	14	5	8	9	16	19	13	31	12	16	17	15	15	
Tully Hospital	0	0	0	1	0	0	0	0	0	1	2	1	1	0	0	0	1	2	0	0	2	2	
Wandoan Hospital	0						1											0	0			0	
Warwick Base Hospital	1	0	1	3	0	0	2	0	2	3	0	1	2	4	1	3	3	6	2	0	1	1	
Weipa Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Winton Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Woorabinda Hospital	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	

Source: POST Hospital (Cube) 26/10/2020