



# Ambulance Service Papua New Guinea



## Activity Report Ambulance Service



01 January – 31 March  
**2022**

Published 24 May 2022, Port Moresby



**Ambulance Service**  
**Papua New Guinea**



## Introduction

This document reports the activity of St John's ambulance service for the period of 01 January 2022 until 31 March 2022. Activities are described by their clinical, demography and geographical characteristics in NCD, Central, East New Britain, Morobe and Simbu provinces.

## Summary

St John responded to **4,575** incidents during the report period, of which St John Ambulance treated **2,280** patients.

There was an increase of 609 incidents between Q4, 2021 (3,966) and Q1, 2022 (4,575) 2022. This represents a 15% increase compared to Q4 2021.



**Ambulance Service  
Papua New Guinea**

## St John Ambulance

### Background and history

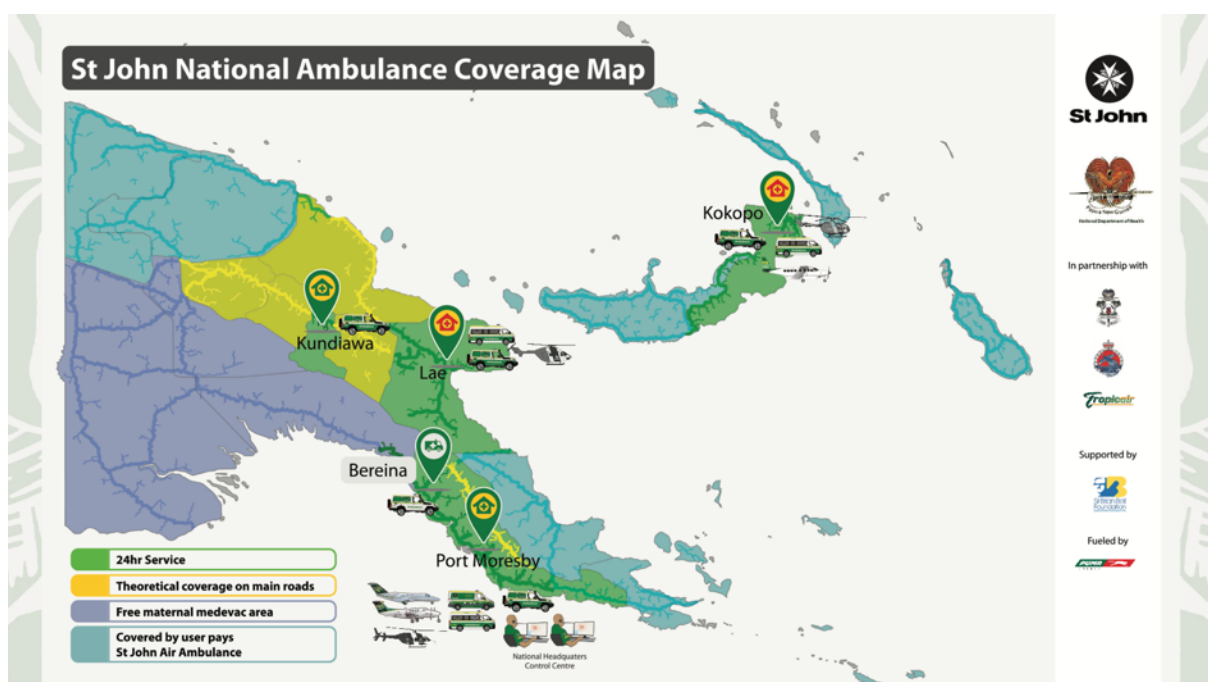
St John Ambulance Service provides the majority of first responses to medical emergencies in Papua New Guinea (PNG).

St John is a trusted Papua New Guinean civil protection charity that has operated as an independent non-government statutory body since 1976. St John Ambulance is engaged by the National Department of Health (NDOH) under a Memorandum of Agreement (MOA) to provide PNG's primary emergency ambulance services.

In 1983, the NDOH assigned responsibility to St John for operating the emergency ambulance service in PNG's southern region. Since this time St John has been engaged by provincial governments and health authorities to operate ambulance stations in respective provinces.

St John now provides PNG's primary emergency ambulance service, serving a combined population of about 3 million people by road, and the entire population by air. St John has stations in each the following towns:

- Port Moresby
- Baruni
- Bereina
- Lae
- Kundiawa
- Kokopo







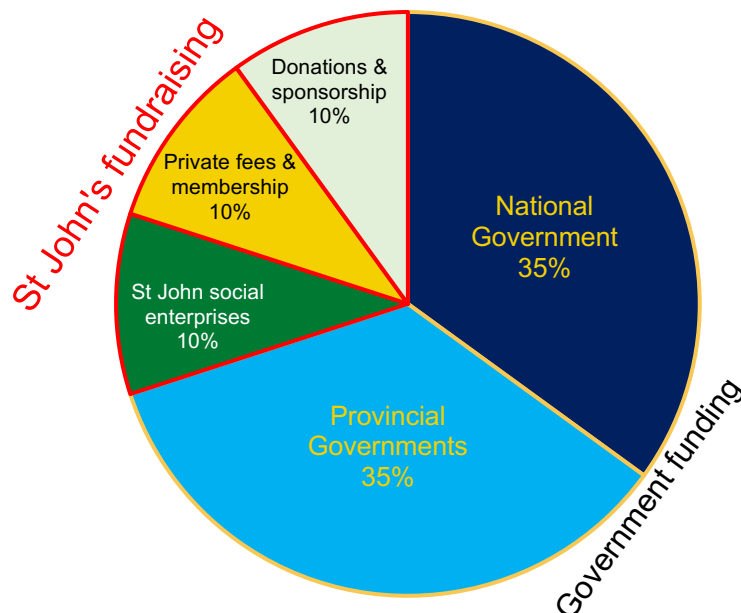
**Ambulance Service  
Papua New Guinea**

St John's status as a civil protection charity established by an Act of Parliament

### How is the ambulance service funded?

The St John public ambulance service funding is split between reoccurring annual government grants from national and provincial governments and St John's own fundraising efforts.

## Ambulance Service Funding



### National Government funding: 35%

The national government's funding to St John is through the treasury, and it accounts for about 35% of St John's funding. National government funding supports the national ambulance control centre, the national emergency 111 number, and the ambulance service command, training and education.

### Provincial funding: 35%

Provincial authorities with whom St John has a Service Agreement provide direct reoccurring funding. Provincial funding supports fuel, maintenance and medical supplies.

### St John's fundraising: 30%

St John Ambulance raise the remaining 30% through its social enterprise and fundraising efforts. By raising 30% of our own funding, we are greatly reducing the cost burden on the PNG Government, meaning those savings can be used by the government to fund other essential health activities.





**Ambulance Service  
Papua New Guinea**

## What makes St John unique in how it delivers value and service to Papua New Guineans?

St John's status as a civil charity established by an act of parliament has unique benefits for both the government and the community. As an independent body, St John is a dynamic organisation, capable of rapidly adapting to changing environments. This builds resilience into our operations, allowing us to forward plan in order to provide the best services for the community whilst simultaneously providing strong value for the government's investment.

As a statutory body, the government has oversight of St John's activities, which is achieved by way of a Council appointed by the Governor General, quarterly reporting and annual audits made available to the Parliament.



As a charity, St John is able to harness strong community support through its trusted brand which attracts volunteers, sponsorship and donations. This support provides better cost-efficiency for the government and higher-quality services for the community.

Being a charity also has challenges however, as not having formal access to a 'seat at the table' in government health service forums can be detrimental to our progress as an organisation.





**Ambulance Service  
Papua New Guinea**

## St John's place in the health care system

St John has followed a similar path to the wider PNG health care system, undergoing gradual centralisation and professionalisation. From the early days of administration and then independence in PNG, a mix of providers offered health care services. This included government, voluntary, church and not-for-profit sectors, including St John. Over the years, government has been challenged to provide ambulance services and has relied upon St John to provide this technical emergency service. St John provides similar ambulance services for government in many other countries, including Australia, United Kingdom, New Zealand.



## An Emergency Service and a Health Service.

St John provides one of PNG's designated emergency services, alongside the Royal Papua New Guinea Constabulary and the National Fire Service. St John's collaborative partnerships with these services enables 24/7 coordination of multi-agency emergency response.

We have close collaboration with the PNG Fire Service, in fact 3 of our 6 stations are colocated with the Fire Service.







**Ambulance Service  
Papua New Guinea**

## About the ambulance service

The St John ambulance service is the primary mechanism for delivering prehospital care to the community. Well-coordinated prehospital care is an essential component of an effective emergency care system.

The ambulance service, sometimes referred to as an emergency medical service, provides urgent pre-hospital treatment and stabilisation for people with serious illness and injuries and transports them to hospital.



St John Ambulance can be summoned by members of the public (as well as medical facilities, other emergency services) via the national ambulance emergency number – 111. This number puts the caller in direct contact with the St John national ambulance control centre (NACC) based in Port Moresby. The control centre will then dispatch suitable ambulance resources for the situation.

## How is prehospital care essential to good health care in PNG?

Ambulances and rapid response vehicles are the primary mode of delivering pre-hospital emergency medical services in PNG, however St John also uses aircraft and boats to access patients in rural and remote areas. St John also has a special operations team and rescue squad that provides technical rescue and retrieval services.

The ambulance service has a key role in supporting quality health services, minimising degree of injury and reducing fatalities. Ambulance response times significantly impact patient survival in critical emergencies. St John works hard to strategically manage ambulance resources to ensure rapid response times despite the substantial geographical and logistical challenges.







## Definitions

These definitions match that of the Council of Ambulance Authorities Australasia's Report on Government Services.

| Term            | Definition  | Comment   |
|-----------------|---|---|
| <b>Incident</b> | An event that results in a demand for ambulance resources to respond.                   | Incidents are logged in CAD as a case. Incidents are measured using CAD data.   |
| <b>Response</b> | An ambulance response is a vehicle sent to an incident.                                 | There may be multiple responses to one incident if several units are dispatched to a single incident  |
| <b>Patient</b>  | <i>A patient is someone assessed, treated, or transported by the ambulance service.</i> | Patients are counted by the number of episodes. Patients may be the subject of more than one (1) episode per year.<br><br>The ambulance worker completes an individual 'patient care report' for each patient. The patient care report is documented either on a paper sheet or using St John's eMR system. |

### Phone Assist Incident

*Definition: a Phone Assist Incident is a genuine call for assistance to St John where a trained call-taker gives first aid advice to a patient, but an ambulance is not sent for any reason.*

Phone assistance must be documented in CAD. Phone assistance incidents are measured through CAD.



### Clinical Advice Incident

*Definition: a Clinical Advice Incident is a genuine call for assistance to St John where a registered health professional performs clinical assessment or gives clinical advice to a patient, but an ambulance worker is not sent for any reason.*

Clinical advice incidents must be documented in CAD. Clinical advice incidents are measured through CAD.



## Definitions of response priorities

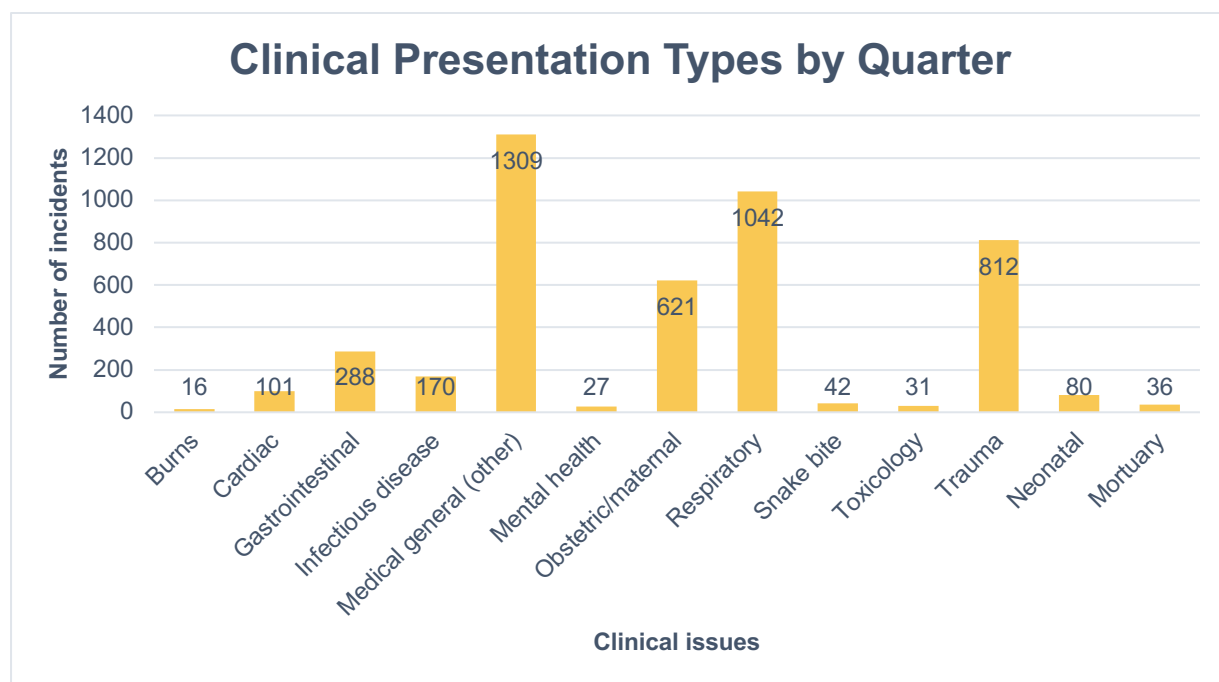
| Response Code | Problem  | Degree of urgency  | Lights & Sirens | Recommended number of ambulances to send | Target Time to patient location from time of call ( <i>median</i> ) |
|---------------|--|--|-----------------|--|---|
| <b>1A</b>     | Immediately life-threatening problem<br><i>e.g., cardiac arrest, ineffective breathing</i>                 | <b>Immediate</b><br>Highest priority response.<br>Closest ambulances to respond. | Yes             | Minimum 3, preferably 4.                 | Within 10 minutes<br><br>(Ideally less than 8 minutes)              |
| <b>1B</b>     | Potentially life-threatening problem<br><i>e.g., unconscious</i>   | <b>Immediate</b><br>High priority  | Yes             | 1 – 2                                    | Within 15 minutes   |
| <b>1C</b>     | Possible life-threatening emergency<br><i>e.g., breathing problem or chest injury, or serious bleeding</i> | <b>Priority</b>  | Yes             | 1 - 2                                    | Within 15 minutes   |
| <b>2A</b>     | Unlikely threat to life.<br><i>e.g. abdominal pain</i>   | <b>Urgent</b>  | No              | 1  | Within 30 minutes   |
| <b>2B</b>     | No threat to life<br><i>e.g. unwell for days, limb injury</i>  | Mobilise when sufficient resources available                                     | No              | 1  | Within 60 minutes   |
| <b>3</b>      | medical response requested by a doctor or nurse. often referral case                                       | Within requested timeframe   | No              | 1  | Usually within 90 minutes   |
| <b>4 – 9</b>  | Non-emergency  | Routine transport  | No              | 1  |   |



## Medical issues

During the reporting period, St John attended to 4,575 incidents. This is a 609 **increase** compared to Q4 2021.

The graph below shows the type of clinical issue and the total number of incidents attended by clinical issue.



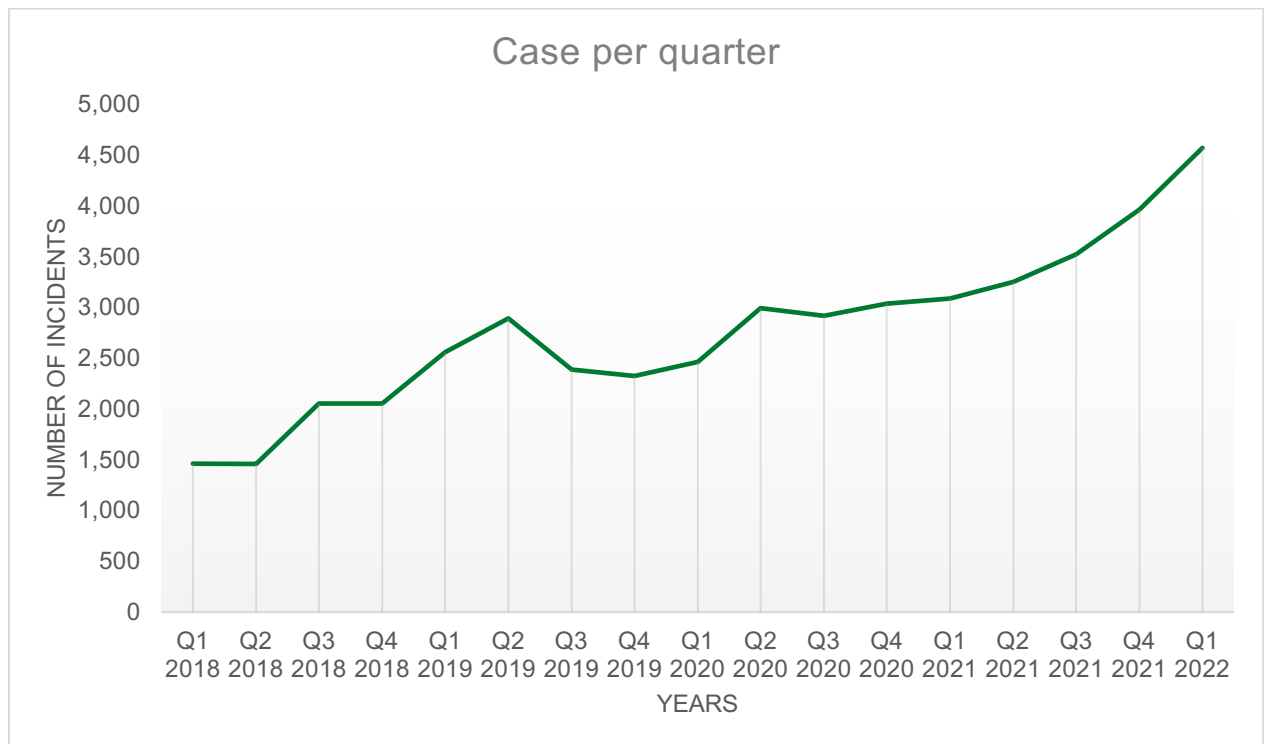
The table below shows the number of incidents and the type of clinical issues attended to in 2022 compared to the same period of the previous year.

| Clinical Issue          | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | Q1 2022 | 2022 YTD |
|-------------------------|---------|---------|---------|---------|---------|----------|
| Burns                   | 2       | 13      | 10      | 6       | 16      | 16       |
| Cardiac                 | 58      | 93      | 89      | 72      | 101     | 101      |
| Gastrointestinal        | 132     | 243     | 264     | 159     | 288     | 288      |
| Infectious disease      | 264     | 437     | 187     | 161     | 170     | 170      |
| Medical general (other) | 989     | 631     | 838     | 1,222   | 1,309   | 1,309    |
| Mental health           | 36      | 33      | 37      | 20      | 27      | 27       |
| Obstetric/maternal      | 343     | 527     | 513     | 490     | 621     | 621      |
| Respiratory             | 533     | 517     | 691     | 887     | 1,042   | 1,042    |
| Snake bite              | 38      | 53      | 43      | 48      | 42      | 42       |
| Toxicology              | 25      | 34      | 27      | 25      | 31      | 31       |
| Trauma                  | 502     | 564     | 704     | 759     | 812     | 812      |
| Neonatal                | 71      | 68      | 50      | 84      | 80      | 80       |
| Mortuary                | 97      | 39      | 76      | 33      | 36      | 36       |
| Total                   | 3,090   | 3,252   | 3,529   | 3,966   | 4,575   | 4,575    |





## Ambulance Service Papua New Guinea



### CEO's Analysis of clinical presentation variances

St John has seen significant growth in emergency incidents in Q1, 2022 compared to Q4 2021. Most of the clinical presentation for this period are categorised as general medical issues, which is consistent with other quarters. The number of respiratory incidents drastically increased compared to Q1 2021.



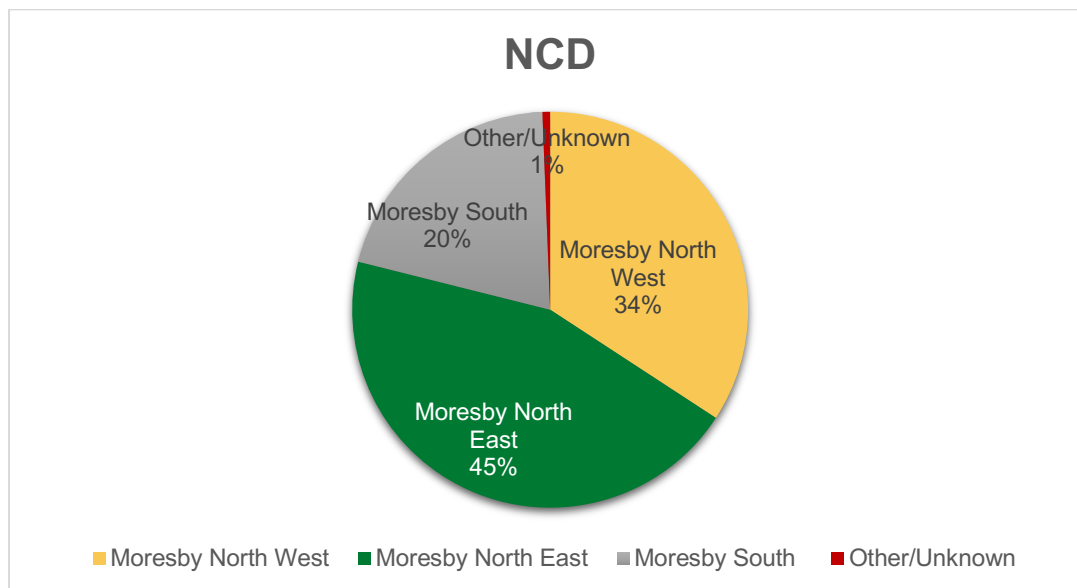
## Incidents by Electorate –

St John operates full ambulance service in the National Capital District, Central, Simbu, Momase and East New Britain provinces.

Our services in other provinces are currently limited to air ambulance response.

### NCD

| ELECTORATE         | Q4 2021      | %          | Q1 2022      | %          | Variance    | Total YTD    |
|--------------------|--------------|------------|--------------|------------|-------------|--------------|
| Moresby North West | 1,026        | 37         | 1200         | 34         | 174+        | 1200         |
| Moresby North East | 1,114        | 40         | 1568         | 45         | 454+        | 1568         |
| Moresby South      | 632          | 23         | 718          | 20         | 86+         | 718          |
| Other/Unknown      | 0            | 0          | 22           | 1          | 22+         | 22           |
| <b>Total</b>       | <b>2,772</b> | <b>100</b> | <b>3,508</b> | <b>100</b> | <b>736+</b> | <b>3,508</b> |

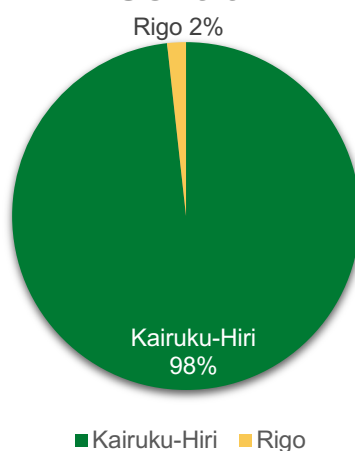




## Central Province

| ELECTORATE   | Q4 2021    | %          | Q1 2022    | %          | Variance   | YTD        |
|--------------|------------|------------|------------|------------|------------|------------|
| Kairuku-Hiri | 374        | 96         | 450        | 98         | 76+        | 450        |
| Goilala      | 0          | 0          | 0          | 0          | 0          | 0          |
| Rigo         | 14         | 4          | 8          | 2          | 6-         | 8          |
| Abau         | 3          | <1         | 0          | 0          |            | 0          |
| <b>Total</b> | <b>391</b> | <b>100</b> | <b>458</b> | <b>100</b> | <b>67+</b> | <b>458</b> |

### Central



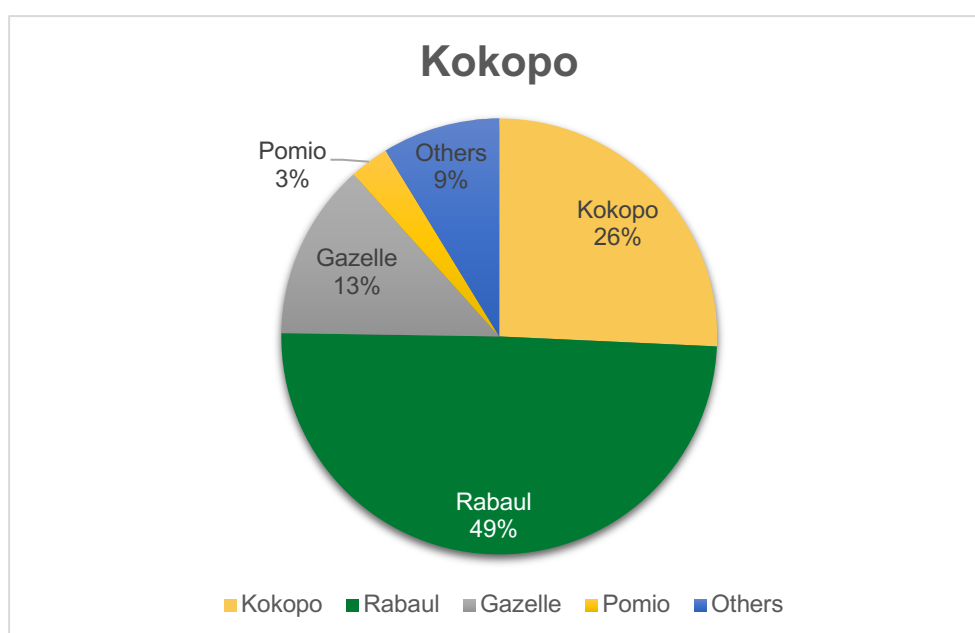




## Ambulance Service Papua New Guinea

### East New Britain

| ELECTORATE      | Q4 2021    | %          | Q1 2022    | %          | Variance   | YTD        |
|-----------------|------------|------------|------------|------------|------------|------------|
| Kokopo          | 119        | 52         | 53         | 26         | 66-        | 53         |
| Rabaul          | 41         | 18         | 102        | 50         | 61+        | 102        |
| Gazelle         | 48         | 21         | 27         | 13         | 21-        | 27         |
| Pomio           | 23         | 10         | 6          | 3          | 17+        | 6          |
| Others/ Unknown | 0          |            | 18         | 9          | 18+        | 18         |
| <b>Total</b>    | <b>231</b> | <b>100</b> | <b>206</b> | <b>100</b> | <b>25-</b> | <b>206</b> |

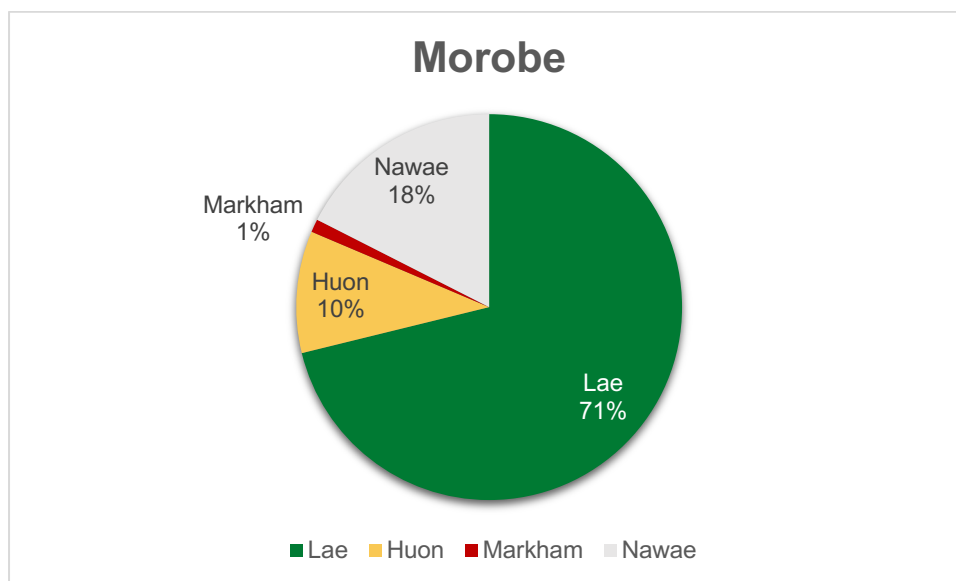




## Ambulance Service Papua New Guinea

### Morobe

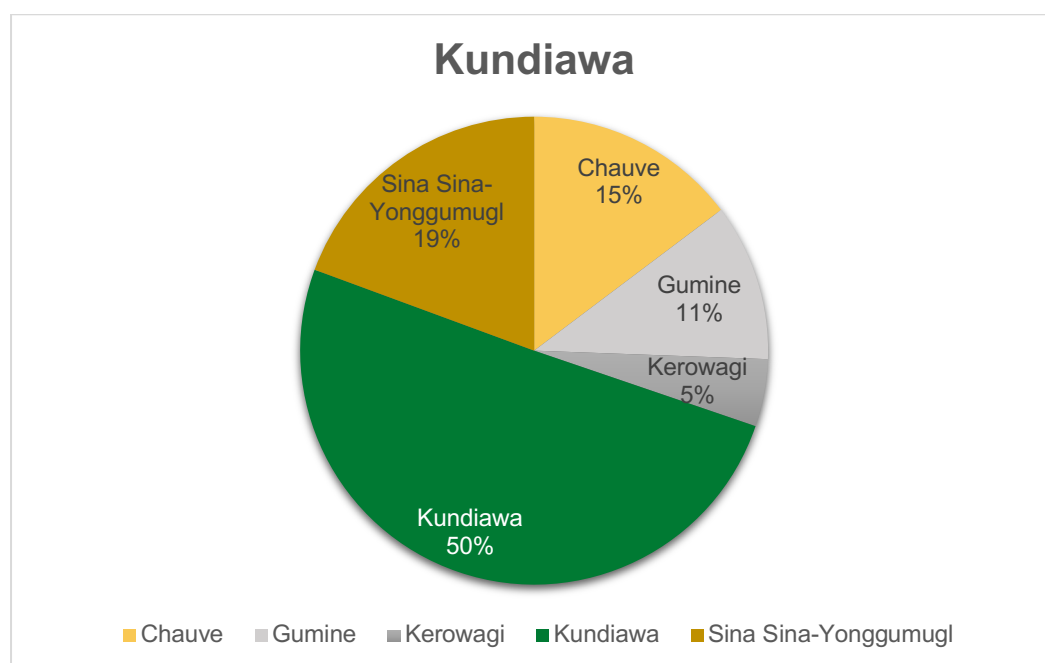
| ELECTORATE   | Q4 2021    | %          | Q1 2022    | %          | Variance  | YTD        |
|--------------|------------|------------|------------|------------|-----------|------------|
| Lae          | 250        | 91         | 195        | 71         | 55-       | 195        |
| Bulolo       | 0          | 0          | 0          | 0          | 0         | 0          |
| Finschhafen  | 0          | 0          | 0          | 0          | 0         | 0          |
| Huon         | 7          | 3          | 28         | 10         | 21+       | 28         |
| Kabwum       | 0          | 0          | 0          | 0          | 0         | 0          |
| Markham      | 0          | 0          | 3          | 1          | 0         | 3          |
| Menyamaya    | 0          | 0          | 0          | 0          | 0         | 0          |
| Nawae        | 18         | 6          | 48         | 18         | 30+       | 48         |
| Tewae-Siassi | 0          | 0          | 0          | 0          | 0         | 0          |
| <b>Total</b> | <b>275</b> | <b>100</b> | <b>274</b> | <b>100</b> | <b>1-</b> | <b>274</b> |





## Simbu

| ELECTORATE           | Q4 2021    | %          | Q1 2022    | %          | Variance    | YTD        |
|----------------------|------------|------------|------------|------------|-------------|------------|
| Chauve               | 10         | 4          | 19         | 15         | 9+          | 19         |
| Gumine               | 31         | 12         | 14         | 11         | 17-         | 14         |
| Karimui-Nomane       | 0          | 0          | 0          | 0          | 0           | 0          |
| Kerowagi             | 26         | 10         | 6          | 5          | 20-         | 6          |
| Kundiawa             | 130        | 50         | 65         | 50         | 65+         | 65         |
| Sina Sina-Yonggumugl | 61         | 24         | 25         | 19         | 36-         | 25         |
| <b>Total</b>         | <b>258</b> | <b>100</b> | <b>129</b> | <b>100</b> | <b>129+</b> | <b>129</b> |



## CEO's Analysis

There has been a significant increase in incidents overall for NCD, specifically in the Moresby North East electorate with 45% compared to other districts in the Nation's Capital.

In Central, Kairuku Hiri, the largest district accounted for the most incidents attended to in Q1 2022.

Rabaul district in East New Britain has seen a 50% increase in incidents this quarter compared to previous reports, accounting for 52% of the incidents attended to.

In Morobe and Kundiawa, most incidents were attended to within the city area due to road conditions and distance.





## Response Performance by Priority (Median)

The response time of Emergency Ambulance Services (EAS) is an elemental factor for prehospital care to be successful and, therefore, must be controlled to increase the chances of survival<sup>3</sup>. Calls are assessed and triaged, with priority given in order of severity and acuteness of illness/injury, with priority 1A being the highest, and priority 8 being the lowest.

'Dispatch time' is defined as the time between when the call-taker first receives the call about a case and the dispatcher tasks an ambulance crew to attend the case by sending a message to crew (usually by radio or pager).

| Dispatch<br>Priority | Target  | National<br>Capital<br>District | Central<br>Province | East<br>New<br>Britain | Morobe  | Kundiawa |
|----------------------|---------|---------------------------------|---------------------|------------------------|---------|----------|
|                      |         | Q1 2022                         | Q1 2022             | Q1 2022                | Q1 2022 | Q1 2022  |
|                      | Seconds |                                 |                     |                        |         |          |
| 1A                   | 60      | 218                             | 319                 | 1,313                  | 213     | 213      |
| 1B                   | 90      | 262                             | 364                 | 207                    | 401     | 401      |
| 1C                   | 90      | 433                             | 581                 | 461                    | 529     | 529      |
| 1P                   |         | 538                             | 1,230               | -                      | -       | -        |
| 2A                   | 180     | 706                             | 655                 | 903                    | 549     | 549      |
| 2B                   | 180     | 1,114                           | 1,554               | 780                    | 931     | 931      |
| 2P                   |         | 1,012                           | -                   | -                      | 5,381   | 5,381    |
| P3                   | 1200    | 1,452                           | 862                 | 599                    | 838     | 838      |

Morobe and Kundiawa dispatch times are identical for Q1 2022 as the computer aided dispatching program had Momase and Highlands group as one dispatch area. In Q2 2022, these regions will be split.



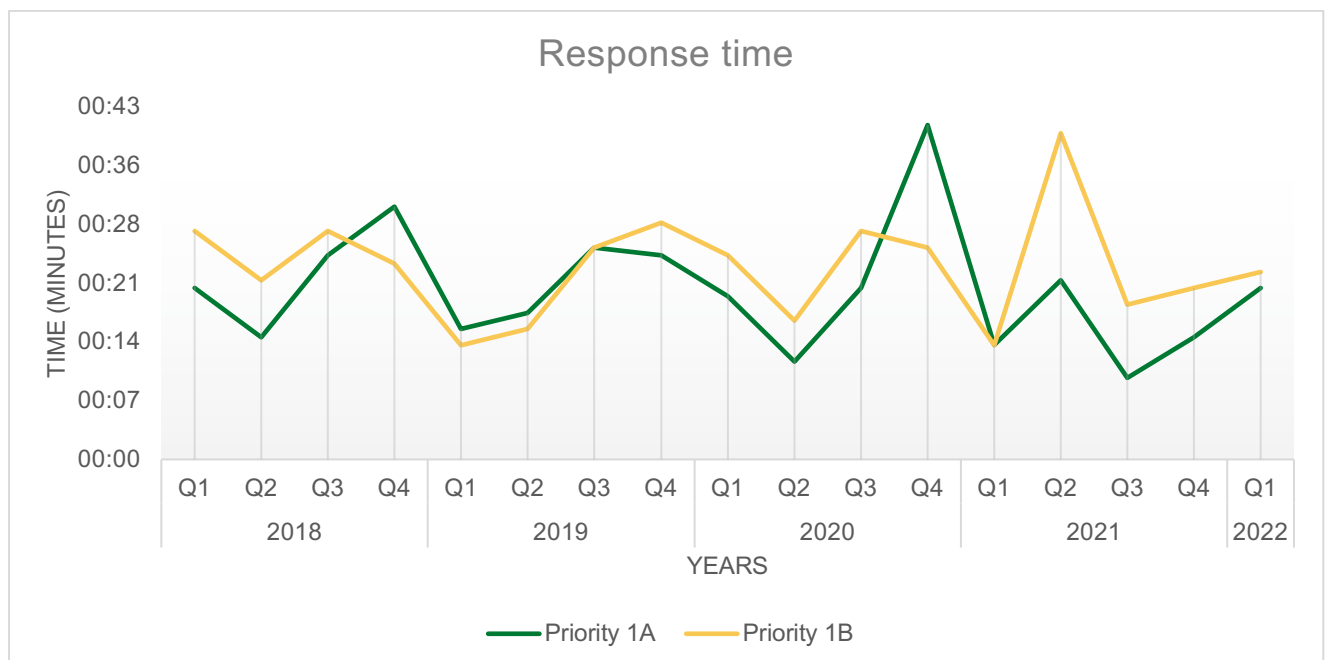
**‘Response time’** is the time between notification of an occurrence and the ambulance arrival at the scene.  
According to the WHO, an ideal response time is equivalent to less than 8 minutes<sup>1</sup>.

*Graph showing the median response time per case priority.*

| Response Time        | Target | National Capital District | Central Province | East New Britain | Morobe  | Simbu   |
|----------------------|--------|---------------------------|------------------|------------------|---------|---------|
|                      |        | Q1 2022                   | Q1 2022          | Q1 2022          | Q1 2022 | Q1 2022 |
|                      |        | (minutes)                 |                  |                  |         |         |
| <b>1A</b>            | 10     | 16                        | 73               | 94               | 40      | 40      |
| <b>1B</b>            | 15     | 18                        | 54               | 51               | 49      | 49      |
| <b>1C</b>            | 15     | 30                        | 71               | 68               | 59      | 59      |
| <b>1P (COVID-19)</b> | 15     | 23                        | 150              | -                | -       | -       |
| <b>2A</b>            | 30     | 38                        | 74               | 88               | 58      | 58      |
| <b>2B</b>            | 60     | 51                        | 113              | 88               | 67      | 67      |
| <b>2P (COVID-19)</b> | 60     | 34                        | -                | -                | 229     | 229     |
| <b>3</b>             | 90     | 52                        | 138              | 73               | 113     | 113     |



## Ambulance Service Papua New Guinea

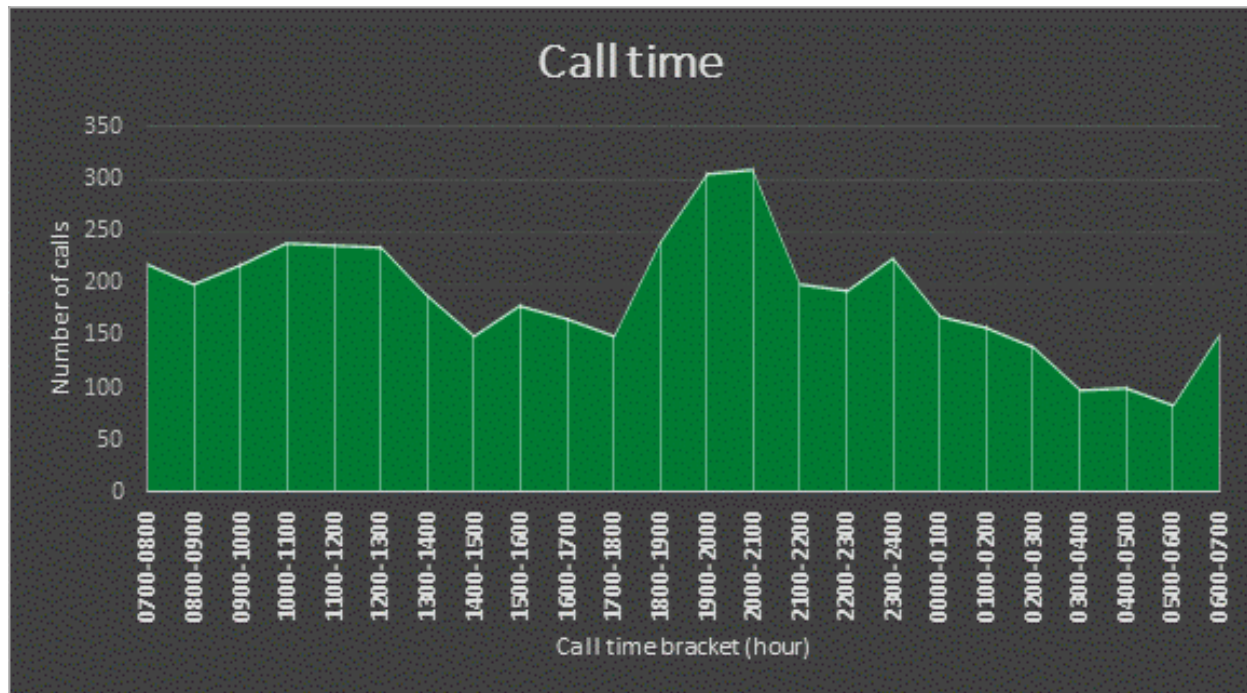




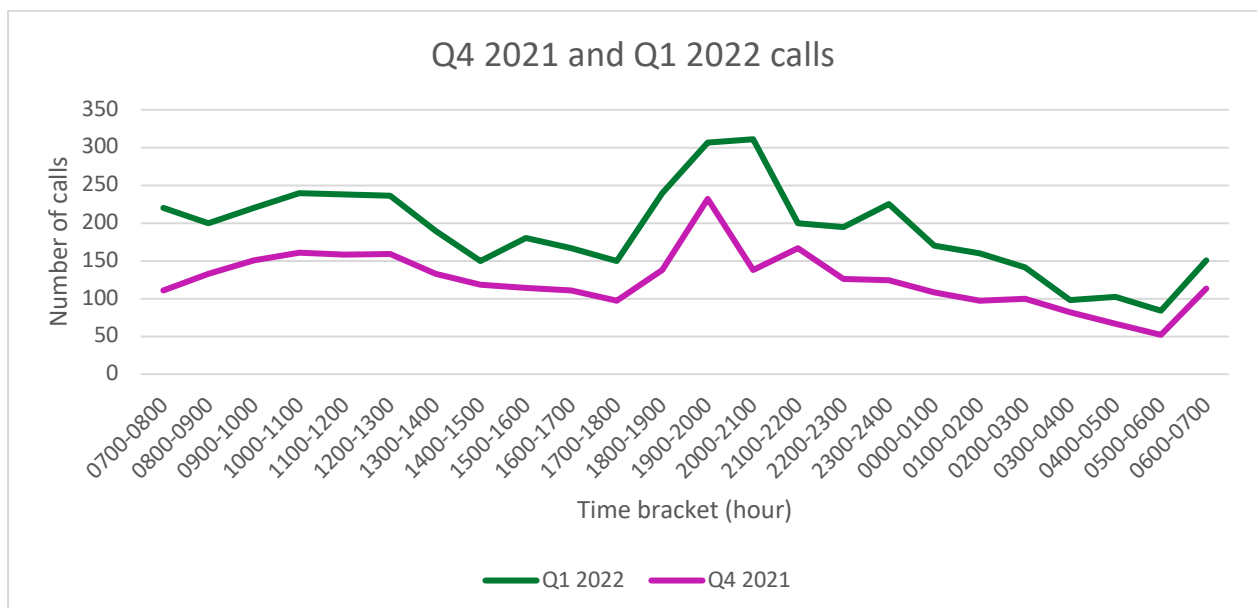
## Peak call periods

We keep track of the times in which calls for help are received.

For this period, the highest number of calls for help were received between 20:00 - 21:00 PM with a total of 311 calls.



During the reporting period, the busiest time for St John Ambulance was between 10:00-11:00 hours during the day and 20:00-21:00 hours during the night. (Daytime period: 06:00 to 18:00); Night-time period: 18:01 to 05:59)







## Patients by condition and age group

St John attends to people of all gender and ages. The table below shows incidents as a percentage by age group.

| ≤13 years                    | Q4 2021 | Q1 2022 | YTD    |
|------------------------------|---------|---------|--------|
| <b>Clinical presentation</b> |         |         |        |
| Burns                        | 1%      | 0.70%   | 0.70%  |
| Cardiac                      | 0%      | 0.50%   | 0.50%  |
| Gastrointestinal             | 3%      | 3.80%   | 3.80%  |
| Infectious Diseases          | 4%      | 3.70%   | 3.70%  |
| Mortuary                     | 0%      | 0.20%   | 0.20%  |
| Neonatal                     | 21%     | 18.00%  | 18.00% |
| Obstetric/Gynaecological     | 0%      | 2.30%   | 2.30%  |
| Other clinical issues        | 28%     | 50.00%  | 50.00% |
| Respiratory                  | 24%     | 13.50%  | 13.50% |
| Snake bites                  | 3%      | 0.70%   | 0.70%  |
| Toxicology                   | 3%      | 0.20%   | 0.20%  |
| Trauma                       | 13%     | 6.50%   | 6.50%  |

| Age ≥14 - ≤30                | Q4 2021 | Q1 2022 | YTD    |
|------------------------------|---------|---------|--------|
| <b>Clinical presentation</b> |         |         |        |
| Burns                        | 0.10%   | 0.40%   | 0.40%  |
| Cardiac                      | 0.90%   | 1.60%   | 1.60%  |
| Gastrointestinal             | 4.80%   | 8.20%   | 8.20%  |
| Infectious Diseases          | 2.00%   | 4.10%   | 4.10%  |
| Mental Health                | 0.30%   | 0.20%   | 0.20%  |
| Mortuary                     | 0.40%   | 0.10%   | 0.10%  |
| Obstetric/Gynaecological     | 27.50%  | 20.30%  | 20.30% |
| Other clinical issues        | 21.40%  | 39.00%  | 39.00% |
| Respiratory                  | 10.90%  | 6.30%   | 6.30%  |
| Snake bites                  | 1.90%   | 1.80%   | 1.80%  |
| Toxicology                   | 0.60%   | 1.40%   | 1.40%  |
| Trauma                       | 29.30%  | 16.70%  | 16.70% |





**Ambulance Service  
Papua New Guinea**

| Age ≥31 - ≤45                | Q4 2021 | Q1 2022 | YTD    |
|------------------------------|---------|---------|--------|
| <b>Clinical presentation</b> |         |         |        |
| Burns                        | %       | 0.70%   | 0.70%  |
| Cardiac                      | 1.80%   | 2.20%   | 2.20%  |
| Gastrointestinal             | 5.20%   | 8.20%   | 8.20%  |
| Infectious Diseases          | 4.90%   | 5.60%   | 5.60%  |
| Mental Health                | 0.60%   | 0.20%   | 0.20%  |
| Mortuary                     | 0.70%   | 0.40%   | 0.40%  |
| Obstetric/Gynaecological     | 13.50%  | 12.00%  | 12.00% |
| Other clinical issue         | 31.20%  | 44.00%  | 44.00% |
| Respiratory                  | 21.90%  | 12.20%  | 12.20% |
| Snake bites                  | 1.10%   | 0.20%   | 0.20%  |
| Toxicology                   | 0.40%   | 0.60%   | 0.60%  |
| Trauma                       | 18.70%  | 13.70%  | 13.70% |

| Age ≥46 - ≤59                | Q4 2021 | Q1 2022 | YTD    |
|------------------------------|---------|---------|--------|
| <b>Clinical presentation</b> |         |         |        |
| Cardiac                      | 2.60%   | 5.00%   | 5.00%  |
| Gastrointestinal             | 3.10%   | 7.90%   | 7.90%  |
| Infectious Diseases          | 6.10%   | 5.90%   | 5.90%  |
| Mental health                | 0.60%   | 0.30%   | 0.30%  |
| Mortuary                     | 2.00%   | 0.70%   | 0.70%  |
| Obstetric                    | 0.90%   | 1.70%   | 1.70%  |
| Other clinical issues        | 42.50%  | 52.80%  | 52.80% |
| Respiratory/sob              | 32.30%  | 17.80%  | 17.80% |
| Snake bites                  | 0%      | 1.00%   | 1.00%  |
| Toxicology                   | 0.60%   | 0.30%   | 0.30%  |
| Trauma                       | 9.20%   | 6.60%   | 6.60%  |

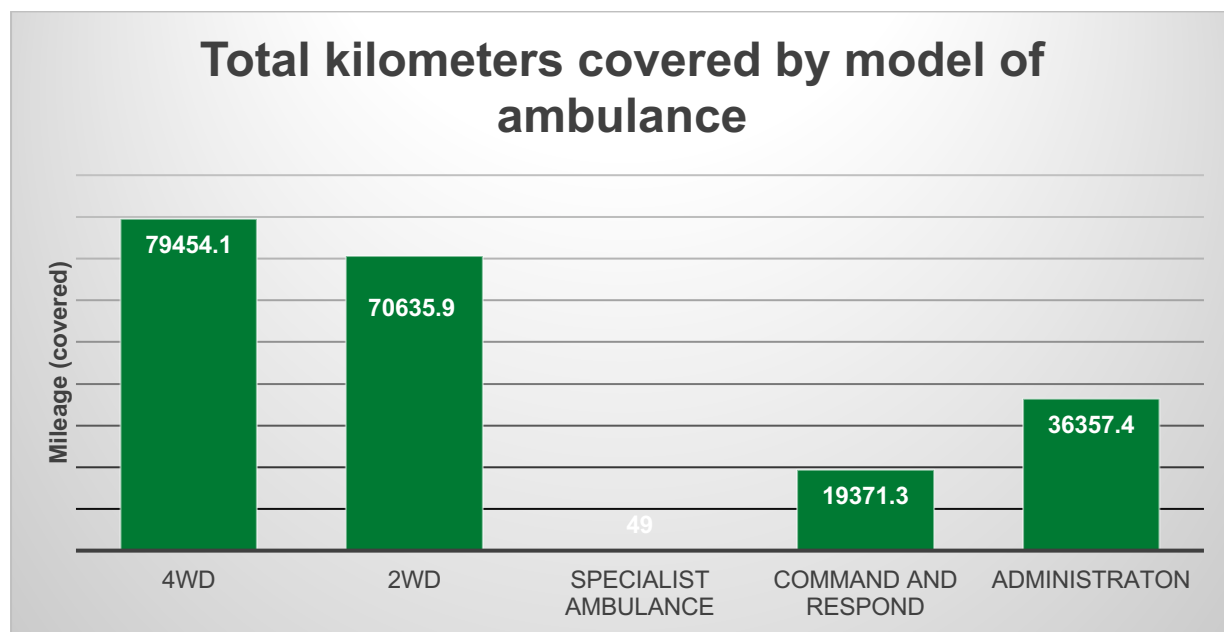
| Age ≥60                      | Q4 2021 | Q1 2022 | YTD    |
|------------------------------|---------|---------|--------|
| <b>Clinical presentation</b> |         |         |        |
| Burns                        | 0%      | 0.00%   | 0.30%  |
| Cardiac                      | 4.60%   | 3.20%   | 3.20%  |
| Gastrointestinal             | 3.80%   | 7.40%   | 7.40%  |
| Infectious diseases          | 6.30%   | 5.20%   | 5.20%  |
| Mental Health                | 0.50%   | 0.20%   |        |
| Mortuary                     | 0.20%   | 1.40%   | 1.40%  |
| Obstetric/Gynaecological     | 0.30%   | 0.60%   | 0.60%  |
| Other clinical issues        | 35.00%  | 61.90%  | 61.90% |
| Respiratory                  | 43.90%  | 16.90%  | 16.90% |
| Snake Bite                   | 0.30%   | 0.00%   | 0.00%  |



|        |       |       |       |
|--------|-------|-------|-------|
| Trauma | 5.00% | 3.20% | 3.20% |
|--------|-------|-------|-------|

## Kilometres travelled

The total kilometres travelled in Q1 2022 is 205,867.7 kilometres.



## Nationally


| Vehicle class             | Q4 2021   | Q1 2022          | YTD average      |
|---------------------------|-----------|------------------|------------------|
| 4WD Ambulance             | 70,582.5  | 79,454.1         | 79,454.1         |
| 2WD Ambulance             | 66,277.7  | 70,635.9         | 70,635.9         |
| Specialist Ambulance      | 56.8      | 49               | 49               |
| Command & respond vehicle | 52,706.7  | 19,371.3         | 19,371.3         |
| Administration            | 107.8     | 36,357.4         | 36,357.4         |
| <b>Total KMs</b>          | 197,230.5 | <b>205,867.7</b> | <b>205,867.7</b> |





**Ambulance Service  
Papua New Guinea**

**NCD**

| Vehicle class   | Q4 2021          | Q1 2022          | YTD average      |
|---|------------------|------------------|------------------|
| 4WD Ambulance   | 43,133           | 36,042.1         | 36,042.1         |
| 2WD Ambulance   | 47,100.1         | 55,601.3         | 55,601.3         |
| Specialist Ambulance<br> | 56.8             | 49               | 49               |
| Rapid response and command vehicle  | 52,706.7         | 12,157.7         | 12,157.7         |
| Administration  |                  | 36,357.4         | 36,357.4         |
| <b>Total KMs</b>  | <b>142,996.6</b> | <b>140,207.5</b> | <b>140,207.5</b> |

**East New Britain**

| Vehicle class          | Q4 2021         | Q1 2022         | YTD average     |
|------------------------|-----------------|-----------------|-----------------|
| Land cruiser ambulance | 8,967.7         | 5,009.3         | 5,009.3         |
| Other Ambulance        | 7,333.1         | 7,446.6         | 7,446.6         |
| Command vehicle        | 5,669.8         | 3,581.8         | 3,581.8         |
| <b>Total KMs</b>       | <b>21,970.6</b> | <b>16,037.7</b> | <b>16,037.7</b> |

**Morobe**

| Vehicle class          | Q4 2021         | Q1 2022         | YTD average     |
|------------------------|-----------------|-----------------|-----------------|
| Land cruiser ambulance | 5,119.3         | 27,106.8        | 27,106.8        |
| Other Ambulance        | 6,670           | 7,588           | 7,588           |
| Command vehicle        | -               | 3,631.8         | 3,631.8         |
| <b>Total KMs</b>       | <b>11,789.3</b> | <b>38,326.6</b> | <b>38,326.6</b> |

**Simbu**

| Vehicle class          | Q4 2021         | Q1 2022         | YTD average     |
|------------------------|-----------------|-----------------|-----------------|
| Land cruiser ambulance | 11,811.8        | 11,295.9        | 11,295.9        |
| Other Ambulance        | 0               | 0               | 0               |
| Command vehicle        | 0               | 0               | 0               |
| <b>Total KMs</b>       | <b>11,811.8</b> | <b>11,295.9</b> | <b>11,295.9</b> |



**Ambulance Service  
Papua New Guinea**

**Central Province**

| Vehicle class             | Q4 2021  | Q1 2022      | YTD average  |
|---------------------------|----------|--------------|--------------|
| Land cruiser<br>Ambulance | -        | 660.4        | 660.4        |
| <b>Total KMs</b>          | <b>-</b> | <b>660.4</b> | <b>660.4</b> |





## Air Ambulance

### Missions

| Helicopter    | Q1 2021  | Q1 2022  | YTD average |
|---------------|----------|----------|-------------|
| Southern      | 1        | 1        | 1           |
| Momase        | 7        | 0        | 0           |
| NGI           | 0        | 0        | 0           |
| Highlands     | 0        | 0        | 0           |
| International | 0        | 0        | 0           |
| <b>Total</b>  | <b>8</b> | <b>1</b> | <b>1</b>    |

| Fixed wing            | Q1 2021   | Q1 2022   | YTD average |
|-----------------------|-----------|-----------|-------------|
| Southern              | 2         | 4         | 4           |
| Momase                | 5         | 1         | 1           |
| NGI                   | 2         | 6         | 6           |
| Highlands             | 3         | 1         | 1           |
| Australia             | 1         | 2         | 2           |
| International (other) | 0         | 0         | 0           |
| <b>Total</b>          | <b>13</b> | <b>14</b> | <b>14</b>   |

### Flight Hours

The total hours flown by air to provide care this period is shown below.

| Helicopter         | Q1 2021   | Q1 2022  | YTD average |
|--------------------|-----------|----------|-------------|
| Southern           | 2         | 2        | 2           |
| Momase             | 8         | 0        | 0           |
| NGI                | 0         | 0        | 0           |
| Highlands          | 0         | 0        | 0           |
| International      | 0         | 0        | 0           |
| <b>Total hours</b> | <b>10</b> | <b>2</b> | <b>2</b>    |

| Fixed wing         | Q1 2021     | Q1 2022     | YTD average |
|--------------------|-------------|-------------|-------------|
| Southern           | 4.3         | 6.4         | 6.4         |
| Momase             | 13.7        | 2.0         | 2.0         |
| NGI                | 6.3         | 23.0        | 23.0        |
| Highlands          | 6           | 1.6         | 1.6         |
| Australia          | 2.8         | 11.9        | 11.9        |
| International      | 33.1        | 0           | 0           |
| <b>Total hours</b> | <b>66.2</b> | <b>48.8</b> | <b>48.8</b> |

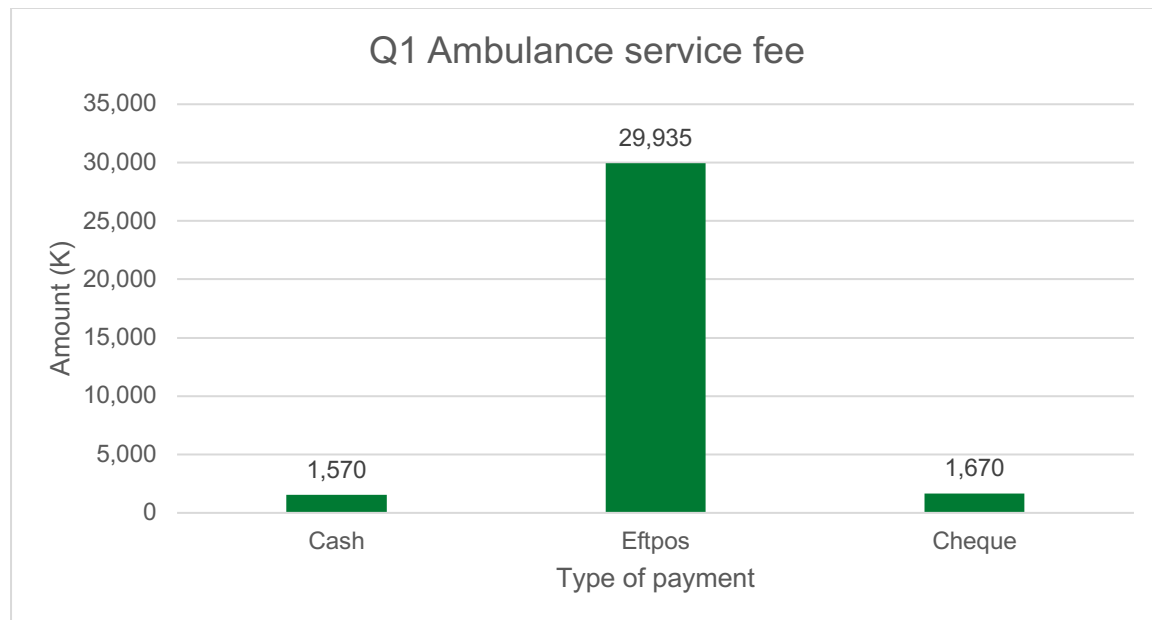
Total ambulance service fee collected for Q1 2022 is K33,175.00.





## Ambulance Service Papua New Guinea

St John Ambulance has “No Cash Policy” so all the payments are paid through EFTPOS.



| Form of payment    | Q1 2021       | Q1 2022       | YTD total     |
|--------------------|---------------|---------------|---------------|
| Cash               | 30,774        | 1,570         | 1,570         |
| EFTPOS             | 41,851        | 29,935        | 29,935        |
| Cheque             | 400           | 1,670         | 1,670         |
| <b>Total (PGK)</b> | <b>73,025</b> | <b>33,175</b> | <b>33,175</b> |



## ANNEXE A – Key Performance Targets

### Ambulance Service

| Name   | Target   | Q4 2021                          | Q1 2022   |
|--|--|----------------------------------|---|
| Minimum ambulance crewing  | The number of ambulances on duty meets that required in Annexe A 90% of the time.                        | 80%                              | 93%   |
| Response time (National Median) 1A   | An ambulance arrives on scene within 11 minutes from time of call for 1A incidents in NCD                | 15 minutes                       | 40 minutes  |
| Response time (National Median) 1B, 1C   | An ambulance arrives on scene within 20 minutes from time of call for 1B & 1C incidents in NCD           | 1B: 21 minutes<br>1C: 32 minutes | 1B: 49 minutes<br>1C: 59 minutes  |
| Referrals (Reservist Stations)   | 80% of Central Province referral incidents to PMGH are met midway by NCD ambulance.                      | N/A                              | Work in progress. Delayed by opening of Bereina was delayed and A130 is offroad has awaiting parts on back-order.   |
| Patient Documentation  | 99% of ambulance incidents are documented by ambulance crews using AMII eMR.                             | N/A                              | 94% of NCD ambulance incidents completed using AMII.<br><br>86% of all incidents in PNG are documented using AMII.<br><br>*AMII was introduced to the ambulance serviced in the first week of 2022. NCD commenced using AMII in January 2022. ENB will start using in April 2022. Kundiawa and Lae are still using paper case sheets. |
| Document all instances that an ambulance arrives at scene or has patient contact | An eMR is completed for 100% of instances where a crew arrives on scene, even if patient is not located. | N/A                              | 95% of time the eMR is complete for cancel incidents. In few incidents, eMR is null or without information.   |



**Ambulance Service**  
**Papua New Guinea**

## National Ambulance Coordination Centre (111)

The National Ambulance Coordination Centre (NAAC) is the hub for the 111-emergency call centre and ambulance dispatching systems. It facilitates communication with and coordination of the ambulance service across NCD, Central and East New Britain provinces and the tracking of the Air Ambulance missions.

The NACC also provides clinical advice to communities and health workers in other provinces. The NACC enables interagency cooperation with other emergency service providers during times of mass casualty or complex incidents such as earthquakes.

| Name                      | Target  | Q1 2021     | Q1 2022   |
|---------------------------|---|-------------|---|
| Dispatch time             | The median time that an ambulance is dispatched to a 1A case is less than 90 seconds from time the first call about the incident is received. | 5 minutes   | 3m 6s   |
| Skill Maintenance         | Skills Maintenance and reaccreditation program implemented for all NACC roles   | In progress | In progress   |
| Use of call-taking script | The call-taker completes the call-taker script for 100% of genuine calls  | N/A         | 19 NACC completed basic NACC control centre officer training. |
| Feedback to call-takers   | 2 calls are randomly selected each week with feedback given to the call-taker by registered paramedics  | N/A         | Deferred to Q2, 2022.   |



## Clinical & Operation Support Group (COSG) KPIs

| Name                               | Target  | Q1 2021  | Q1 2022   |
|------------------------------------|---|--|---|
| <b>Clinical case review</b>        | 75% of case sheets reviewed, positive, and constructive feedback given on 20% of incidents. | Ongoing  | <p>25% of incidents were reviewed this quarter.</p> <p>Clinical Operations greatly supported the introduction of AMII eMR system.</p> <p>Case sheet reviews are being incorporate into fortnightly training sessions.</p> <p>For Q2 additional clinicians will be assigned to review case sheets with an aim to reach 75%</p> |
| <b>Skills maintenance records</b>  | All operational staff will have a skills maintenance record by 30 March each year           | Completed skills training for Q1,  | 100% ambulance officers have skills register and 94% have successfully achieved annual re-accreditation.  |
| <b>Aeromedical Equipment</b>       | Three full sets of kits are available 100% of the time                                      | Ongoing  | 97% availability. Additional and new kits to be purchase in Q2 once DFAT funds are reallocated.   |
| <b>Staff deployment time</b>       | Medical crew is at airport base 30 mins before scheduled departure time 100% of the time    | Ongoing and compliant  | Achieved  |
| <b>Patient Satisfaction Survey</b> | 95% of patients (or immediate family member) are surveyed.                                  | Ongoing  | Deferred to Q2 2022.  |
| <b>Patient Satisfaction</b>        | Maintain overall patient satisfaction score of 95%  | Ongoing  | Deferred to Q2, 2022  |
| <b>Revenue Targets</b>             | Obtain revenue targets of K250,000 per quarter (or 15 missions per month)                   | Below target for Quarter 1 - PGK 137,225.00 across 21 missions for the quarter | PGK 174, 850 (70% of target) over 16 missions completed in Q1.  |





**Ambulance Service  
Papua New Guinea**



## **Papua New Guinea Since 1957**

St John is a statutory incorporation operating in accordance with the  
*St John Council Incorporation Act of 1976.*

**For more information about this report contact** [enquiries@stjohn.org.pg](mailto:enquiries@stjohn.org.pg)  
[www.stjohn.org.pg](http://www.stjohn.org.pg)

