

QPS BENCHMARKING

The Epping Surgery Centre (ESC) is part of the Presmed Australia (PMA) group of day hospitals. The ESC and PMA group are members of the Quality Performance Systems (QPS) Benchmarking Group along with other private health facilities across Australia. ESC collects QPS key performance indicator (KPI) data and conducts audits to measure the outcomes of clinical and business functions against industry and to ensure compliance against policies, procedures, standards, regulations. The KPI results and outcomes of audits are benchmarked and evaluated by staff, doctors and management to improve patient care, service delivery and quality improvement. Below are some key highlights from January to March 2016 quarterly results:

January to March 2016 Quarterly QPS results – group comparison

Indicator	CPH	ESC	CCDH	PMA	QPS Peer Group
Employee Satisfaction	82.54%	92.55%	89.71%	89.92%	84.62%
Governance Standards	100.00%	100.00%	100.00%	100.00%	95.17%

