

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 ophthalmic 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 July to December 2015 half-yearly results:

July to December 2015 Half Yearly QPS results - group comparison

Indicator	OSC	ESC	CCDH	PMA	QPS Ophthalmic Peer Group
Governance Standards	100%	100%	100%	100%	94%
Employee Satisfaction	90%	89%	89%	87%	87%

