

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 QPS 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 2014 quarter results:

January to March 2014 quarter QPS results – group comparison

Indicator	OSC	ESC	CCDH	PMA	QPS Ophthalmic Peer Group
Employee Satisfaction	90 LY86	88 LY85	92 LY90	90	89
Governance Standards	100 LY95	100 LY95	100 LY95	100	92

