

QPS BENCHMARKING

The Chatswood Private Hospital (CPH) is part of the Presmed Australia (PMA) group of day hospitals. The CPH and PMA group are members of the Quality Performance Systems (QPS) Benchmarking Group along with other private ophthalmic health facilities across Australia. CPH 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 September 2016 quarterly results:

July to September 2016 Quarterly QPS results – group comparison

| Indicator | CPH | ESC | CCDH | PMA | QPS Peer Group |
|--|--------|--------|-------|--------|----------------|
| Clinician Satisfaction | 91.5% | 92.73% | 90.1% | 91.41% | 91.28% |
| Fire and Emergency Skills Competencies | 91.83% | 95.6% | 99% | 95.1% | 92.52% |

