

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 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 with policies, procedures, standards and 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 2017 quarterly results:

January to March 2017 Quarterly QPS results – group comparison

Indicator	CPH	ESC	CCDH	PMA	QPS Peer Group
Employee Satisfaction	83.55%	88.89%	88.25%	87.23%	85.98%
Corporate Governance	100%	100%	100%	100%	93.77%

