

QPS BENCHMARKING

Epping Surgery Centre (ESC) is part of PresMed Australia (PMA). As part of our commitment to quality improvement, PMA adheres to the standards of the Quality Performing Systems (QPS) Benchmarking Group. QPS audits hospital data and measures our clinical outcomes against industry averages. ESC then uses these results to improve our patient care, service delivery and quality improvement. Below are some key highlights from January to March 2023 quarterly results:

January - March 2023 Results - Group Comparison

_	CCDH	СРН	ESC	MDS	MWS	SPDS	PMA	QPS Benchmark
Corporate Governance	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	97.03%
Employee Satisfaction	76.30%	75.00%	79.68%	93.00%	93.00%	81.00%	83.00%	83.82%
Drug Audit	55.00%	98.30%	100.00%	91.00%	84.50%	100.00%	88.00%	N/A
Patient Satisfaction	96.00%	93.20%	92.00%	91.00%	97.00%	91.14%	93.39%	93.80%*







