

## Day Hospital Benchmarking Program

QPS Benchmarking provides organisations with a comprehensive Quality Management Framework, comprising of an Advanced Corporate and Day Hospital Reporting System, Key Performance Indicators and evidenced based data collection tools, aligned to the National Safety and Quality Health Service (NSQHS) Standards and legislative requirements.

The QPS advanced electronic reporting system provides a **risk-based approach** to manage business performance and drive quality improvement, with a key focus on patient and organisational outcomes. Our user friendly and interactive web-based platform utilises cutting edge technology. The innovative design and functionality allow the leadership team to identify risks at both the corporate and site-specific levels, providing an efficient and transparent **corporate and clinical governance** reporting structure and system.

*QPS Benchmarking has been providing services to Day Hospitals since 2000 & is recognised as the healthcare industry leader.*

### The QPS Benchmarking Program provides:

- ✓ An advanced reporting system for corporate & clinical governance
- ✓ Evidenced based data collection tools aligned to NSQHS Standards
  - ✓ Comprehensive quality improvement program
  - ✓ Evidence of compliance for Accreditation
- ✓ An early warning system to identify systemic & emerging risks
- ✓ Statistically valid & reliable risk rated, benchmarking, trend and quartile reports to drive business improvement
- ✓ Corporate & site-specific risk rated reporting to drive effective decision making for organisational governance



### QPS KEY PERFORMANCE INDICATOR MODEL

A comprehensive set of researched and tested Key Performance Indicators to measure performance across the following critical areas;

- Patient Care Outcomes
- Service Delivery
- Infection Control
- Stakeholder Experience Surveys for Patients, Employees & Medical Officers
- Human Resources
- Workforce Competencies
- Risk Management
- Corporate Governance



### NEXT GENERATION REPORTING

The Advanced Service Report is highly interactive and designed to provide managers with;

- A Continuous Quality Improvement System to record, capture and communicate analysis of findings, action taken and outcomes.
- Easy to understand reports identifying performance by strengths, risks, quartiles, benchmarking and trend results.
- Easily produced custom reports for accreditation, communicating and partnering with patients, staff, quality improvement, medical advisory, clinical and board committees.



### ADVANCED CORPORATE REPORTING SYSTEM

The Advanced Corporate Reporting System allows the leadership team to quickly identify;

- Organisational wide strengths and best performing facilities.
- The key result areas and facilities providing the highest risk to the organisation.
- Systemic issues rated by risk across the organisation.
- Action taken at the facility level to drive continuous improvement and recommendations from the QPS consultants.



## JOINING

On joining each client will receive:

- A username and password to the QPS Benchmarking website which provides access to the Advanced Reporting System and the Resource Library containing criteria & definitions, data collection tools & scorecards linked to the Key Performance Indicators. Single site access or multi-site access can be provided for users.
- An annual schedule of activities outlining the Quality Improvement Plan is tailor made for each service.



## EDUCATION

Education is provided to clients to ensure there is an understanding of the key performance indicator definitions, criteria, data collection tools, scorecards and reporting functions.

Understanding the system and the resources available enables you to maximise the full potential of the benchmarking program for accreditation reviews, continuous improvement, performance management and corporate and clinical governance.

Ongoing education and support is provided by our office staff and your dedicated QPS Principal Consultant.



## DATA MANAGEMENT

The QPS website allows for electronic data entry and the control chart feature alerts clients when data variation occurs. This best practice feature provides a risk management approach to data management and reporting.

Once the data is submitted it is received and cleansed by the QPS team.

QPS undertakes a comprehensive 3 step data cleansing process to ensure data accuracy and valid reporting.



## ONGOING SUPPORT & ASSISTANCE

Our friendly office staff will assist you with any questions or administrative help required. A consultant is assigned to each client and provides expert advice in benchmarking, accreditation and quality improvement.

Ongoing support and assistance is provided to our clients including delivering additional education for new employees.



*“the first step in quality & accreditation”*

P: (02) 4229 5880 | F: (02) 4229 5881

E: [office@qpsbenchmarking.com](mailto:office@qpsbenchmarking.com)

[www.qpsbenchmarking.com](http://www.qpsbenchmarking.com)

[f /qpsbenchmarking](https://www.facebook.com/qpsbenchmarking)

[t /qpsbenchmarking](https://www.tumblr.com/qpsbenchmarking)

[in /company/qps-benchmarking](https://www.linkedin.com/company/qps-benchmarking)