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## Join the Leading Residential Aged Care Benchmarking Program

Are you interested in improving operational and financial effectiveness, quality of care, infection control, workplace safety, staff competencies, resident and relatives satisfaction, safety, and optimise your ACFI funding? QPS Benchmarking provides you with the systems and tools to measure, manage and improve your performance in these critical business areas. QPS has been providing benchmarking services to Residential Aged Care Services for 12 years now and is recognised as the leader and specialist in Benchmarking.

**The QPS Residential Benchmarking Program is a robust framework of Key Performance Indicators and Data Collection Tools linked to the Accreditation Standards and Expected Outcomes that allows clients to:**

- **Efficiently and effectively implement a comprehensive performance management system and quality improvement program**
- **Provides an early warning system for the organisation by identifying risks**
- **Demonstrates results for the Aged Care Accreditation Standards and Expected Outcomes**
- **Provides statistically valid and reliable benchmarking for high care, low care and dementia care**
- **Provides benchmarking and trend reports for each program to drive business improvement**
  - **Provides management reports to drive effective decision making**
- **Proven linkage between the use of the QPS Benchmarking Program and bottom-line improvement**
- **Holistic Benchmarking model linked to world class IT systems integrated with care planning software**

### QPS Residential Aged Care Key Performance Indicator Model

The QPS Benchmarking Program provides a comprehensive set of researched and tested indicators to measure performance across the four Aged Care Standards. A balance scorecard approach to measuring organisational performance includes Key Performance Indicators for the following areas;

- |             |                        |                     |
|-------------|------------------------|---------------------|
| - Financial | - Staff Competencies   | - Infection Control |
| - ACFI      | - OH&S                 | - Human Resources   |
| - Clinical  | - Satisfaction Surveys |                     |

### Education

Education is provided to clients to ensure there is an understanding of the key performance indicator definitions, criteria, data collection tools and the QPS ACFI calculator. Understanding these concepts and tools enables you to maximise the full potential of the benchmarking program for accreditation, business improvement and optimise your ACFI funding. Ongoing education and support is provided by our office staff and your QPS Principal Consultant.

### Data Management

The QPS web site 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. QPS has invested heavily in its data cleansing systems as this critical step ensures data accuracy and valid benchmarking reports.

### QPS Reports

A range of reports are provided and include a number of metric measures for each key performance indicator including dashboard, quartile reporting, ranking, benchmarking and trend results. The reports are designed to provide transparent benchmarking process with easy to read and ready to use for your Quality Review and reporting process.

Management reports provide insights for strategic decision making by the executive team with specific feedback and actions to drive operational improvement and enhanced quality of care and services.

### Newsletter & Networking

Information on how facilities are achieving 'best practice results' are shared with the QPS Benchmarking Network through our quarterly newsletter. Where organisations seek or request assistance in specific areas for improvement, networking is arranged between organisations who wish to participate. Chat rooms on our web site also facilitate networking throughout the industry.



## Contact Us

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