

## Aged Care Benchmarking Program

QPS Benchmarking provides organisations with a comprehensive Quality Management Framework, comprising of an Advanced Reporting System, Key Performance Indicators and evidenced based data collection tools, aligned to the Aged Care Quality 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 consumer and organisational outcomes. The innovative user friendly design and interactive 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 benchmarking services since 2000 and 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 the Aged Care Quality 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;

- Clinical Care
- Corporate Clinical Governance
- Lifestyle & Quality of Life
- Stakeholder Experience Surveys & Net Promotor Score® for Consumers, Relatives & Employees
- Human Resources
- Workforce Competencies
- Financial Sustainability
- Risk Management - Infection Control, Work Health & Safety, Fire & Emergency, Food Safety



### 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 to share with consumers, evidence for accreditation, planning quality improvement, clinical governance and reporting to the board.



### ADVANCED CORPORATE REPORTING SYSTEM

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

- Organisational wide strengths and best performing services.
- The key result areas and services providing the highest risk to the organisation.
- Corporate systemic issues rated by risk across the organisation.
- Action taken at the service and corporate level to drive continuous improvement.
- 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 and definitions, data collection tools and scorecards linked to the Key Performance Indicators.
- An annual schedule of activities outlining the Quality Improvement Plan 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 the QPS team undertakes a comprehensive 3 step data cleansing process to ensure data accuracy and valid reporting.

The development of the QPS Benchmarking processes and analytics applied are independently assessed to ensure the results are statistically robust.



## 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”*

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