

Home Care Benchmarking Program

QPS Benchmarking provides a comprehensive quality management framework of Key Performance Indicators and evidenced based data collection tools linked to the Home Care Common Standards & Expected Outcomes, Consumer Directed Care (CDC) Requirements and Commonwealth Home Support Program (CHSP) Guidelines to assist home care services with their Quality Reviews and reporting requirements.

The QPS Benchmarking program provides your organisation with the systems and tools to measure, manage and improve your performance in critical business areas. The information, knowledge and industry insights obtained through the QPS program will ensure your services remain competitive as we progress toward a consumer-driven market. QPS has been providing benchmarking services to Home Care Services since 2000 and is recognised as the leader and specialist in benchmarking.

The QPS Benchmarking Program is a robust framework of Key Performance Indicators & Data Collection Tools that allows clients to:

- ✓ Efficiently & effectively implement a **comprehensive performance management system & quality improvement program**
 - ✓ Provides an early warning system for the organisation by **identifying risks**
- ✓ Demonstrates compliance to the **Home Care Common Standards & Expected Outcomes, CDC Requirements & CHSP Guidelines**
- ✓ Provides **statistically valid & reliable** benchmarking for **Level 1 & 2, Level 3 & 4, CHSP & CHSP-RESPITE**
 - ✓ Provides benchmarking & trend reports for each program to **drive business improvement**
 - ✓ Provides management reports to drive effective **decision making for clinical governance**



QPS Home Care Key Performance Indicator Models;

- **Level 1 & 2**
- **Level 3 & 4**
- **CHSP**
- **CHSP-RESPITE**

The QPS Home Care Benchmarking Program provides a comprehensive set of researched and tested indicators to measure performance across the Home Care Standards, expected outcomes, CDC requirements and CHSP guidelines. A balance scorecard approach to measuring organisational performance includes Key Performance Indicators for the following areas;

- Financial
- Service Activity
- Access, Care and Service Delivery
- Stakeholder Experience Surveys & Quality of Life
- Human Resources
- Workforce Competencies
- Risk Management
- Organisational

The QPS Benchmarking KPI models and evidenced based data collection tools are continuously reviewed and updated by industry experts to ensure they remain relevant to industry standards and legislative requirements.

JOINING

On joining each client will receive:

- A username and password to the QPS website which provides access to the criteria & definitions, data collection tools & scorecards linked to the Key Performance Indicators and reports.
- An annual schedule of activities outlining when to conduct audits, collect and submit data on each KPI.
- Quarterly data entry sheets which allows each home care service to collate and report their results.





EDUCATION

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

Understanding these concepts and tools enables you to maximise the full potential of the benchmarking program for quality reviews, continuous improvement, performance management and to optimise your financial sustainability.

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



DATA MANAGEMENT

Data is collected on site by each client, thereby ensuring firsthand knowledge and ownership of the data. A comprehensive set of researched and tested indicators, standardised definitions, tools and scorecards are provided to collect and collate data.

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 benchmarking reports.



BENCHMARK REPORTS

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

Clinical risk management is part of the broader enterprise risk management system that includes strategic, financial and operational risk management. Clinical risk management has a dual aim - to improve the quality of care for consumers and to reduce the cost of business risk for providers. The QPS Benchmarking reporting system identifies risks at both the corporate level and service specific sites, providing an efficient and transparent corporate and clinical governance reporting system.



ELECTRONIC RISK MANAGEMENT ADVANCED REPORTING SYSTEM

The Risk Management Reporting System streamlines your reporting processes and allows the executive team to quickly identify;

- The key performance indicators and home care services providing the highest risk to your organisation and areas requiring improvement,
- Systemic issues rated by risk across the organisation,
- Corporate and individual service trend performance,
- Internal and external benchmark reports and
- Recommendations from QPS consultants and feedback from the service regarding action taken to drive improvement and close the quality cycle.

Our user friendly and interactive web based platform utilises cutting edge technology. The innovative design and functionality allows managers to efficiently access all the information required for quality or board meetings at the tip of their fingertips.



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.

At QPS there is a two minute golden rule – if it takes you longer than two minutes to work something out, give our office a call. One of our staff members will immediately respond to your queries and provide any assistance required.



NEWSLETTER & NETWORKING

Information on how home care services 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. Forums on our website also facilitate networking throughout the industry.



“the first step in quality & accreditation”

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