

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), ACHS Accreditation and ISO Certification Standards.

The QPS advanced electronic reporting system provides a **risk-based approach** to managing business performance and driving quality improvement, with a key focus on patient and organisational outcomes. This highly interactive electronic reporting system identifies 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 and is recognised as the healthcare industry leader.

The QPS Benchmarking Program provides:

- ✓ A cost effective **comprehensive performance management system & quality improvement program**
 - ✓ A focus on strategic and operational key performance measures
 - ✓ **An early warning system to identify systemic and emerging risks**
 - ✓ Evidence of compliance to the NSQHS, ACHS and ISO **Standards & Outcomes**
- ✓ **Statistically valid & reliable** risk rated, benchmarking, trend and quartile reports to drive business improvement
 - ✓ A highly interactive continuous improvement methodology and system
- ✓ Corporate and site-specific risk rated reporting to drive effective **decision making for clinical governance**

QPS Key Performance Indicator Model

The QPS Day Hospital Benchmarking Program provides a comprehensive set of researched and tested service specific indicators to measure performance across the relevant standards and expected outcomes. A balance scorecard approach to measuring organisational performance includes Key Performance Indicators for the following areas;

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

The QPS Benchmarking KPI models and evidenced based data collection tools are continuously reviewed and updated by subject matter 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 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.



ADVANCED SERVICE REPORTING SYSTEM

The Advanced Service Report provides all users with;

- Interactive reporting functions including risk matrix, dashboard, quartile ranking, benchmarking and trend results.
- Online reports are always available and accessible from anywhere, including historical reports.
- Ability to apply sorting and filters to data to create custom visualisations.
- An interactive comments section for efficient analysis and communication about results and improvement practices and actions.
- Options to customise your reports for viewing, printing and/or downloading directly from the screen.



ADVANCED CORPORATE REPORTING SYSTEM

The Risk Management Reporting System allows the leadership team to quickly identify;

- The key performance indicators and sites providing the highest risk to the 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 the leadership team to efficiently access all the information required for clinical governance 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.

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



NETWORKING FORUM

Forums on the QPS Benchmarking website facilitate networking throughout the industry. Information on how organisations are achieving 'best practice results' can be discussed and shared with the QPS Benchmarking network. Where organisations seek or request assistance in specific areas for improvement, connecting can be arranged between organisations who wish to participate.



"the first step in quality & accreditation"

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