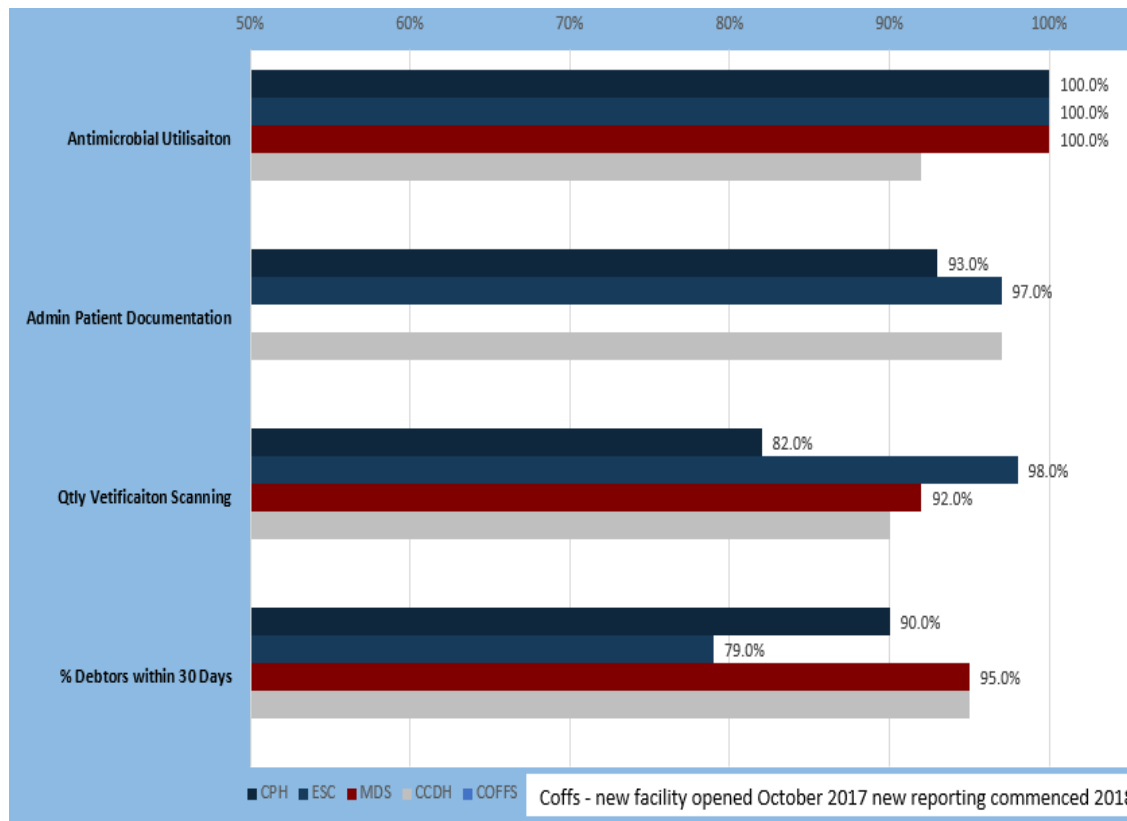


MEASURING OUR PERFORMANCE

At Chatswood Private Hospital (CPH), we are constantly measuring our performance using both internal and external audits. In addition to the standards set by the accreditation agencies we set our own clinical and business standards and monitor, review and evaluate all aspects of care and service. The audit results are benchmarked between Presmed Australia Group of facilities and are presented to all staff quarterly as a part of our clinical quality and patient safety improvement program.

October – December 2017 Quarter PresMed Australia audit results – group comparison



Audit	CPH	ESC	MDS	COFFS	CCDH	PMA Average
Antimicrobial Utilisation	100%	100%	100%	NEW	92%	98%
Admin Patient Documentation	93%	97%	94%	NEW	97%	95%
Qty Verification	82%	98%	92%	NEW	90%	90%
% Debtors within 30 Days	90%	79%	95%	NEW	95%	90%

Reports are subject to scheduled timeframes of processing. New facilities Coffs Day Hospital and Madison Day Surgery have commenced reporting in 2018.