

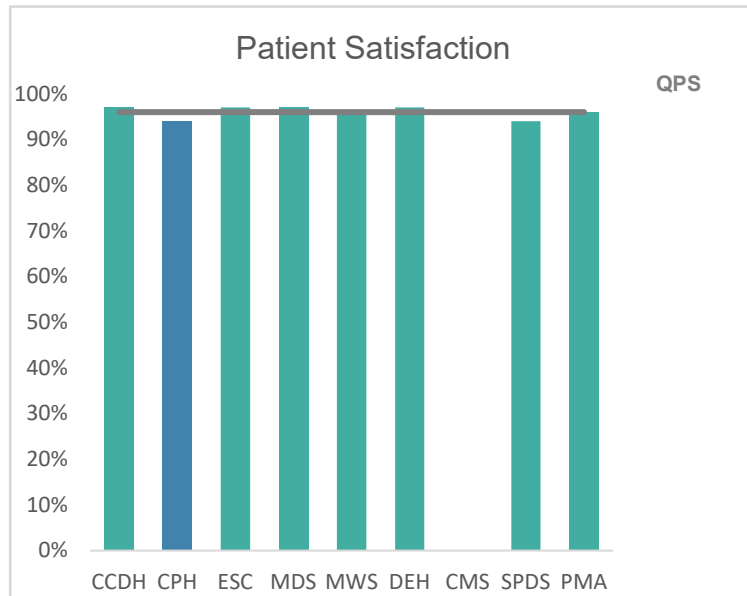
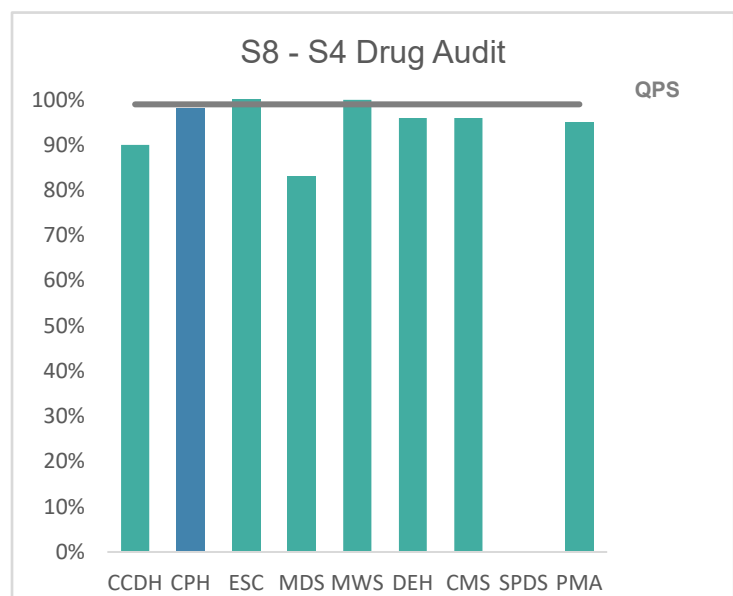
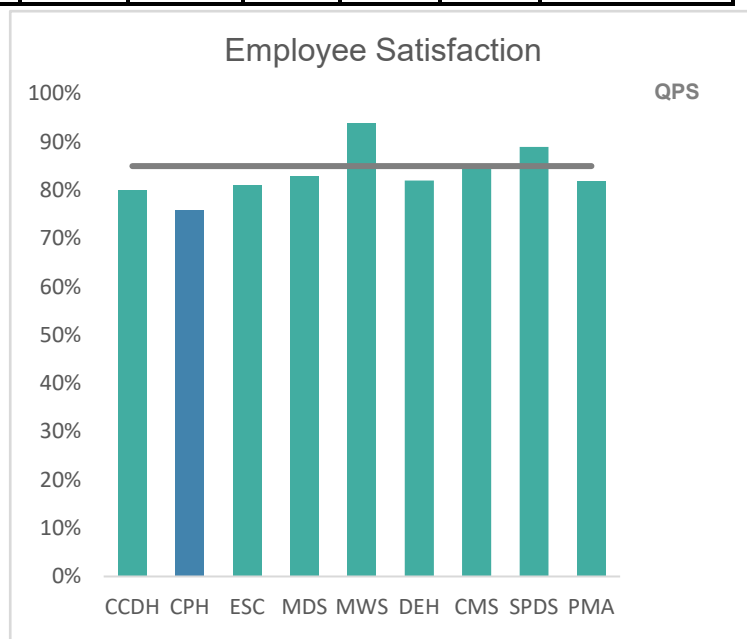
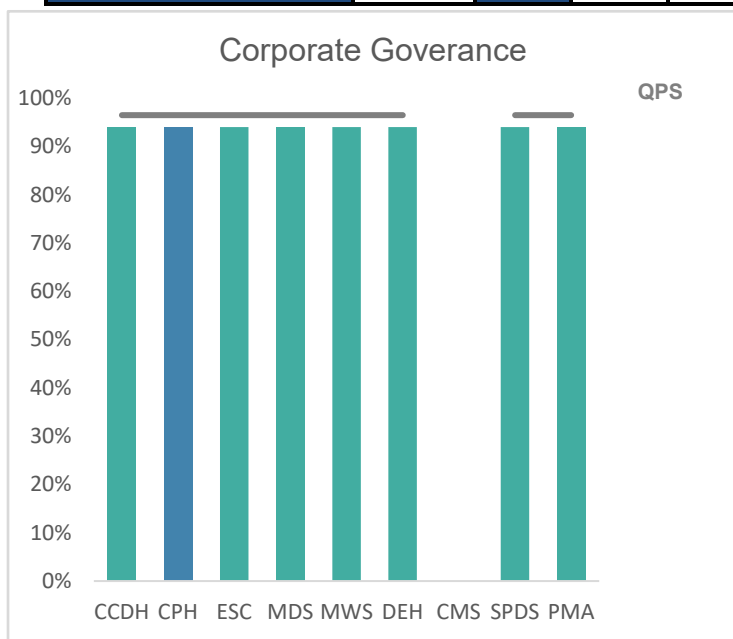
## QPS BENCHMARKING

Chatswood Private Hospital (CPH) is part of PresMed Australia (PMA). As part of our commitment to quality improvement, PMA adheres to the standards of the Quality Performing Systems (QPS) Benchmarking Group. QPS audits hospital data and measures our clinical outcomes against industry averages. CPH then uses these results to improve our patient care, service delivery and quality improvement.

Below are some key highlights from January to March 2024 quarterly results:

### January- March 2024 Results – Group Comparison

	CCDH	CPH	ESC	MDS	MWS	SPDS	DEH	CMS	PMA	QPS Benchmark
<b>Corporate Governance</b>	94%	94%	94%	94%	94%	94%	94%	n/a	94%	97%
<b>Employee Satisfaction</b>	80%	76%	81%	93%	94%	89%	82%	85%	82%	85%
<b>Drug Audit</b>	90%	98%	100%	83%	100%	0%	96%	96%	95%	99%
<b>Patient Satisfaction</b>	97%	94%	97%	97%	96%	94%	97%	n/a	96%	96%*



\*Q2 2022-2023 results