

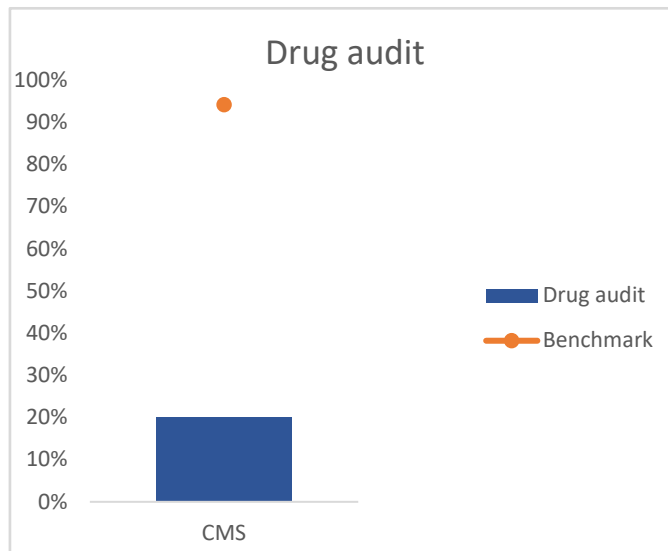
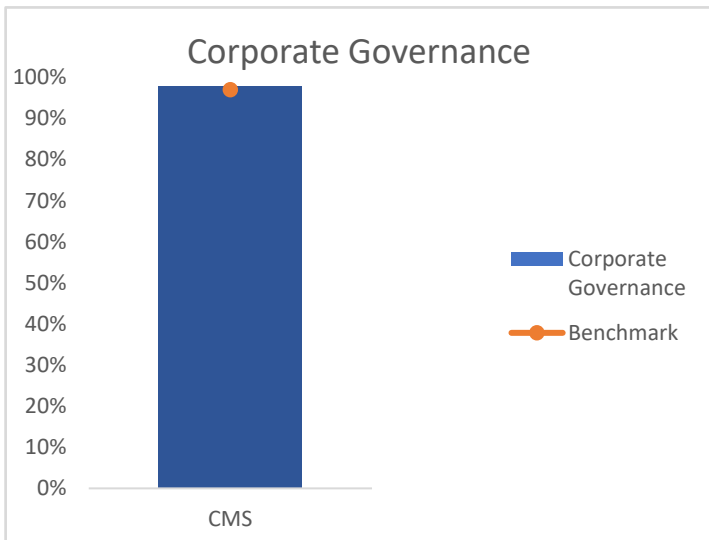
# QPS BENCHMARKING

Canberra Microsurgery (CMS) is part of the PresMed Australia (PMA) group of day hospitals. 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. CMS then uses these results to improve our patient care, service delivery and quality improvement.

Below are some key highlights from January 2023 to December 2023 quarterly results:

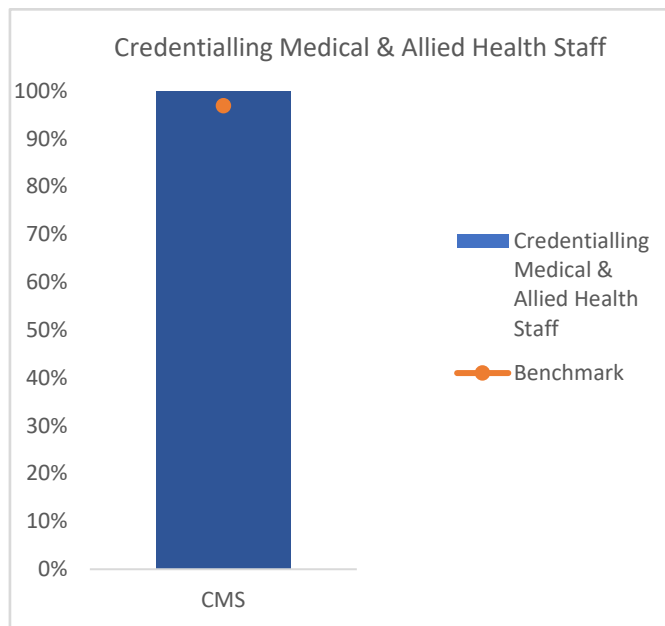
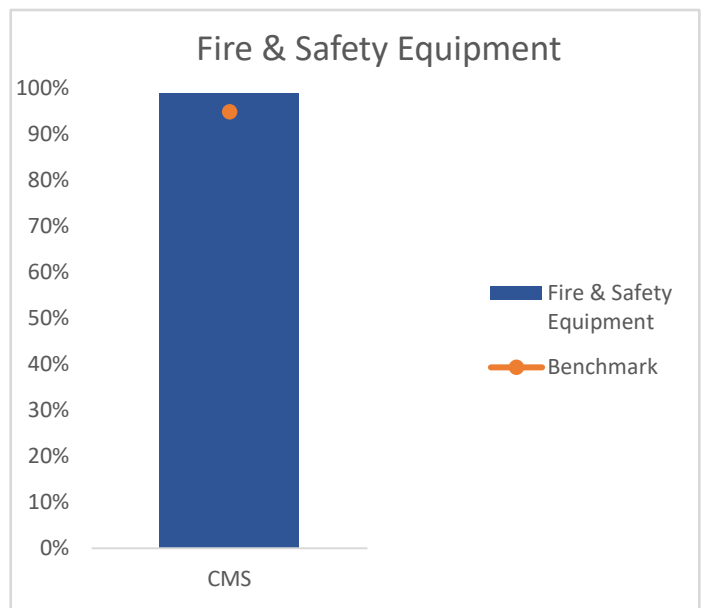
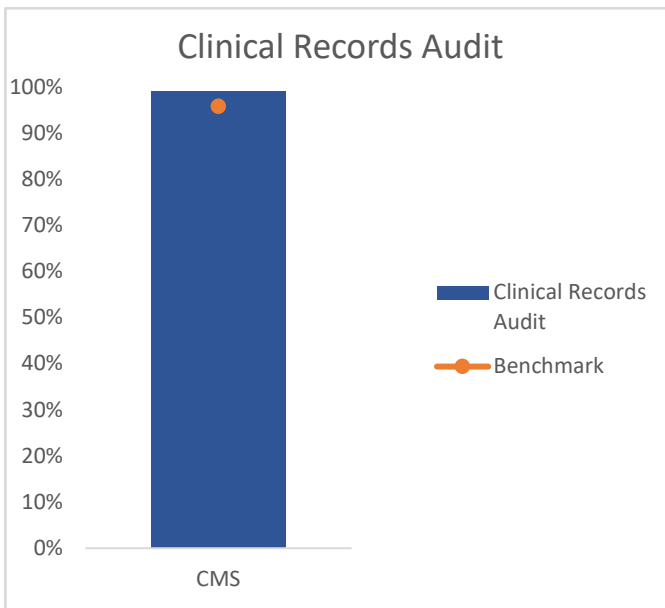
## Jan - March 2023 Results

	CMS	QPS Benchmarking
Corporate Governance	98.00%	97.04%
Employee Satisfaction	84.00%	83.91%
Drug audit	20.00%	2.99%
Patient Satisfaction		93.80%



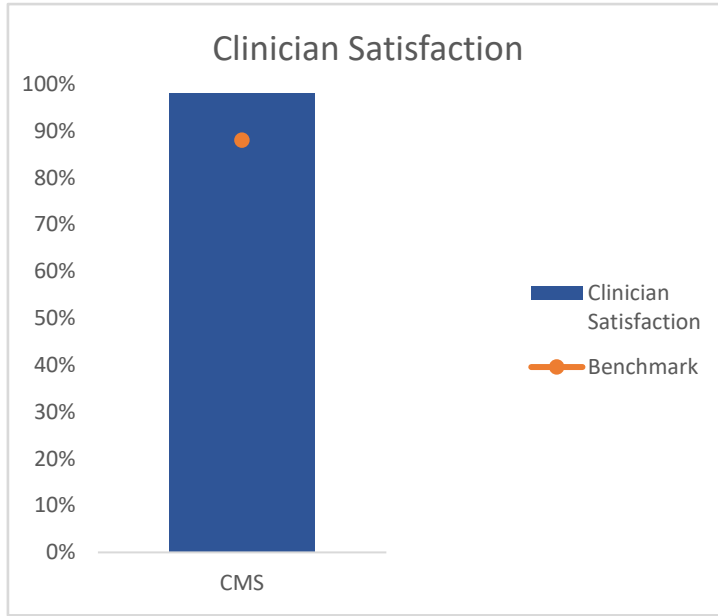
### April - June 2023 Results

	CMS	QPS Benchmarking
Clinical Records Audit	99.00%	95.79%
Fire and Safety Equipment	99.00%	94.94%
Credentialing Medical & Allied Health Staff	100%	96.98%
Patient Satisfaction		95.00%



### July - September 2023 Results

	CMS	QPS Benchmarking
Clinician Satisfaction	87.00%	87.00%



### Oct – December 2023 Results

	CMS	QPS Benchmarking
Infection Control	77.00%	93.68%
Patient Satisfaction	95.00%	95.55%

