

Capability Statement



SurgicalPerformance

Know your Surgical Performance

www.surgicalperformance.com

Explanation: Registries Versus SurgicalPerformance

- The most common types of audits are organised through professional standards bodies, such as Colleges or Professional Societies. However, it is important to recognise that most of these audits are registries.
- In a Registry, you enter data and send them electronically or as a paper copy to the central administering office. The office will review the data and analyse them.
- The central office will compare your clinical outcomes with the outcomes of comparable peers. Should you be an outlier, they will contact you and determine 'a way' to resolve the situation.
- Examples of a Registry include the Urogynaecology Database, the Australian Joint Registry or the Royal Australian College of Surgeons audit, which is mandatory for general surgeons in Australia.
- By contrast, SurgicalPerformance is a Community of Users. SurgicalPerformance is independent and does not answer to a College, hospital or a Professional Society. Surgeons have developed it and its data fields are carefully selected to represent meaningful and accurate outcomes. Our aim is to provide you with feedback about your actual clinical indicators.
- SurgicalPerformance is different. If you are well trained, motivated and well-intended you will be very keen to do a great job with your patients. SurgicalPerformance will give you the tools to know your surgical outcomes.

Copyright © 2016 SurgicalPerformance



SurgicalPerformance
Know your Surgical Performance

Contents

4	Company Overview
6	Products and Services
7	Subscriptions
8	Value Proposition
9	Core Values
10-11	Our Users <ul style="list-style-type: none">▶ Individual Users▶ Hospitals and Medical Administrators▶ Professional Societies▶ Surgical Device Companies
11	Ethicon Case Study on Market Research
12	Organisational Achievements
13	Advisory Team
14	Confidentiality and Data Security
15	Strategic Relationships
16	Legal Considerations
17	Technical Details
18	Testimonials – O&G Specialist
19	Testimonial – Hospital Administrator
20-21	A Case Study – Sunshine Coast Private Hospital
22	The Future

Company Overview

SurgicalPerformance Pty Ltd is an independent, registered Australian company based in Brisbane, Australia. Developed in 2008 and relaunched in 2011 by Professor Andreas Obermair, a gynaecological oncologist in active clinical practice, who identified an unmet personal need for his practice.

SurgicalPerformance is a data collection and feedback tool providing accurate, measurable and clinically meaningful information for its users. The data provided is essential to providing bench-marked feedback in order to self-assess and improve.



“

SurgicalPerformance has been developed with the sole purpose to help our medical professionals be the best doctors that they can possibly be.

”

Professor Andreas Obermair
Founder and Managing Director
SurgicalPerformance



Products and Services

SurgicalPerformance is the most surgeon-friendly clinical audit tool commercially available.

SurgicalPerformance historically has a strong foundation in Obstetrics and Gynaecology. However, it has been built in such a way that it is easily scalable to accommodate a wide variety of modules – general surgery as well as surgical and other specialities.

Surgical procedures currently covered include:

- Colposcopy
- Obstetrics
- Gynaecological Surgery
 - ▶ Diagnostic laparoscopy
 - ▶ Ectopic pregnancy
 - ▶ Hysterectomy
 - ▶ Hysteroscopic surgery (diagnostic, resection of fibroid/polyp, suction curette, endometrial ablation)
 - ▶ Pelvic floor repair
 - ▶ Resection of endometriosis
 - ▶ Salpingo-Oophorectomy & Ovarian cystectomy
 - ▶ Myomectomy (laparoscopic/open)
 - ▶ Vulval surgery.
- General surgery
 - ▶ Cholecystectomy
- More to come.



Subscriptions

SurgicalPerformance provides subscriptions of audit software to three levels of clinicians and institutions as tabled below. For institution clients we provide non-identifiable data for commercial or academic research, upon request.

In addition, subscriptions for Large Organisations (health care organisations with multiple hospital departments) are also available. Tailored subscription and support packages are provided to Large Organisations which include options such as, but not limited to:

- On site tutorial/s as part of the Large Organisation’s initial implementation and roll out.
- Ongoing webinars tailored to the Large Organisation’s specific needs.
- Training of the Large Organisation’s data entry staff to support surgeons’ data input.
- Access to SurgicalPerformance’s Help Desk to support and assist the Large Organisation’s users and data entry staff.
- Whole of organisation data analysis and reporting service upon request.

	Trainee		Specialist		Institution (5/more users)
	Lite*	Premium	Lite*	Premium	
Data entry & management	✓	✓	✓	✓	✓
Performance reporting & dashboard	✓	✓	✓	✓	✓
Export your data at any time	✓	✓	✓	✓	✓
Free Webinars	✓	✓	✓	✓	✓
Claim PR&CRM points	✓	✓	✓	✓	✓
Qualified Privilege	✓	✓	✓	✓	✓
PR&CRM calculator	-	✓	-	✓	✓
Multiple Institutions/Locations	-	-	✓	✓	✓
Comparison Reporting	-	✓	-	✓	✓
Downgrade at any time	-	✓	-	✓	✓
C-QuIP reporting	-	✓	-	✓	✓
Data entry option	-	-	-	✓	✓
Enhanced security	-	-	-	✓	✓
Department dashboard	-	-	-	-	✓
Purchase order payment	-	-	-	-	✓
User support	-	Email/phone	-	Email/phone	Email/phone

Value Proposition

Most surgeons and hospitals tell themselves that they are amongst the best in providing patient care.

Sometimes they worry, especially when complications occur.

SurgicalPerformance provides clinically meaningful, accurate and confidential outcome metrics as well as comparison cohorts for health care providers to know how good their clinical outcomes really are.

- Technically, SurgicalPerformance is a mature product that has passed extensive testing through its users.
- Data fields are clinically meaningful and measurable. Confounders of clinical outcomes are captured. Reporting is live and available 24/7.
- SurgicalPerformance was granted Qualified Privilege status by the Commonwealth in 2015, which means that SurgicalPerformance data is protected from being subpoenaed by the courts. Identifiable data will never be shared with third parties.

Individual Users

- SurgicalPerformance is created by surgeons for surgeons to be the most surgeon friendly audit software that provides confidential and accurate data for its users.
- SurgicalPerformance is intuitive and the most surgeon-friendly clinical audit tool currently available.

Hospitals and Medical Administrators

- Institutions and Hospital Administrators gain access to non-identifiable valuable and exact, clinically meaningful, and risk-adjusted data.
- Hospitals and Medical Administrators can promote a workplace culture of continuous improvement with SurgicalPerformance.

Professional Societies

- SurgicalPerformance provides Professional Societies with a cost-effective alternative to maintaining their own registries.
- SurgicalPerformance's partnerships with professional societies, industry stakeholders, peak bodies insurers, and suppliers, such as AGES, RANZCOG, RACS, Genie Solutions and The Private Practice network demonstrates the software's credibility and sustainable business model.

SurgicalPerformance is trusted by almost 700 mostly Australian users. Its number of cases that are available for comparison and benchmarking to existing users has grown at approximately 50% per annum.



“

Having my outcomes available is reassuring in the current litigious medico legal environment.

”

Dr Bill Paton, Gynaecologist
Western Australia

Core Values

SurgicalPerformance is guided by our value of favourable patient outcomes, and that doctors and patients are entitled to data confidentiality. We understand that innovation is constant, and that all of SurgicalPerformance's actions must be guided by accurate and meaningful information.

- Favourable patient outcomes are our priority.
- Accurate and meaningful information influence our actions.
- Doctors and patients are entitled to data confidentiality.
- Innovation is constant.

Our Users

Individual Users

SurgicalPerformance appeals to individual specialists and trainees who:

- Wish to know how their clinical outcomes compare to those of their peers.
- Seek reassurance in case of a legal challenge.
- Wish to collect PAR points for RANZCOG reaccreditation.

Hospitals and Medical Administrators

Hospitals and Medical Administrators proactively wanting to protect their institution's reputation and brand by demonstrating active involvement with surgical benchmarking. Also those institutions wanting to drive a culture of continuous improvement, engage with their medical staff, and wanting to verify their KPIs.

Professional Societies

Professional societies recognise that clinical audit is likely to become mandatory in the short and medium term through external pressures. Traditionally, some professional societies are already engaged and maintain registries. However, maintaining these registries is costly averaging between \$700K and \$1.7 million per annum. Opportunities exist to present SurgicalPerformance as a much more cost-effective alternative for professional standards societies.

Data Entry

SurgicalPerformance data entry is the responsibility of the surgeon. It can, however, be delegated to a surgeon's representative, typically a practice nurse or midwife, a secretary or a practice doctor.

SurgicalPerformance has a trained and accredited group of data entry providers, who are available for data entry and training services in rooms or remotely.

SurgicalPerformance has developed a system where data entry can be accomplished by registrars but data output and results can be blocked from being accessed through the data entry scribe. Users can set a 4-digit PIN and protect access to sensitive areas within the software.





SurgicalPerformance is a fantastic platform that provides great value for doctors by being able to measure their outcomes, and the averages of other practicing doctors.



Dr Melissa McKenzie, O&G
Greenslopes Private Hospital

Surgical Device Companies

Specific market research requirements can be catered for and data provided on a local and/or international scale.

SurgicalPerformance offers specific research on the safety and efficacy of surgical devices and captures data from its ever-increasing local and international subscriber base on a non-identifiable basis.

Research projects have been undertaken for such clients as Ethicon (part of the Johnson & Johnson family of companies) to collect data on the efficacy and safety of one of their surgical devices.

All market research projects are undertaken on a fee for service basis tailored to the specific research requirements of the client company.

Ethicon Case Study on Market Research

Ethicon is a Johnson & Johnson company and offered SurgicalPerformance a research grant to explore the safety and effectiveness of Surgiflo, a haemostatic matrix.

107 patients who had a hysterectomy and received Surgiflo were matched with 107 patients who had the same operation but no Surgiflo.

The outcomes will be published in 2016 in a high-ranking, peer reviewed medical journal.

Organisational Achievements

SurgicalPerformance is recognised by The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) and by the Royal College of Surgeons (RACS) but does not report to any of these organisations.

In addition, SurgicalPerformance was granted qualified privilege by the Commonwealth Government in 2015, which means that data in SurgicalPerformance are protected from being subpoenaed by the courts.

Continuous Improvement

SurgicalPerformance sees itself as a Community of Users (CoU) rather than a business driven primarily by maximising profit. Hence, user engagement is high and users regularly submit feedback on possibilities to improve SurgicalPerformance.

Since 2012, twice-yearly software updates have been released, continually improving SurgicalPerformance's speed and user-accessibility, and expanding the range of offerings.



Advisory Team

SurgicalPerformance is guided and advised by a group of experts within their fields in their capacity as Advisory Board members namely:

PROFESSOR ANDREAS OBERMAIR, Founder and Managing Director, is a gynaecological oncologist who developed SurgicalPerformance, after he was unable to find a commercially available tool that would allow him to compare his surgical outcomes with those of his peers. Professor Obermair is also the Director of Research at the Queensland Centre for Gynaecological Cancer and one of his academic research interests includes surgical complications.

MATTHEW DUNSTAN, Strategic Advisor and Associate Director, Private Clients, PriceWaterhouseCoopers who has previously worked with well-known organisations such as the Australian Graduate School of Management and Microsoft on product innovation.

BERNARD GRINBERG, Business Development Manager, a business and technology professional with global experience in business growth and corporate strategy.

MIKAEL WEDEMEYER, Software Developer and Director of Niche Studio specialising in developing and delivering tailored IT solutions for small to medium enterprises (SMEs).

HILARY KNIGHTS, Marketing Strategist and Director of Outsource to Us, a leading Queensland marketing agency providing a team of expert professionals in the fields of strategic marketing, communications, digital marketing and sales dedicated to achieving organisational goals and meeting clients' sales targets.

All SurgicalPerformance's Advisory Board members have previously worked with a number of organisations on the innovation, development and commercialisation of various products and services both in Australia and overseas in the areas of IT solutions, software development and educational and training products.



Professor Andreas Obermair



Matthew Dunstan



Bernard Grinberg



Mikael Wedemeyer



Hilary Knights

Confidentiality and Data Security

SurgicalPerformance's policies cover the U.S. Health Insurance Portability and Accountability Act (HIPAA, 1996), Data Security Incident and Breaches and Data Protection. The company was granted Qualified Privilege status by the Commonwealth in 2015, meaning its data is protected from being subpoenaed by the courts.

The following are key measures undertaken by us to protect users' data in SurgicalPerformance applications:

- All surgeons (users) have the option of not providing personally identifying information in their accounts.
- No patient identifying data such as names or addresses, etc. is recorded in the system. All Protected Health Information (PHI) is limited to date fields (including date of birth and procedure).
- During data entry we strongly recommend that the Patient Identifier be a unique value for SurgicalPerformance and not relate to an identifier found on other patient data.
- All reporting code does not disclose records. They are non-identifiable and pre-processed on the server prior to display for a user.
- Where there is a risk that a user may be identified by a small sample size, e.g. in the institution system, protections have been put in place to not show reports.
- All traffic on the site is encrypted over HTTPS.
- The marketing website is kept separate from the application layer to limit any hacking.
- The application site has been hardened with tight permissions and unnecessary functionality removed.
- All record entry has a full audit trail and records can only be edited but not deleted.
- Any suspected or known data breach affecting their data will be communicated to affected users as soon as possible.

All data is cloud-hosted in Amazon Web Services, a HIPAA compliant and highly protected environment with automated snapshots and backups kept both locally and remote. In the event of an unrecoverable disaster, the site can be re-launched with an alternate provider rapidly.



Strategic Relationships

- Genie Solutions is a Brisbane-based provider of practice management software and the leader in the O&G market segment. We collaborated with Genie and developed an interface that allows users to register a case in SurgicalPerformance through Genie.
- The Private Practice network who support and assist all surgical specialities throughout Australia.
- Quality Innovation Performance (QIP), a certification and accreditation organisation dedicated to supporting health and community services supports SurgicalPerformance.
- The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) grants one (1) PAR point for every 12 patients entered into SurgicalPerformance.
- The Australian College of Surgeons (RACS) has approved SurgicalPerformance as a clinical audit tool.



Legal Considerations

Human Research and Ethics Committee (HREC) approval is not required for clinical audit. If data are used for research and a publication is planned, HREC approval must be secured.

The use of SurgicalPerformance requires collection of data by participating clinicians and only they have access to their own data. Other users cannot access any other data. Summaries of overall performance from the whole data set are provided in a completely de-identified aggregate manner from which it is impossible to identify either individual patients or participating clinicians.

As of 2015, SurgicalPerformance has been granted Qualified Privilege status by the Commonwealth, meaning all its data is protected from being subpoenaed by the courts.

Technical Details

- SurgicalPerformance is web-based and available 24/7.
- Servers are located in the cloud (Amazon Web Services).
- All major web-browsers are supported and no software needs to be downloaded or installed.
- The web application is php.
- Content manager is Joomla.
- Databases are built in MySQL.
- Encryption protects all data transfer from interference.
- An audit log records and time stamps all changes to the database.
- Users can download their own data onto their hard drive (CSV, MSEXcel).
- Auto-logout and enhanced privacy settings protect the confidentiality of the user.
- Categorised data entry (pull down menus) and data validation at data entry level minimises the risk of data entry errors.

Testimonial – O&G Specialist



“

Since I started using SurgicalPerformance to audit my practice, the tedious task of audit has become simple and easy and I can enter my data anytime and anywhere.

It covers all aspects of my practice: obstetrics, gynaecology – including urogynaecology – and colposcopy in one program.

Dr Elizabeth Varughese, O&G Specialist
NSW, Australia

”



Testimonial – Hospital Administrator

Dr Rupert Sherwood on implementing SurgicalPerformance in Sunshine Hospital's Gynaecology Unit

We have recently implemented SurgicalPerformance and I didn't have to involve our IT department to set SurgicalPerformance up so it was a very smooth implementation that we could manage ourselves. Plus all the work regarding privacy has been done which is one of the biggest barriers we find when implanting new programs or procedures.

We have twelve surgeons in our department, and I remind them that SurgicalPerformance is a tool to help them be professionally certain of their own performance, but also of the collective value of the program because everyone likes to look at themselves against a peer but they can do this in a de-identified way through SurgicalPerformance, which is most useful.

The implementation process has been smooth and our surgeons have taken up the program well. I can get their surgical activity through another means so I can send them a list of operations and ask whether they have entered the operations against SurgicalPerformance so I can audit their use of SurgicalPerformance as well.

As Head of the Gynaecology Unit, I can look at the performance of the whole unit as a de-identified group, and in the near future we're going to start comparing our unit's results with data from institutions nationally when we have more data to compare in the coming months which will provide immense value to us.

I don't think anyone disagrees with the principle of auditing; it's just finding the right tools that are easy to use and I believe SurgicalPerformance provides this completely.”



“

As a department we are big drivers of safety and quality, and SurgicalPerformance is a great auditing tool to help us with exactly this focus.

”

Dr Rupert Sherwood
Senior Staff Specialist O&G
Head of Gynaecology Unit
Western Health ITP Co-ordinator
Sunshine Hospital, Western Health, Vic.

A Case Study – Sunshine Coast Private Hospital

Background

The Sunshine Coast Private Hospital located at Buderim, Queensland, is a not-for-profit organisation owned by the Uniting Church and is a member of UnitingCare Health.

The hospital has its own Medical Advisory Committee and Quality and Safety Committee that actively monitors individual quality and safety outcomes and patient experience data.

In early 2012, a conversation between Dr Monica Trujillo, Regional Director of Medical Services, and Dr Beverley Powell, Chair of Gynaecology Services Committee, about the effectiveness of clinical outcomes reporting, touched on the potential value of being able to engage specialists in Quality Assurance and for the hospital to evaluate its overall performance.

Dr Powell had previous knowledge of SurgicalPerformance and its clinical audit capability being used by surgeons to measure their performance against other clinicians, not only within their own institutions but with those across Australia and overseas. Dr Powell began to further investigate the program as a possible tool for the hospital.

As a result, Dr Powell began trialling the program on behalf of The Sunshine Coast Private Hospital for a number of months before the decision was made to implement it across the hospital's Obstetrics and Gynaecology Unit.

Implementation – Introduction and Rollout

SurgicalPerformance was introduced as a clinical audit tool within the hospital's Obstetrics and Gynaecology unit in early December 2013, with its range of capabilities being fully implemented over the following twelve months.

The program was firstly presented to the hospital's obstetricians and gynaecologists through a temporary login, satisfying the surgeons' concerns about security and confidentiality by demonstrating that their individual data was not identifiable through the hospital.

The program has been taken up well by the surgeons, with student nurses also inputting data and 13 of the 15 purchased subscriptions being actively used.

Dr Powell reports that implementation was very smooth. She finds, "SurgicalPerformance is very intuitive and easy to use. It is good to have the good quality data not only for conversations with patients but also for my own peace of mind. Also using SurgicalPerformance enables me to easily get PR & CRM points".

Wallis Westbrook, General Manager of The Sunshine Coast Private Hospital adds, "The rollout was clinician-led and peer supported. The Obstetrics and Gynaecology craft group took a major role in the positive uptake of SurgicalPerformance by our clinicians".

Engagement

From the hospital's perspective Dr Monica Trujillo, Regional Director of Medical Services explains, "The Sunshine Coast Private Hospital wanted to progress their standard of high quality and continuous improvement further and using SurgicalPerformance has helped engage the hospital's clinicians and the hospital collectively through a reporting system with a single collection point.

We can leverage SurgicalPerformance's data and information so that we can produce even better outcomes. The information being entered into SurgicalPerformance helps our understanding of our hospital, enables us to leverage improvements from the data and also provides records for the surgeons for their PR & CRM Points as well as provides better outcomes for them too.

Where previously surgeons simply studied the data, now, with SurgicalPerformance, there is a lot more conversation between the hospital and our clinicians as well as peer review".

The Future

Wallis Westbrook acknowledges SurgicalPerformance's helpfulness in looking for indicators for the hospital and is keen to continue the partnership to look at how SurgicalPerformance can add further value to the hospital's operations in the future.

Key Benefits

- Honesty in reporting and confidentiality. De-identification of surgeons is one of the key benefits for the unit, as Dr Powell explains, "Because the surgeons cannot be identified, the hospital can be confident that we are honest in our reporting, and we have more confidence in our data".
- Peer review is invaluable. Dr Trujillo says, "Because it is the surgeons' own data – it creates conversations, they flag certain outcomes and go back and review".
- The value of the data collection. "Our surgeons are starting to think outside the box about data collection and how their data impacts our reports".
- SurgicalPerformance invites interaction between the hospital and clinicians and stimulates engagement for all.



“

SurgicalPerformance is the ideal engagement tool to have clinicians interested in clinical quality and create interaction between clinicians and the hospital.

We can leverage SurgicalPerformance's data and information to engage collectively and produce better outcomes for all.

”

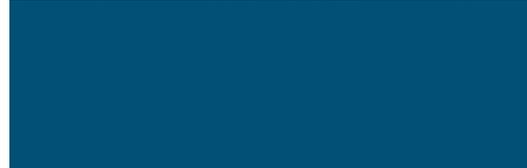
Dr Monica Trujillo
Regional Director Medical Services

The Future

In the next 6 to 12 months the following product developments are planned:

- Surgeon Score Card (risk-adjusted outcomes reporting).
- Patient reported outcomes.
- Extension of SurgicalPerformance's offerings into more surgical specialties.
- Expansion of SurgicalPerformance into international markets.
- Enhanced relationships with Professional Societies and Medical Institutions.







SurgicalPerformance

Know your Surgical Performance

www.surgicalperformance.com