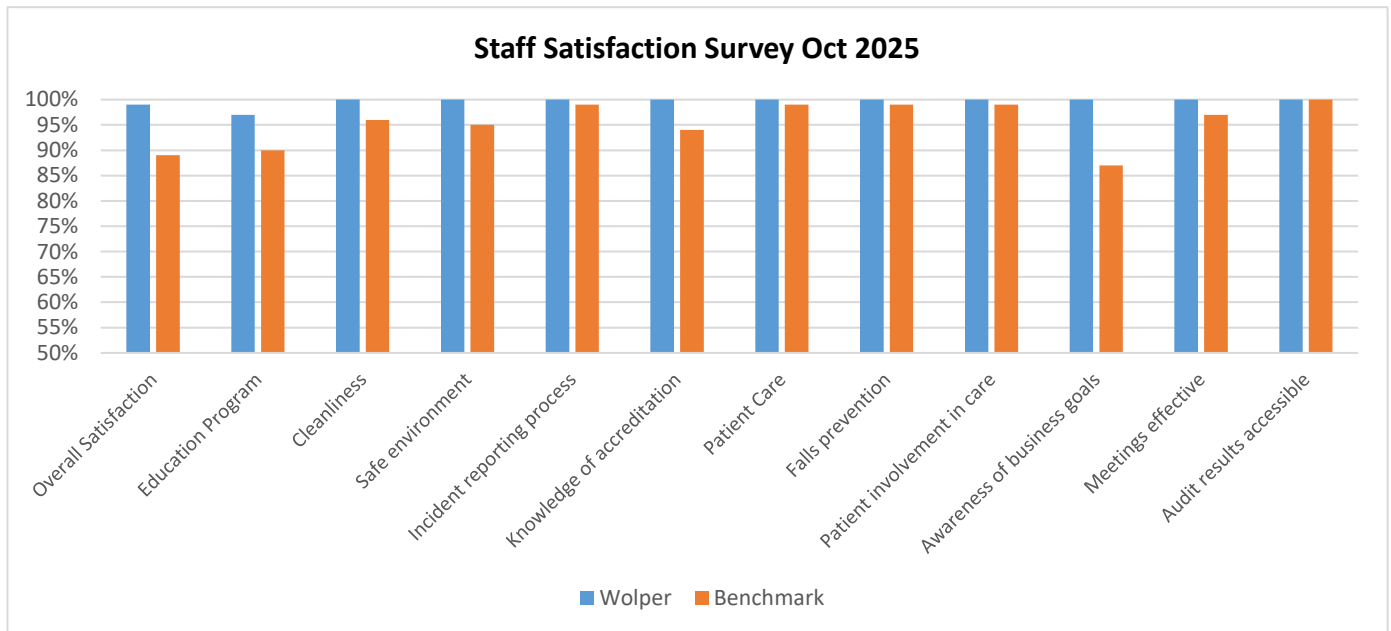
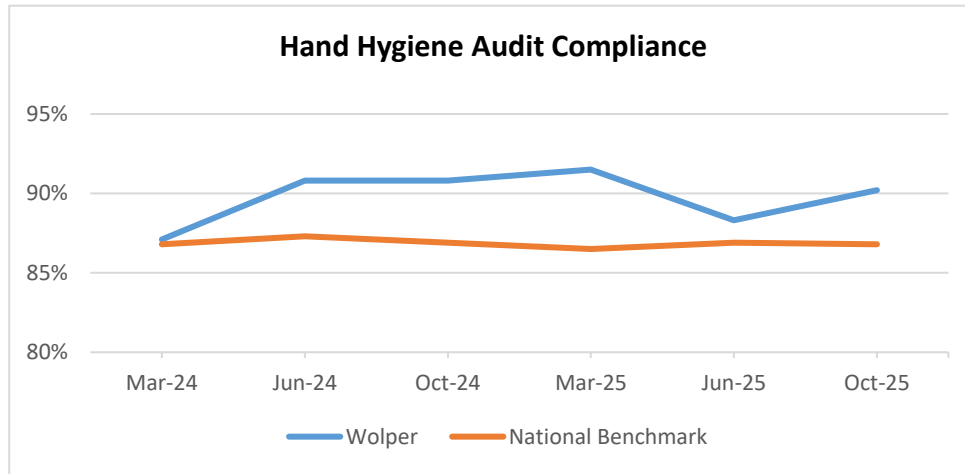




Consumer Focus Group SAFETY AND QUALITY REPORT December 2025



Indicators Jul-Sept 2025	Wolper rate	Benchmark rate
Patient Incidents	0.17%	0.37%
Patient Falls	0.28%	0.25%
Medication Incidents	0.06%	0.59%
Pressure injuries developed	0.02%	0.03%
Infections	0.11%	0.12%
Clinical handover incidents	0.01%	0.01%
Unplanned emergency transfers	0.24%	0.25%
Compliments	9.10%	6.28%
Complaints	0.11%	0.33%

Clinical Process Review Audit	Wolper rate	Benchmark rate
Comprehensive care	99%	99%
Communicatig for safety	99%	98%
Blood Management	100%	99%
Clinical Deterioration	100%	99%