

National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012

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National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 58-Patient satisfaction/experience, 2012
METEOR identifier:	436851
Registration status:	Health , Superseded 25/06/2013
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received
Indicator set:	National Healthcare Agreement (2012) Health , Superseded 25/06/2013
Outcome area:	Patient Experience Health , Standard 07/07/2010
Data quality statement:	National Healthcare Agreement: PI 58-Patient experience/satisfaction, 2012 QS Health , Superseded 14/01/2015

Collection and usage attributes

Population group age from:	Persons from 15 years
Computation description:	Population is limited to persons aged 15 years and over. Rates directly age-standardised to the 2001 Australian population. Analysis by remoteness and SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) is based on usual residence of person. Presented as a percentage.
Computation:	$100 \times (\text{Numerator} \div \text{Denominator})$, calculated separately for each of a) to i) below.

Numerator:

- a) Number of persons who saw a GP (for their own health) in the last 12 months who waited longer than felt acceptable to get an appointment.
- b) Number of persons who were referred to a medical specialist by a GP in the last 12 months who waited longer than they felt acceptable to get an appointment.
- c) Number of persons who saw a GP in the last 12 months who reported the GP always or often: listened carefully to them; showed respect; and spent enough time with them.
- d) Number of persons who saw a medical specialist in the last 12 months who reported the medical specialist always or often: listened carefully to them; showed respect; and spent enough time with them (calculated separately for each three categories).
- e) Number of persons who saw a dental practitioner in the last 12 months who reported the dental practitioner always or often: listened carefully to them; showed respect; and spent enough time with them.
- f) Number of persons who have been to a hospital emergency department in the last 12 months who reported doctors or specialists always or often: listened carefully to them; showed respect; and spent enough time with them.
- g) Number of persons who have been to a hospital emergency department in the last 12 months who reported nurses always or often: listened carefully to them; showed respect; and spent enough time with them.
- h) Number of persons who have been admitted to a hospital in the last 12 months who reported doctors or specialists always or often: listened carefully to them; showed respect; and spent enough time with them.
- i) Number of persons who have been admitted to a hospital in the last 12 months who reported nurses always or often: listened carefully to them; showed respect; and spent enough time with them.

Numerator data elements:**Data Element / Data Set****Data Element**

Perception of waiting time for health service

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set**Data Element**

Persons who had a pathology or imaging test

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set**Data Element**

Persons who received a prescription for medication from a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons who saw a GP (for their own health)

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons who were referred to a medical specialist by a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Reason for treatment provided by health professional

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Denominator:

a) & c) Total number of persons who saw a GP (for their own health) in the last 12 months.

b) Total number of persons who were referred to a medical specialist by a GP in the last 12 months.

d) Total number of persons who saw a medical specialist in the last 12 months.

e) Total number of persons who saw a dental practitioner in the last 12 months.

f) & g) Total number of persons who have been to a hospital emergency department in the last 12 months.

h) & i) Total number of persons who have been admitted to a hospital in the last 12 months.

Denominator data elements:

Data Element / Data Set

Data Element

Persons who received a prescription for medication from a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons who saw a GP (for their own health)

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons who were referred to a medical specialist by a GP

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons who were referred to their most recent pathology and/or imaging test by a health professional

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Disaggregation:

2010–11—State and territory by a) to i), by:

- remoteness (Australian Standard Geographical Classification Remoteness Structure)
- SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) quintiles

2010–11—Nationally, by a) to i), by:

- SEIFA IRSD deciles.

Disaggregation data elements:

Data Element / Data Set

[Person—area of usual residence, geographical location code \(ASGC 2009\) NNNNN](#)

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Guide for use

Data source type: Survey

Used for disaggregation by state/territory, remoteness and SEIFA IRSD

Comments:

Most recent data available for 2012 CRC report: 2010-11

Referrals to medical specialists exclude referrals for pathology and imaging.

Dental practitioner includes dentist, dental hygienist or dental specialist.

Responses from proxy interviews are not counted for questions on personal opinions.

Representational attributes

Representation class: Percentage

Data type: Real

Unit of measure: Person

Indicator conceptual framework

Framework and dimensions: [Responsiveness](#)

Data source attributes

Data sources:

Data Source

[ABS Patient Experience Survey \(PEX\)](#)

Frequency

Annual

Data custodian

Australian Bureau of Statistics

Accountability attributes

Reporting requirements: National Healthcare Agreement

Organisation responsible for providing data: Australian Bureau of Statistics

Further data development / collection required: Specification: Interim

Relational attributes

**Related metadata
references:**

Supersedes [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011](#)

[Health](#), Superseded 31/10/2011

Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013](#)

[Health](#), Superseded 30/04/2014

See also [National Healthcare Agreement: PI 14-Waiting times for GPs, 2012](#)

[Health](#), Superseded 25/06/2013

See also [National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2012](#)

[Health](#), Superseded 25/06/2013

See also [National Healthcare Agreement: PI 16-People deferring access to selected healthcare due to cost, 2012](#)

[Health](#), Superseded 25/06/2013

See also [National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2012](#)

[Health](#), Superseded 25/06/2013