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

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

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| 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| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013 |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(2012)](https://meteor.aihw.gov.au/content/435821)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013 |
| Outcome area: | [Patient Experience](https://meteor.aihw.gov.au/content/393491)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 07/07/2010 |
| Data quality statement: | [National Healthcare Agreement: PI 58-Patient experience/satisfaction, 2012 QS](https://meteor.aihw.gov.au/content/500080)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 14/01/2015 |

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| 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 × (Numerator ÷ 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 seperately 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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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.
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| Disaggregation data elements: | **Data Element / Data Set**[Person—area of usual residence, geographical location code (ASGC 2009) NNNNN](https://meteor.aihw.gov.au/content/386783)**Data Source**[ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)**Guide for use** Data source type: SurveyUsed for disaggregation by state/territory, remoteness and SEIFA IRSD  |
| Comments: | Most recent data available for 2012 CRC report: 2010-11Referrals 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](https://meteor.aihw.gov.au/content/392585)  |
| Data source attributes |
| Data sources: | **Data Source**[ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)**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](https://meteor.aihw.gov.au/content/402446)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/10/2011Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013](https://meteor.aihw.gov.au/content/496816)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014See also [National Healthcare Agreement: PI 14-Waiting times for GPs, 2012](https://meteor.aihw.gov.au/content/436845)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013See also [National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2012](https://meteor.aihw.gov.au/content/435849)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013See also [National Healthcare Agreement: PI 16-People deferring access to selected healthcare due to cost, 2012](https://meteor.aihw.gov.au/content/436848)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013See also [National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2012](https://meteor.aihw.gov.au/content/435861)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013 |