

Domain 3 - Health system performance

How does the health system perform? What is the level of quality of care across the range of patient care needs? Is it the same for everyone? Does the system deliver value for money and is it sustainable.

Dimensions of this framework

- **Accessibility**

People can obtain health care at the right place and time irrespective of income, physical location and cultural background.

Indicators in this framework

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- [National Healthcare Agreement: P56-People aged 65 years or over receiving sub-acute services, 2010](#)
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- [National Healthcare Agreement: P24-GP-type services, 2010](#)
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[Health, Standard 19/11/2020](#)
 - [National Healthcare Agreement: PI 26–Residential and community aged care places per 1,000 population aged 70+ years \(and Aboriginal and Torres Strait Islander people aged 50–69 years\), 2022](#)
[Health, Standard 24/09/2021](#)
 - [National Healthcare Agreement: PI 17–Treatment rates for mental illness, 2022](#)
[Health, Standard 24/09/2021](#)
 - [National Healthcare Agreement: PI 13–Waiting times for public dentistry, 2022](#)
[Health, Standard 24/09/2021](#)
 - [National Healthcare Agreement: PI 14–People deferring access to selected healthcare due to financial barriers, 2022](#)
[Health, Standard 24/09/2021](#)
 - [National Healthcare Agreement: PI 20b–Waiting times for elective surgery: proportion seen on time, 2022](#)
[Health, Standard 24/09/2021](#)
 - [National Healthcare Agreement: PI 21a–Waiting times for emergency hospital care: proportion seen on](#)

- [time, 2022](#)
- [Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 12–Waiting times for GPs, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 19–Selected potentially avoidable GP-type presentations to emergency departments, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 20a–Waiting times for elective surgery: waiting times in days, 2022](#)
[Health, Standard 24/09/2021](#)

• **Continuity of Care**

Ability to provide uninterrupted, coordinated care or service across programs, practitioners, organisations and levels over time.

• **Effectiveness**

Care/intervention/action provided is relevant to the client's needs and based on established standards. Care, intervention or action achieves desired outcome.

Indicators in this framework

- [National Healthcare Agreement: P67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P68-Proportion of health expenditure spent on health research and development, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P44-Survival of people diagnosed with cancer, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P55-Younger people with disabilities using residential, CACP, EACH and EACH-Dementia aged care services, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P42-Intentional self-harm in hospitals, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P30-Proportion of people with diabetes who have a GP annual cycle of care, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P18-Life expectancy, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P43-Unplanned/unexpected readmissions within 28 days of selected surgical admissions, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P17-Proportion of diabetics with HbA1c below 7%, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P19-Infant/young child mortality rate, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P22-Selected potentially preventable hospitalisations, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P32-Proportion of people with mental illness with GP care plans, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P60-Access to services by type of service compared to need, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: PI 17-Proportion of people with diabetes with HbA1c below 7%, 2011](#)
[Health, Superseded 30/10/2011](#)
- [National Healthcare Agreement: PI 36-Waiting times for admission following emergency department care, 2011](#)
[Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: P64a-Indigenous Australians in the health workforce, 2010](#)
[Health, Superseded 08/06/2011](#)

- [Indigenous, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P64b-Indigenous Australians in the health workforce, 2010 Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: PI 17-Proportion of people with diabetes with HbA1c below 7%, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 18-Life expectancy, 2011 Health, Superseded 30/10/2011](#)
- [National Healthcare Agreement: PI 19-Infant and young child mortality rate, 2011 Health, Superseded 30/10/2011](#)
- [National Healthcare Agreement: PI 30-Proportion of people with diabetes with a GP annual cycle of care, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 32-Proportion of people with mental illness with GP treatment plans, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 42-Intentional self-harm in hospitals, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 43-Unplanned/unexpected readmissions within 28 days of selected surgical admissions, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 55-Younger people with disabilities using residential, CACP, and EACH aged care services, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 68-Proportion of health expenditure spent on health research and development, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 22-Selected potentially preventable hospitalisations, 2011 Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 36-Waiting times for admission following emergency department care, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 60-Access to services by type of service compared to need, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 64b-Indigenous Australians in the health workforce, 2012 Health, Retired 25/06/2013](#)
- [Indigenous, Standard 11/09/2012](#)
- [National Healthcare Agreement: PI 68-Proportion of recurrent health expenditure spent on health research and development, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 64a-Indigenous Australians in the health workforce, 2012 Health, Retired 25/06/2013](#)
- [Indigenous, Standard 11/09/2012](#)
- [National Healthcare Agreement: PI 55-Younger people with disabilities using residential, CACP, and EACH aged care services, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 09-Immunisation rates for vaccines in the national schedule, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 18-Life expectancy, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 19-Infant and young child mortality rate, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 22-Selected potentially preventable hospitalisations, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 30-Proportion of people with diabetes with a GP annual cycle of care, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 44-Survival of people diagnosed with cancer, 2012 Health, Superseded 25/06/2013](#)
- [National Healthcare Agreement: PI 32-Proportion of people with mental illness with GP treatment plans, 2012 Health, Retired 25/06/2013](#)
- [National Healthcare Agreement: PI 42-Intentional self-harm in hospitals, 2012](#)

- [Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 43-Unplanned/unexpected readmissions within 28 days of selected surgical episodes of care, 2012](#)
[Health](#), Superseded 25/06/2013
 - [National Healthcare Agreement: PI 15-Effective management of diabetes, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 06-Life expectancy, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 07-Infant and young child mortality rate, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 23-Unplanned hospital readmission rates, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 21b-Waiting times for emergency hospital care: Proportion completed within four hours, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 18-Selected potentially preventable hospitalisations, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 07-Infant and young child mortality rate, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 23-Unplanned hospital readmission rates, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 06-Life expectancy, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 24-Survival of people diagnosed with notifiable cancers, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 21b-Waiting times for emergency hospital care: Proportion completed within four hours, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 23-Unplanned hospital readmission rates, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 18-Selected potentially preventable hospitalisations, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 07-Infant and young child mortality rate, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 06-Life expectancy, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 15-Effective management of diabetes, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 21b-Waiting times for emergency hospital care: Proportion completed within four hours, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 24-Survival of people diagnosed with notifiable cancers, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 18-Selected potentially preventable hospitalisations, 2015](#)
[Health](#), Superseded 08/07/2016
 - [National Healthcare Agreement: PI 15-Effective management of diabetes, 2014](#)
[Health](#), Superseded 14/01/2015
 - [National Healthcare Agreement: PI 24-Survival of people diagnosed with notifiable cancers, 2013](#)
[Health](#), Superseded 30/04/2014
 - [National Healthcare Agreement: PI 44-Survival of people diagnosed with cancer, 2011](#)
[Health](#), Superseded 31/10/2011
 - [National Healthcare Agreement: PI 60-Access to services by type of service compared to need, 2011](#)
[Health](#), Superseded 31/10/2011
 - [National Healthcare Agreement: PI 64b-Indigenous Australians in the health workforce, 2011](#)
[Health](#), Superseded 31/10/2011
 - [National Healthcare Agreement: PI 64a-Indigenous Australians in the health workforce, 2011](#)
[Health](#), Superseded 31/10/2011
[Indigenous](#), Superseded 31/10/2011
 - [National Healthcare Agreement: PI 09-Immunisation rates for vaccines in the national schedule, 2011](#)
[Health](#), Superseded 30/10/2011
 - [National Healthcare Agreement: P09-Immunisation rates for vaccines in the national schedule, 2010](#)
[Health](#), Superseded 08/06/2011
 - [National Healthcare Agreement: PI 06-Life expectancy, 2016](#)
[Health](#), Superseded 31/01/2017
 - [National Healthcare Agreement: PI 15-Effective management of diabetes, 2016](#)
[Health](#), Superseded 31/01/2017
 - [National Healthcare Agreement: PI 21b-Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2016](#)

- [Health](#), Superseded 04/08/2016
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2016](#)
[Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2016](#)
[Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2016](#)
[Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2016](#)
[Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 06–Life expectancy, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 06–Life expectancy, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 06–Life expectancy, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 06–Life expectancy, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2020](#)

- [Health, Standard 13/03/2020](#)
- [National Healthcare Agreement: PI 06–Life expectancy, 2021](#)
[Health, Standard 03/07/2020](#)
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2021](#)
[Health, Standard 03/07/2020](#)
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2021](#)
[Health, Standard 16/09/2020](#)
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2021](#)
[Health, Standard 16/09/2020](#)
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2021](#)
[Health, Standard 03/07/2020](#)
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2021](#)
[Health, Standard 16/09/2020](#)
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2021](#)
[Health, Standard 19/11/2020](#)
- [National Healthcare Agreement: PI 24–Survival of people diagnosed with notifiable cancers, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 07–Infant and young child mortality rate, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 15–Effective management of diabetes, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 21b–Waiting times for emergency hospital care: proportion of patients whose length of emergency department stay is less than or equal to four hours, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 18–Selected potentially preventable hospitalisations, 2022](#)
[Health, Standard 24/09/2021](#)
- [National Healthcare Agreement: PI 06–Life expectancy, 2022](#)
[Health, Standard 24/09/2021](#)

• **Efficiency & Sustainability**

Achieving desired results with cost effective use of resources. Capacity of system to sustain workforce and infrastructure, to innovate and respond to emerging needs.

Indicators in this framework

- [National Healthcare Agreement: P66-Public health program expenditure as a proportion of total health expenditure, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P68-Proportion of health expenditure spent on health research and development, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P65-Net growth in health workforce, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P70-Accredited and filled clinical training positions, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P69-Cost per casemix adjusted separation, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: PI 70-Accredited and filled clinical training positions, 2011](#)
[Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: P64a-Indigenous Australians in the health workforce, 2010](#)
[Health, Superseded 08/06/2011](#)
[Indigenous, Superseded 08/06/2011](#)
- [National Healthcare Agreement: P64b-Indigenous Australians in the health workforce, 2010](#)
[Health, Superseded 08/06/2011](#)
- [National Healthcare Agreement: PI 69-Cost per casemix adjusted separation, 2011](#)
[Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 68-Proportion of health expenditure spent on health research and development, 2011](#)
[Health, Superseded 31/10/2011](#)
- [National Healthcare Agreement: PI 67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2011](#)

- [Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 66-Public health program expenditure as a proportion of total health expenditure, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 65-Net growth in health workforce, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 64b-Indigenous Australians in the health workforce, 2012](#)
[Health](#), Retired 25/06/2013
[Indigenous](#), Standard 11/09/2012
- [National Healthcare Agreement: PI 69-Cost per casemix adjusted separation, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 68-Proportion of recurrent health expenditure spent on health research and development, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 67-Capital expenditure on health and aged care facilities as a proportion of capital consumption expenditure on health and aged care facilities, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 66-Public health program expenditure as a proportion of total recurrent health expenditure, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 65-Net growth in health workforce, 2012](#)
[Health](#), Superseded 25/06/2013
- [National Healthcare Agreement: PI 64a-Indigenous Australians in the health workforce, 2012](#)
[Health](#), Retired 25/06/2013
[Indigenous](#), Standard 11/09/2012
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2013](#)
[Health](#), Superseded 30/04/2014
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2014](#)
[Health](#), Superseded 14/01/2015
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2015](#)
[Health](#), Superseded 08/07/2016
- [National Healthcare Agreement: PI 70-Accredited and filled clinical training positions, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 64b-Indigenous Australians in the health workforce, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 64a-Indigenous Australians in the health workforce, 2011](#)
[Health](#), Superseded 31/10/2011
[Indigenous](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2016](#)
[Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2017](#)
[Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2018](#)
[Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2019](#)
[Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2020](#)
[Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2021](#)
[Health](#), Standard 16/09/2020
- [National Healthcare Agreement: PI 33-Full time equivalent employed health practitioners per 1,000 population \(by age group\), 2022](#)
[Health](#), Standard 24/09/2021

• **[Responsiveness](#)**

Service is client orientated. Clients are treated with dignity, confidentiality, and encouraged to participate in choices related to their care.

Indicators in this framework

- [National Healthcare Agreement: P31-Proportion of people with asthma with a written asthma plan, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P58-Patient satisfaction/experience, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011 Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 31-Proportion of people with asthma with a written asthma plan, 2012 Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012 Health](#), Superseded 25/06/2013
- [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013 Health](#), Superseded 30/04/2014
- [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014 Health](#), Superseded 14/01/2015
- [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015 Health](#), Superseded 08/07/2016
- [National Healthcare Agreement: PI 31-Proportion of people with asthma with a written asthma plan, 2011 Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2016 Health](#), Superseded 31/01/2017
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2017 Health](#), Superseded 30/01/2018
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2018 Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2019 Health](#), Superseded 13/03/2020
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2020 Health](#), Standard 13/03/2020
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2021 Health](#), Standard 03/07/2020
- [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2022 Health](#), Standard 24/09/2021

• [Safety](#)

The avoidance or reduction to acceptable limits of actual or potential harm from health care management or the environment in which health care is delivered.

Indicators in this framework

- [National Healthcare Agreement: P52-Falls resulting in patient harm in residential aged care, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P39-Healthcare-associated Staphylococcus aureus \(including MRSA\) bacteraemia in acute care hospitals, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P41-Falls resulting in patient harm in hospitals, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P42-Intentional self-harm in hospitals, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P43-Unplanned/unexpected readmissions within 28 days of selected surgical admissions, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P38-Adverse drug events in hospitals, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P40-Pressure ulcers in hospitals, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P50-Staphylococcus aureus \(including MRSA\) bacteraemia in residential aged care, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P51-Pressure ulcers in residential aged care, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: P22-Selected potentially preventable hospitalisations, 2010 Health](#), Superseded 08/06/2011
- [National Healthcare Agreement: PI 40-Pressure ulcers in hospitals, 2011 Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 38-Adverse drug events in hospitals, 2011 Health](#), Superseded 31/10/2011

- [Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 40-Pressure ulcers in hospitals, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 39-Healthcare-associated Staphylococcus aureus \(including MRSA\) bacteraemia in acute care hospitals, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 41-Falls resulting in patient harm in hospitals, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 42-Intentional self-harm in hospitals, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 43-Unplanned/unexpected readmissions within 28 days of selected surgical admissions, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 52-Falls in residential aged care resulting in patient harm and treated in hospital, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 22-Selected potentially preventable hospitalisations, 2011](#)
[Health](#), Superseded 31/10/2011
- [National Healthcare Agreement: PI 38-Adverse drug events in hospitals, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 52-Falls in residential aged care resulting in patient harm and treated in hospital, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 22-Selected potentially preventable hospitalisations, 2012](#)
[Health](#), Superseded 25/06/2013
- [National Healthcare Agreement: PI 39-Healthcare-associated Staphylococcus aureus \(including MRSA\) bacteraemia in acute care hospitals, 2012](#)
[Health](#), Superseded 25/06/2013
- [National Healthcare Agreement: PI 41-Falls resulting in patient harm in hospitals, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 42-Intentional self-harm in hospitals, 2012](#)
[Health](#), Retired 25/06/2013
- [National Healthcare Agreement: PI 43-Unplanned/unexpected readmissions within 28 days of selected surgical episodes of care, 2012](#)
[Health](#), Superseded 25/06/2013
- [National Healthcare Agreement: PI 23-Unplanned hospital readmission rates, 2013](#)
[Health](#), Superseded 30/04/2014
- [National Healthcare Agreement: PI 22-Healthcare associated infections, 2013](#)
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- [Health](#), Superseded 19/06/2019
- [National Healthcare Agreement: PI 22–Healthcare associated infections: Staphylococcus aureus bacteraemia, 2018](#)
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- [National Healthcare Agreement: PI 23–Unplanned hospital readmission rates, 2022](#)
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- [National Healthcare Agreement: PI 22–Healthcare associated infections: Staphylococcus aureus bacteraemia, 2022](#)
[Health](#), Standard 24/09/2021
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