National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011

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National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2011

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 58-Patient satisfaction/experience, 2011
METEOR identifier:	402446
Registration status:	Health, Superseded 31/10/2011
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received
Indicator set:	National Healthcare Agreement (2011) Health, Superseded 31/10/2011
Outcome area:	Patient Experience Health, Standard 07/07/2010
Data quality statement:	National Healthcare Agreement: PI 58: Patient experience/satisfaction, 2011 QS Health, Superseded 04/12/2012

Collection and usage attributes

Population group age from:	15 years
Computation description:	Population is limited to persons aged 15 years and over. Analysis by remoteness and SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) is based on usual residence of person. Presented as a percentage.
Computation:	100 x (Numerator ÷ Denominator) calculated separately for each of a), b), c) and d) below.
Numerator:	a) Number of persons who received a prescription for medication from a GP in the last 12 months where the GP provided reasons for giving the most recent prescription. b) Number of persons who had a pathology or imaging test in the last 12 months where the referring health professional explained the reasons for most recent test. c) 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. d) 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.

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) Total number of persons who received a prescription for medication from a GP in the last 12 months.

b) Total number of persons who were referred to their most recent pathology and/or imaging test by a health professional.

c) Total number of persons who saw a GP (for their own health) in the last 12 months, excluding persons who were interviewed by proxy.

d) Total number of persons who were referred to a medical specialist by a GP in the last 12 months, excluding persons who were interviewed by proxy.

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: 2009—State and territory by a), b), c) and d)

2009—Nationally, by a), b), c) and d), by:

- remoteness
- SEIFA Index of Relative Socioeconomic Disadvantage (IRSD) quintiles.

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: Pathology and imaging tests exclude those had while in hospital.

Most recent data available for 2011 CRC baseline report: 2009

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: P58-Patient satisfaction/experience, 2010
Health, Superseded 08/06/2011

Has been superseded by National Healthcare Agreement: PI 58-Patient satisfaction/experience, 2012
Health, Superseded 25/06/2013

See also National Healthcare Agreement: PI 14-Waiting times for GPs, 2011
Health, Superseded 30/10/2011

See also National Healthcare Agreement: PI 15-Waiting times for public dentistry, 2011
Health, Superseded 30/10/2011

See also National Healthcare Agreement: PI 16-People deferring access to GPs, medical specialists or prescribed medications due to cost, 2011
Health, Superseded 30/10/2011

See also National Healthcare Agreement: PI 34-Waiting times for elective surgery, 2011
Health, Superseded 31/10/2011