

Tier 3-Health System Performance

This Tier includes measures of the performance of the health system including population health, primary health care and secondary/tertiary care services. Six domains are covered: effectiveness of health services, responsiveness of health services to Aboriginal and Torres Strait Islander communities and individuals, accessibility of services, capability and sustainability. This Tier includes measures that deal with a range of programs and service types including child and maternal health, early detection and chronic disease management, continuous care, access to secondary/tertiary care, the health workforce and expenditure.

Dimensions of this framework

- **[Accessible](#)**

Ability of people to obtain health care at the right place and right time irrespective of income, cultural background or physical location.

Indicators in this framework

- [National Indigenous Reform Agreement: P08-Access to health care compared to need, 2010 Community Services \(retired\)](#), Superseded 04/04/2011
- [National Indigenous Reform Agreement: PI08-Access to health care compared to need, 2011 Indigenous](#), Superseded 01/07/2012
- [National Indigenous Reform Agreement: PI08-Access to health care compared to need, 2012 Indigenous](#), Superseded 13/06/2013

- **[Capable](#)**

An individual or service's capacity to provide a health service based on skills and knowledge.

- **[Continuous](#)**

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

Indicators in this framework

- [Indigenous primary health care: PI07a-Number of regular clients with a chronic disease who have received a GP Management Plan \(MBS Item 721\), 2013 Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease who have received a GP Management Plan \(MBS Item 721\), 2013 Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI08a-Number of regular clients with a chronic disease who have received a Team Care Arrangement \(MBS Item 723\), 2013 Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI08b-Proportion of regular clients with a chronic disease who have received a Team Care Arrangement \(MBS Item 723\), 2013 Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI07a-Number of regular clients with a chronic disease who have received a GP Management Plan \(MBS Item 721\), 2012 Health](#), Superseded 23/02/2012
- [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease who have received a GP Management Plan \(MBS Item 721\), 2012 Health](#), Superseded 23/02/2012
- [Indigenous primary health care: PI08a-Number of regular clients with a chronic disease who have received a Team Care Arrangement \(MBS Item 723\), 2012](#)

- [Health](#), Superseded 23/02/2012
- [Indigenous primary health care: PI08b-Proportion of regular clients with a chronic disease who have received a Team Care Arrangement \(MBS Item 723\), 2012](#)
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 - [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, 2014](#)
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 - [Indigenous primary health care: PI08a-Number of regular clients with a chronic disease for whom a Team Care Arrangement \(MBS Item 723\) was claimed, 2014](#)
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 - [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, 2015-2017](#)
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 - [Indigenous primary health care: PI07a-Number of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, 2015-2017](#)
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 - [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, 2015-2017](#)
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[Health](#), Superseded 17/10/2018
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- [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, 2018-2019 Health](#), Superseded 16/01/2020
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- [Indigenous primary health care: PI08a-Number of regular clients with a chronic disease for whom a Team Care Arrangement \(MBS Item 723\) was claimed, 2018-2019 Health](#), Superseded 16/01/2020
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- [Indigenous primary health care: PI08b-Proportion of regular clients with a chronic disease for whom a Team Care Arrangement \(MBS Item 723\) was claimed, 2018-2019 Health](#), Superseded 16/01/2020
[Indigenous](#), Superseded 14/07/2021
- [Indigenous primary health care: PI07a-Number of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, June 2020 Health](#), Retired 13/10/2021
[Indigenous](#), Superseded 14/07/2021
- [Indigenous primary health care: PI07b-Proportion of regular clients with a chronic disease for whom a GP Management Plan \(MBS Item 721\) was claimed, June 2020 Health](#), Retired 13/10/2021
[Indigenous](#), Superseded 14/07/2021
- [Indigenous primary health care: PI08a-Number of regular clients with a chronic disease for whom a Team Care Arrangement \(MBS Item 723\) was claimed, June 2020 Health](#), Retired 13/10/2021
[Indigenous](#), Superseded 14/07/2021
- [Indigenous primary health care: PI08b-Proportion of regular clients with a chronic disease for whom a Team Care Arrangement \(MBS Item 723\) was claimed, June 2020 Health](#), Retired 13/10/2021
[Indigenous](#), Superseded 14/07/2021
- [Indigenous-specific primary health care: PI07a-Number of Indigenous regular clients with a chronic disease who have a Chronic Disease Management Plan prepared, June 2021 Indigenous](#), Standard 03/07/2022
- [Indigenous-specific primary health care: PI07b-Proportion of Indigenous regular clients with a chronic disease who have a Chronic Disease Management Plan prepared, June 2021 Indigenous](#), Standard 03/07/2022
- [Indigenous-specific primary health care: PI07a-Number of Indigenous regular clients with a chronic disease who have a Chronic Disease Management Plan prepared, December 2020 Indigenous](#), Superseded 03/07/2022
- [Indigenous-specific primary health care: PI07b-Proportion of Indigenous regular clients with a chronic disease who have a Chronic Disease Management Plan prepared, December 2020 Indigenous](#), Superseded 03/07/2022

• **Effective/Appropriate/Efficient**

Effective: Care, intervention or action achieves the desired outcome.

Appropriate: Care, intervention or action provided is relevant to the client's needs and based on established standards.

Efficient: Achieve desired results with most cost effective use of resources.

Indicators in this framework

- [National Indigenous Reform Agreement: P14-Antenatal care, 2010 Community Services \(retired\)](#), Superseded 04/04/2011
- [National Indigenous Reform Agreement: PI 14-Antenatal care, 2011 Health](#), Superseded 31/10/2011
[Indigenous](#), Superseded 01/07/2012
- [Indigenous primary health care: PI22a-Number of female regular clients who have had a cervical screening, 2013 Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI22b-Proportion of female regular clients who have had a cervical screening, 2013 Health](#), Superseded 21/11/2013

- [Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
- [Indigenous primary health care: PI04b-Proportion of Indigenous children who are fully immunised, 2013](#)
[Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
 - [Indigenous primary health care: PI14a-Number of regular clients aged 50 years and over who are immunised against influenza, 2013](#)
[Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
 - [Indigenous primary health care: PI14b-Proportion of regular clients aged 50 years and over who are immunised against influenza, 2013](#)
[Health](#), Superseded 21/11/2013
[Indigenous](#), Superseded 21/11/2013
 - [Indigenous primary health care: PI03a-Number of regular clients who received an MBS Health Assessment for Aboriginal and Torres Strait Islander People \(MBS Item 715\), 2013](#)
[Health](#), Superseded 21/11/2013
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 - [Indigenous primary health care: PI03b-Proportion of regular clients who received an MBS Health Assessment for Aboriginal and Torres Strait Islander People \(MBS Item 715\), 2013](#)
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 - [Indigenous primary health care: PI05a-Number of regular clients with Type II diabetes who have had an HbA1c measurement result recorded, 2013](#)
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 - [Indigenous primary health care: PI06a-Number of regular clients with Type II diabetes whose HbA1c measurement result was within a specified level, 2013](#)
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 - [Indigenous primary health care: PI23a-Number of regular clients with Type II diabetes who have had a blood pressure measurement result recorded, 2013](#)
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 - [Indigenous primary health care: PI23b-Proportion of regular clients with Type II diabetes who have had a blood pressure measurement result recorded, 2013](#)
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 - [Indigenous primary health care: PI24a-Number of regular clients with Type II diabetes whose blood pressure measurement result was less than or equal to 130/80 mmHg, 2013](#)
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 - [Indigenous primary health care: PI05a-Number of regular clients with Type II diabetes who have had an HbA1c measurement result recorded, 2012](#)
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- [blood pressure measurement result recorded, 2012](#)
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- [Indigenous primary health care: PI23b-Proportion of regular clients with Type II diabetes who have had a blood pressure measurement result recorded, 2012](#)
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- [Indigenous primary health care: PI24a-Number of regular clients with Type II diabetes whose blood pressure measurement result was less than or equal to 130/80 mmHg, 2012](#)
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- [Indigenous primary health care: PI24b-Proportion of regular clients with Type II diabetes whose blood pressure measurement result was less than or equal to 130/80 mmHg, 2012](#)
[Health](#), Superseded 23/02/2012
- [National Indigenous Reform Agreement: PI 14-Antenatal care, 2012](#)
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- [Indigenous primary health care: PI06b-Proportion of regular clients with Type II diabetes whose HbA1c measurement result was within a specified level, 2013](#)
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- [Indigenous primary health care: PI06b-Proportion of regular clients with Type II diabetes whose HbA1c measurement result was within a specified level, 2012](#)
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- [National Indigenous Reform Agreement: PI 09-Antenatal care, 2013](#)
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- [Indigenous primary health care: PI04b-Proportion of Indigenous children who are fully immunised, 2014](#)
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- [Indigenous primary health care: PI04a-Number of Indigenous children who are fully immunised, 2014](#)
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- [Indigenous primary health care: PI20a-Number of regular clients aged 35 years and over who have had an absolute cardiovascular disease risk assessment recorded, 2014](#)
[Health](#), Retired 13/03/2015
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- [Indigenous primary health care: PI20b-Proportion of regular clients aged 35 years and over who have had an absolute cardiovascular disease risk assessment recorded, 2014](#)
[Health](#), Retired 13/03/2015
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- [Indigenous primary health care: PI22a-Number of regular clients who have had a cervical screening, 2014](#)
[Health](#), Superseded 13/03/2015
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- [Indigenous primary health care: PI23a-Number of regular clients with Type II diabetes who have had a blood pressure measurement result recorded, 2014](#)
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- [Indigenous primary health care: PI24b-Proportion of regular clients with Type II diabetes whose blood pressure measurement result was less than or equal to 130/80 mmHg, 2014](#)
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- [National Indigenous Reform Agreement: PI09-Antenatal care, 2014](#)
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- [Indigenous primary health care: PI19a-Number of regular clients with a selected chronic disease who have had an eGFR recorded with results within specified levels, 2014](#)
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- [Indigenous primary health care: PI19b-Proportion of regular clients with a selected chronic disease who have had an eGFR recorded with results within specified levels, 2014](#)
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- [National Indigenous Reform Agreement: PI 09-Antenatal care, 2015](#)
- [Indigenous](#), Superseded 18/11/2015
- [Indigenous primary health care: PI03a-Number of regular clients for whom an MBS Health Assessment for Aboriginal and Torres Strait Islander People \(MBS Item 715\) was claimed, 2015](#)
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- [Indigenous primary health care: PI03b-Proportion of regular clients for whom an MBS Health Assessment for Aboriginal and Torres Strait Islander People \(MBS Item 715\) was claimed, 2015](#)
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- [Indigenous primary health care: PI04a-Number of Indigenous children who are fully immunised, 2015](#)
- [Health](#), Superseded 05/10/2016
- [Indigenous](#), Superseded 20/01/2017
- [Indigenous primary health care: PI04b-Proportion of Indigenous children who are fully immunised, 2015](#)
- [Health](#), Superseded 05/10/2016
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- [Indigenous primary health care: PI20a-Number of regular clients who have had the necessary risk factors assessed to enable CVD assessment, 2015](#)
- [Health](#), Superseded 05/10/2016
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- [Indigenous primary health care: PI20b-Proportion of regular clients who have had the necessary risk factors assessed to enable CVD assessment, 2015](#)
- [Health](#), Superseded 05/10/2016
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- [Indigenous primary health care: PI21b-Proportion of regular clients aged 35 to 74 years who have had an absolute cardiovascular disease risk assessment with results within specified levels, 2015](#)
- [Health](#), Superseded 05/10/2016
- [Indigenous](#), Superseded 20/01/2017
- [Indigenous primary health care: PI21a-Number of regular clients aged 35 to 74 years who have had an absolute cardiovascular disease risk assessment with results within specified levels, 2015](#)
- [Health](#), Superseded 05/10/2016
- [Indigenous](#), Superseded 20/01/2017
- [Indigenous primary health care: PI19b-Proportion of regular clients with a selected chronic disease who have had a kidney function test with results within specified levels, 2015](#)
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- [Indigenous primary health care: PI19a-Number of regular clients with a selected chronic disease who have had a kidney function test with results within specified levels, 2015](#)
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- [National Indigenous Reform Agreement: PI 09—Antenatal care, 2016](#)
- [Indigenous](#), Superseded 01/07/2016
- [Indigenous primary health care: PI05a-Number of regular clients with Type II diabetes who have had an HbA1c measurement result recorded, 2015-2017](#)
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- [Indigenous primary health care: PI05b-Proportion of regular clients with Type II diabetes who have had an HbA1c measurement result recorded, 2015-2017](#)
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- [Health](#), Superseded 25/01/2018
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- [Indigenous primary health care: PI22a-Number of regular clients who have had a cervical screening, 2015-2017](#)
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• **Responsive**

Service provides respect for persons and is client oriented, including respect for dignity, confidentiality, participation in choices, promptness, quality of amenities, access to social support networks, and choice of provider.

• **Safe**

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

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2018](#)
[Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2018 \(Service level\)](#)
[Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2019 \(Service level\)](#)
[Health](#), Superseded 16/02/2021
- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2019](#)
[Health](#), Superseded 16/02/2021

• **Sustainable**

System's or organisations' capacity to provide infrastructure such as workforce, facilities and equipment, and be innovative and respond to emerging needs (research, monitoring).