

# 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

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 , Superseded 25/06/2013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 , Superseded 25/06/2013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 , Superseded 14/01/2015

## Collection and usage attributes

<b>Population group age from:</b>	Persons from 15 years
<b>Computation description:</b>	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.
<b>Computation:</b>	$100 \times (\text{Numerator} \div \text{Denominator})$ , 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**  
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**  
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**  
Persons who received a prescription for medication from a GP

**Data Source**  
[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**  
Data source type: Survey

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**Data Element / Data Set**

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**

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**

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**

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**

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**

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**

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