National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013

Exported from METEOR (AIHW's Metadata Online Registry)

National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 32-Patient satisfaction/experience, 2013
METEOR identifier:	496816
Registration status:	Health, Superseded 30/04/2014
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received.
Indicator set:	National Healthcare Agreement (2013) Health, Superseded 30/04/2014
Outcome area:	Patient Experience Health, Standard 07/07/2010
Data quality statement:	National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013 QS Health, Superseded 14/01/2015

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 Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-Economic 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 general practitioner (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 (calculated separately for each category).

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.

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 went to a hospital emergency department in the last 12 months who reported the ED doctors or specialists always or often: listened carefully to them; showed respect; and spent enough time with them.

g) Number of persons who went to a hospital emergency department in the last 12 months who reported ED nurses always or often: listened carefully to them; showed respect; and spent enough time with them.

h) Number of persons 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 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)

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) & 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 went to a hospital emergency department in the last 12 months.

h) & i) Total number of persons who were 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)](#)

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:

2011–12—State and territory by a) to i), by:

- remoteness (Australian Standard Geographical Classification Remoteness Structure).

2011–12—Nationally, by a) to i), by:

- SEIFA Index of Relative Socio-Economic Disadvantage (IRSD) deciles.
- remoteness (Australian Standard Geographical Classification Remoteness Structure).

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 2013 Council of Australian Governments (COAG) Reform Council (CRC) report: 2011-12
	Some survey respondents may report pathology and imaging as a referral to a medical specialist.
	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: Substantial work required, the measure requires significant work to be undertaken.

Relational attributes

Related metadata references:

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

Health, Superseded 25/06/2013

Has been superseded by National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014

Health, Superseded 14/01/2015

See also National Healthcare Agreement: PI 12-Waiting times for GPs, 2013

Health, Superseded 30/04/2014

See also National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2013

Health, Superseded 30/04/2014

See also National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2013

Health, Superseded 30/04/2014

See also National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2013

Health, Superseded 30/04/2014

See also National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2013

Health, Superseded 30/04/2014