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

Exported from METEOR

(AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website’s material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at https://creativecommons.org/licenses/by/4.0/.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

# 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| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014 |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(2013)](https://meteor.aihw.gov.au/content/496807)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014 |
| Outcome area: | [Patient Experience](https://meteor.aihw.gov.au/content/393491)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 07/07/2010 |
| Data quality statement: | [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013 QS](https://meteor.aihw.gov.au/content/511947)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 14/01/2015 |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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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)](https://meteor.aihw.gov.au/content/394410)**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](https://meteor.aihw.gov.au/content/386783)**Data Source**[ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)**Guide for use** Data source type: SurveyUsed 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: 2011-12Some 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](https://meteor.aihw.gov.au/content/392585)  |
| Data source attributes |
| Data sources: | **Data Source**[ABS Patient Experience Survey (PEx)](https://meteor.aihw.gov.au/content/394410)**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](https://meteor.aihw.gov.au/content/436851)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/06/2013Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014](https://meteor.aihw.gov.au/content/517614)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 14/01/2015See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2013](https://meteor.aihw.gov.au/content/497366)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2013](https://meteor.aihw.gov.au/content/497262)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2013](https://meteor.aihw.gov.au/content/497252)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2013](https://meteor.aihw.gov.au/content/497219)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2013](https://meteor.aihw.gov.au/content/497217)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 30/04/2014 |