

# National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014

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# National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014

## Identifying and definitional attributes

<b>Metadata item type:</b>	Indicator
<b>Indicator type:</b>	Progress measure
<b>Short name:</b>	PI 32-Patient satisfaction/experience, 2014
<b>METEOR identifier:</b>	517614
<b>Registration status:</b>	<a href="#">Health</a> , Superseded 14/01/2015
<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 (2014)</a> <a href="#">Health</a> , Superseded 14/01/2015
<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 32-Patient satisfaction/experience (Patient Experience Survey), 2014 QS</a> <a href="#">Health</a> , Superseded 14/01/2015

## Collection and usage attributes

<b>Population group age from:</b>	15 years
<b>Computation description:</b>	<p>Population is limited to persons aged 15 years and over.</p> <p>Rates directly age-standardised to the 2001 Australian population.</p> <p>Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic Disadvantage (IRSD) is based on usual residence of person.</p> <p>Presented as a percentage.</p>
<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 they 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**

Perception of treatment provided by health professional

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set****Data Element**

Persons who saw a dental practitioner in the last 12 months

**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) in the last twelve months

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set****Data Element**

Persons who went to a hospital emergency department in the last 12 months

**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 in the last 12 months

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set****Data Element**

Aboriginal and Torres Strait Islander people who saw a GP (for their own health) in the last 12 months

**Data Source**

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012-13](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set****Data Element**

Perception of treatment provided by health professional

**Data Source**

**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 saw a dental practitioner in the last 12 months

**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) in the last 12 months

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

**Data Element**

Persons who went to a hospital emergency department in the last 12 months

**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 in the last 12

months

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

**Data Element**

Aboriginal and Torres Strait Islander people who saw a GP (for their own health) in the last 12 months

**Data Source**

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012-13](#)

**Guide for use**

Data source type: Survey

**Disaggregation:**

2012-13—State and territory by measures (a) to (i), by:

- remoteness (Australian Statistical Geography Standard (ASGS) Remoteness Structure).

2012-13—Nationally, by measures (a) to (i), by:

- 2011 Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic Disadvantage (IRSD) deciles.
- remoteness (ASGS Remoteness Structure).

2012-13 —Nationally (non-remote areas of Australia only), by measure (c) by:

- Indigenous status (Indigenous only) by remoteness (ASGS Remoteness Structure)

## Disaggregation data elements:

### Data Element / Data Set

[Person—area of usual residence, statistical area level 2 \(SA2\) code \(ASGS 2011\) N\(9\)](#)

#### Data Source

[ABS Patient Experience Survey \(PEX\)](#)

#### Guide for use

Data source type: Survey

Used for disaggregation by state/territory, remoteness and SEIFA IRSD

### Data Element / Data Set

[Person—area of usual residence, statistical area level 2 \(SA2\) code \(ASGS 2011\) N\(9\)](#)

#### Data Source

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012-13](#)

#### Guide for use

Data source type: Survey

Used for disaggregation by state/territory, remoteness and SEIFA IRSD

## Comments:

Most recent data available for 2014 Council of Australian Governments (COAG) Reform Council (CRC) report: 2012-13 (total population, non-Indigenous: PEX; Indigenous: AATSIHS).

Non-Indigenous data from PEX may not be directly comparable with data for Indigenous people from AATSIHS.

Indigenous data for the 2014 CRC report is sourced from the National Aboriginal and Torres Strait Islander Health Survey (NATSIHS) component of the AATSIHS.

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

**Data Source**

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012-13](#)

**Frequency**

Every 6 years

**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 32-Patient satisfaction/experience, 2013](#)

[Health](#), Superseded 30/04/2014

Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015](#)

[Health](#), Superseded 08/07/2016

See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2014](#)

[Health](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2014](#)

[Health](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2014](#)

[Health](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2014](#)

[Health](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2014](#)

[Health](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 32-Patient satisfaction/experience \(Australian Aboriginal and Torres Strait Islander Health Survey\), 2014 QS](#)

[Health](#), Standard 12/01/2015