

National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015

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National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 32-Patient satisfaction/experience, 2015
METEOR identifier:	559002
Registration status:	Health , Superseded 08/07/2016
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received.
Indicator set:	National Healthcare Agreement (2015) Health , Superseded 08/07/2016
Outcome area:	Patient Experience Health , Standard 07/07/2010
Data quality statement:	National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2015 QS Health , Superseded 08/07/2016

Collection and usage attributes

Population group age from:	Persons from 15 years
Computation description:	<p>Population is limited to persons aged 15 years and over.</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>
Computation:	$100 \times (\text{Numerator} \div \text{Denominator})$, 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 (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 Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012–13 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set**Data Element**

Person—age

Data Source

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

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 Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012–13 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Perception of treatment provided by health professional

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Data Element / Data Set

Data Element

Person—age

Data Source

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

Guide for use

Data source type: Survey

Data Element / Data Set

Data Element

Persons admitted to a hospital 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 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 saw a medical specialist 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

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**

Person—age

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 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 medical specialist 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 admitted to hospital 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 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**

Persons 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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

Guide for use

Data source type: Survey

Data Element / Data Set**Data Element**

Person—age

Data Source

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012–13 \(National Aboriginal and Torres Strait Islander Health Measures Survey component\)](#)

Guide for use

Data source type: Survey

Disaggregation:

2012–13 (resupplied for crude rate data), 2013-14—State and territory by measures (a) to (i), by:

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

2012–13 (resupplied for crude rate data), 2013-14—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).

Disaggregation data elements:

Data Element / Data Set

Data Element

Person—area of usual residence

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

Data Element

Person—area of usual residence

Data Source

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

Guide for use

Data source type: Survey

Used for disaggregation by state/territory and remoteness

Comments:

Most recent data available for 2015 National Healthcare Agreement (NHA) performance reporting: 2013-14 (total population: PEX); 2012–13 (Indigenous: AATSIHS).

Non-Indigenous data from PEX may not be directly comparable with data for Indigenous people from 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 \(National Aboriginal and Torres Strait Islander Health Survey component\)](#)

Data custodian

Australian Bureau of Statistics

Data Source

[ABS Australian Aboriginal and Torres Strait Islander Health Survey \(AATSIHS\), 2012–13 \(National Aboriginal and Torres Strait Islander Health Measures Survey component\)](#)

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, 2014](#)

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

Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2016](#)

[Health](#), Superseded 31/01/2017

See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2015](#)

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

See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2015](#)

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

See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2015](#)

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

See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2015](#)

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

See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2015](#)

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