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

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

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| 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| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |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(2015)](https://meteor.aihw.gov.au/content/558998)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |
| 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, 2015 QS](https://meteor.aihw.gov.au/content/559086)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |

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| Collection and usage attributes |
| Population group age from: | Persons from 15 years |
| Computation description: | Population is limited to persons aged 15 years and over.Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socioeconomic 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 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**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**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)](https://meteor.aihw.gov.au/content/585489)**Guide for use**Data source type: Survey **Data Element / Data Set**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)](https://meteor.aihw.gov.au/content/585489)**Guide for use**Data source type: Survey **Data Element / Data Set**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)](https://meteor.aihw.gov.au/content/585489)**Guide for use**Data source type: Survey **Data Element / Data Set**Perception of 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 **Data Element / Data Set**Person—age**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**Persons admitted to a hospital in the last twelve months**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**Persons who saw a dental practitioner in the last 12 months**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**Persons who saw a GP (for their own health) in the last twelve months**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**Persons who saw a medical specialist in the last twelve months**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**Persons who went to a hospital emergency department in the last 12 months**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**Persons who were referred to a medical specialist by a GP in the last 12 months**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**Person—age**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**Persons who saw a dental practitioner in the last 12 months**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**Persons who saw a GP (for their own health) in the last 12 months**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**Persons who saw a medical specialist in the last twelve months**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**Persons who went to a hospital emergency department in the last 12 months**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**Persons who were admitted to hospital in the last twelve months**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**Persons who were referred to a medical specialist by a GP in the last 12 months**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**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)](https://meteor.aihw.gov.au/content/585489)**Guide for use**Data source type: Survey **Data Element / Data Set**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)](https://meteor.aihw.gov.au/content/585499)**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).
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| Disaggregation data elements: | **Data Element / Data Set**Person—area of usual residence**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 **Data Element / Data Set**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)](https://meteor.aihw.gov.au/content/585489)**Guide for use**Data source type: SurveyUsed 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](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 **Data Source**[ABS Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), 2012–13 (National Aboriginal and Torres Strait Islander Health Survey component)](https://meteor.aihw.gov.au/content/585489)**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)](https://meteor.aihw.gov.au/content/585499)**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](https://meteor.aihw.gov.au/content/517614)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 14/01/2015Has been superseded by [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2016](https://meteor.aihw.gov.au/content/598714)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 31/01/2017See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2015](https://meteor.aihw.gov.au/content/559044)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2015](https://meteor.aihw.gov.au/content/559042)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2015](https://meteor.aihw.gov.au/content/559040)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2015](https://meteor.aihw.gov.au/content/559030)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2015](https://meteor.aihw.gov.au/content/559028)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 08/07/2016 |