

Osteoarthritis of the knee clinical care standard indicators: 8-Local arrangements to ensure that patients' experience of the care that they receive for knee osteoarthritis is regularly measured and acted upon

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Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Indicator
Short name:	Indicator 8-Local arrangements to ensure that patients' experience of the care that they receive for knee osteoarthritis is regularly measured and acted upon
METEOR identifier:	644358
Registration status:	Health , Standard 02/08/2017
Description:	Documented evidence of local arrangements to ensure that patients' experience of the care that they receive for knee osteoarthritis is regularly measured through surveys and interviews, and acted upon to improve patient outcomes.
Rationale:	Patient experience is an outcome of healthcare, and good patient experiences are positively related to other aspects of healthcare (RACGP 2010).
Indicator set:	Clinical care standard indicators: osteoarthritis of the knee Health , Standard 02/08/2017

Collection and usage attributes

Computation description:	<p>The local arrangements should specify that patients' experience of the care that they receive for knee osteoarthritis is regularly measured and acted upon. Measurement of patients' experience should be in all aspects of care for knee osteoarthritis, including:</p> <ul style="list-style-type: none">• assessment at initial presentation• diagnosis• education and self-management• advice and support on joint protection, exercise and weight loss• information and prescription/recommendation of medicines used to manage symptoms• regularity of review and appropriate referral• information about any surgical procedures being contemplated/recommended. <p>These measurements should occur regularly (i.e. at least once every three years) and should be undertaken using a validated questionnaire (which can be administered as a paper-based form; telephone, or online survey; or a face-to-face interview with the patient). Mechanisms should also be in place to act upon the results to improve care (RACGP 2010).</p>
Computation:	Healthcare settings where care is provided to patients with knee osteoarthritis that have documented evidence of local arrangements, such as a policy that specifies that patients' experience of the care that they receive for knee osteoarthritis is regularly measured and acted upon, should record 'Yes'. Otherwise, the healthcare setting should record 'No'.

Representational attributes

Representation class:	Count
Data type:	Real

Unit of measure: Service event

Format: Yes/No

Accountability attributes

Other issues caveats: Applicable setting: all healthcare settings where care is provided to patients with knee osteoarthritis, including primary care, specialist care, hospitals and community settings.

Source and reference attributes

Submitting organisation: Australian Commission on Safety and Quality in Health Care

Reference documents: Royal Australian College of General Practitioners 2010. Standards for general practices. Melbourne: RACGP.