National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2019

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National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2019

Identifying and definitional attributes

Metadata item type:	Indicator
Indicator type:	Progress measure
Short name:	PI 32–Patient satisfaction/experience, 2019
METEOR identifier:	698872
Registration status:	Health, Superseded 13/03/2020
Description:	Nationally comparative information that indicates levels of patient satisfaction around key aspects of the care they received.
Indicator set:	National Healthcare Agreement (2019) Health, Superseded 13/03/2020
Outcome area:	Patient Experience Health, Standard 07/07/2010

Collection and usage attributes

Population group age from:	15 years
Computation description:	Population is limited to persons aged 15 and over. Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-Economic Disadvantage (IRSD) is based on usual residence of the person. Presented as a percentage.
Computation:	100 × (Numerator ÷ Denominator), calculated separately for each of (a) to (i) below.

Numerator:

(a) Number of persons aged 15 and over who saw a general practitioner (GP) (for their own health) in the last 12 months who reported that they waited longer than felt acceptable to get an appointment.

(b) Number of persons aged 15 and over 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 aged 15 and over who saw a GP (for their own health) in the last 12 months who reported that the GP always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

(d) Number of persons aged 15 and over who saw a medical specialist in the last 12 months (for their own health) who reported the medical specialist always or often: listened carefully to them; showed respect; and spent enough time with them (calculated separately for each category).

(e) Number of persons aged 15 and over who saw a dental professional (for their own health) in the last 12 months who reported that the dental professional always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

(f) Number of persons aged 15 and over who visited a hospital emergency department (for their own health) in the last 12 months who reported that the ED doctors or specialists always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

(g) Number of persons aged 15 and over who visited a hospital emergency department (for their own health) in the last 12 months who reported that the ED nurses always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

(h) Number of persons aged 15 and over who were admitted to hospital (for their own health) in the last 12 months who reported that the hospital doctors or specialists always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

(i) Number of persons aged 15 and over who were admitted to hospital (for their own health) in the last 12 months who reported that the hospital nurses always or often: listened carefully; showed respect; and spent enough time with them (calculated separately for each category).

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 hospital (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 dental professional (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 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 (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 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 visited a hospital emergency department (for their own health) 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 aged 15 and over who saw a GP (for their own health) in the last 12 months.

(b) Total number of persons aged 15 and over who were referred to a medical specialist by a GP in the last 12 months.

(d) Total number of persons aged 15 and over who saw a medical specialist (for their own health) in the last 12 months.

(e) Total number of persons aged 15 and over who saw a dental professional (for their own health) in the last 12 months.

(f) & (g) Total number of persons aged 15 and over who visited a hospital emergency department (for their own health) in the last 12 months.

(h) & (i) Total number of persons aged 15 and over who were admitted to hospital (for their own health) 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 professional (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 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 (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 were admitted to hospital (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 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 visited a hospital emergency department (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

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 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

Disaggregation:

2017–18—State and territory by measures (a).

2017–18—State and territory by measures (c), (e), (f), (g), (h), (i), by:

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2011 – Remoteness Area) (Major cities, other).

2017–18—State and territory by measures (a), (b), (d), by (not reported):

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2011 – Remoteness Area) (Major cities, other).

2017–18—Nationally, by measures (c), (e), by:

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2011 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).

2017–18—Nationally, by measures (a), (b), (d), (f), (g), (h), (i), by (not reported):

- remoteness ((Australian Statistical Geography Standard (ASGS) – Edition 2011 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).

2017–18—Nationally, by measures (a) to (i), by (not reported):

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

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 2019 National Healthcare Agreement performance reporting: 2017–18 (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.

Information about dental practitioners is obtained by asking survey respondents about services received from a dental professional. Examples of dental professionals given to survey respondents in the questionnaire are dentists, dental hygienists and dental specialists. The intention is that survey respondents should provide information about all dental professionals, which may additionally include such practitioners as dental therapists, oral health therapists, and dental prosthetists, as well as specialists such as orthodontists, periodontists and endodontists.

Responses from proxy interviews are not counted for questions on personal opinions.

Representational attributes

Representation class: Percentage

Data type: Real

Unit of measure: Person

Format: N[NN].N

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

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, 2018
Health, Superseded 19/06/2019

Has been superseded by National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2020
Health, Standard 13/03/2020

See also National Healthcare Agreement: PI 12–Waiting times for GPs, 2019
Health, Superseded 13/03/2020

See also National Healthcare Agreement: PI 14–People deferring access to selected healthcare due to financial barriers, 2019
Health, Superseded 13/03/2020

See also National Healthcare Agreement: PI 20a–Waiting times for elective surgery: waiting times in days, 2019
Health, Superseded 13/03/2020

See also National Healthcare Agreement: PI 20b–Waiting times for elective surgery: proportion seen on time, 2019
Health, Superseded 13/03/2020