

# National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2021

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# National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2021

## 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, 2021
<b>METEOR identifier:</b>	725757
<b>Registration status:</b>	<a href="#">Health</a> , Standard 03/07/2020
<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 (2021)</a> <a href="#">Health</a> , Standard 19/11/2020
<b>Outcome area:</b>	<a href="#">Patient Experience</a> <a href="#">Health</a> , Standard 07/07/2010

## Collection and usage attributes

<b>Population group age from:</b>	15 years
<b>Computation description:</b>	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.
<b>Computation:</b>	$100 \times (\text{Numerator} \div \text{Denominator})$ , 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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**Guide for use**

Data source type: Survey

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

Person—age

**Data Source**

[ABS 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**Guide for use**

Data source type: Survey

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

Perception of treatment provided by health professional

**Data Source**

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**Guide for use**

Data source type: Survey

**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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**Guide for use**

Data source type: Survey

**Disaggregation:**

2019–20—State and territory by measures (a).

2019–20—State and territory by measures (a), (c), (e), (f), (g), (h), (i), by:

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, other).

2019–20—State and territory by measures (b), (d), by (not reported):

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, other).

2019–20—Nationally, by measures (c), (e), by:

- remoteness (Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).

2019–20—Nationally, by measures (a), (b), (d), (f), (g), (h), (i), by (not reported):

- remoteness ((Australian Statistical Geography Standard (ASGS) – Edition 2016 – Remoteness Area) (Major cities, Inner regional, Outer regional, Remote/Very remote).

2019–20—Nationally, by measures (a) to (i), by (not reported):

- 2016 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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

#### Guide for use

Data source type: Survey

Used for disaggregation by state/territory and remoteness

## Comments:

Most recent data available for 2021 National Healthcare Agreement performance reporting: 2019–20 (total population: PEX); 2018–19 (Indigenous: NATSIHS).

Non-Indigenous data from PEX may not be directly comparable with data for Indigenous people from NATSIHS 2018–19.

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.

## 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 2018-19 National Aboriginal and Torres Strait Islander Health Survey \(NATSIHS\)](#)

**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, 2020](#)  
[Health](#), Standard 13/03/2020

Has been superseded by [National Healthcare Agreement: PI 32–Patient satisfaction/experience, 2022](#)  
[Health](#), Standard 24/09/2021

See also [National Healthcare Agreement: PI 12–Waiting times for GPs, 2021](#)  
[Health](#), Standard 03/07/2020

See also [National Healthcare Agreement: PI 14–People deferring access to selected healthcare due to financial barriers, 2021](#)  
[Health](#), Standard 03/07/2020

See also [National Healthcare Agreement: PI 20a–Waiting times for elective surgery: waiting times in days, 2021](#)  
[Health](#), Standard 16/09/2020

See also [National Healthcare Agreement: PI 20b–Waiting times for elective surgery: proportion seen on time, 2021](#)  
[Health](#), Standard 16/09/2020