Service provider organisation—feedback collection indicator, yes/no code N

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Service provider organisation—feedback collection indicator, yes/no code N

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Feedback collection indicator
METEOR identifier:	290438
Registration status:	Health!, Standard 05/12/2007 Community Services (retired), Standard 10/04/2013 Disability, Standard 13/08/2015
Definition:	Whether feedback relating to services and service delivery is actively and routinely collected from clients and staff within a service provider organisation, as represented by a code.

Data element concept attributes

Identifying and definitional attributes

Data element concept:	Service provider organisation—feedback collection indicator
METEOR identifier:	290392
Registration status:	Health!, Standard 05/12/2007 Community Services (retired), Standard 10/04/2013 Disability, Standard 13/08/2015
Definition:	An indicator of whether feedback relating to services and service delivery is actively and routinely collected from clients and/or staff within a service provider organisation's workforce.
Object class:	Service provider organisation
Property:	Feedback collection indicator

Value domain attributes

Identifying and definitional attributes

Value domain:	Yes/no code N
METEOR identifier:	270732
Registration status:	Health!, Standard 01/03/2005 Community Services (retired), Standard 27/04/2007 Early Childhood, Standard 21/05/2010 Housing assistance, Standard 23/08/2010 Homelessness, Standard 23/08/2010 Independent Hospital Pricing Authority, Standard 01/11/2012 Indigenous, Standard 16/09/2014 Disability, Standard 07/10/2014 WA Health, Standard 19/03/2015 National Health Performance Authority (retired), Retired 01/07/2016 Tasmanian Health, Standard 27/05/2020
Definition:	A code set representing 'yes' and 'no'.

Representational attributes

Representation class:	Code
Data type:	Boolean

Format:	N	
Maximum character length:	1	
	Value	**Meaning**
Permissible values:	1	Yes
	2	No

Data element attributes

Collection and usage attributes

Guide for use:

The active and routine collection of feedback from clients and/or staff means that, as a matter of routine, the agency initiates and implements feedback mechanisms and does not rely on mechanisms such as ad hoc comments, ad hoc questionnaires, informal debriefing sessions, or similar casual arrangements.

Active mechanisms include the use of periodic questionnaires that are implemented through either face-to-face interviews, by telephone or by mail, focus groups aimed at collecting feedback from the participants, established debriefing sessions, or other routine procedures the agency has in place to collect feedback.

CODE 1   Yes
The service provider organisation actively and routinely collects feedback relating to services and service delivery from clients <u>and</u> staff within the service provider organisation. If feedback is actively and routinely collected from clients only or staff only, this should be recorded as 'No' (Code 2).

CODE 2   No
The service provider organisation does not actively and routinely collect feedback relating to services and service delivery from clients and staff within the service provider organisation.

Collection methods: Record only one code.

Source and reference attributes

Submitting organisation: Palliative Care Intergovernmental Forum

Relational attributes

Implementation in Data Set Specifications:

Disability services/supports outcomes cluster
    Community Services (retired), Standard 10/04/2013
    Disability, Standard 13/08/2015

Palliative care performance indicators DSS
    Health!, Retired 02/12/2015
DSS specific information: This information is required for the calculation of the national palliative care performance indicator number 3: 'The proportion of palliative care agencies, within their setting of care, that actively collect feedback from patients/consumers and staff (within the workforce) relating to services and service delivery'.