

# National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013

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# National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013

## 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, 2013
<b>METEOR identifier:</b>	496816
<b>Registration status:</b>	<a href="#">Health!</a> , Superseded 30/04/2014
<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 (2013)</a> <a href="#">Health!</a> , Superseded 30/04/2014
<b>Outcome area:</b>	<a href="#">Patient Experience</a> <a href="#">Health!</a> , Standard 07/07/2010
<b>Data quality statement:</b>	<a href="#">National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2013 QS</a> <a href="#">Health!</a> , Superseded 14/01/2015

## Collection and usage attributes

<b>Population group age from:</b>	Persons from 15 years
<b>Computation description:</b>	Population is limited to persons aged 15 years and over.  Rates directly age-standardised to the 2001 Australian population.  Analysis by remoteness and Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-Economic Disadvantage (IRSD) is based on usual residence of 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 who saw a general practitioner (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 \(PEX\)](#)

**Guide for use**  
Data source type: Survey

**Data Element / Data Set**  
Persons who had a pathology or imaging test

**Data Source**  
[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**  
Data source type: Survey

**Data Element / Data Set**  
Persons who received a prescription for medication from a GP

**Data Source**  
[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**  
Data source type: Survey

**Data Element / Data Set**

Persons who saw a GP (for their own health)

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Persons who were referred to a medical specialist by a GP

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Reason for treatment provided by health professional

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**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**

Persons who received a prescription for medication from a GP

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Persons who saw a GP (for their own health)

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Persons who were referred to a medical specialist by a GP

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Data Element / Data Set**

Persons who were referred to their most recent pathology and/or imaging test by a health professional

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

**Disaggregation:**

2011–12—State and territory by a) to i), by:

- remoteness (Australian Standard Geographical Classification Remoteness Structure).

2011–12—Nationally, by a) to i), by:

- SEIFA Index of Relative Socio-Economic Disadvantage (IRSD) deciles.
- remoteness (Australian Standard Geographical Classification Remoteness Structure).

**Disaggregation data elements:**

**Data Element / Data Set**

[Person—area of usual residence, geographical location code \(ASGC 2009\) NNNNN](#)

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Guide for use**

Data source type: Survey

Used for disaggregation by state/territory, remoteness and SEIFA IRSD

**Comments:**

Most recent data available for 2013 Council of Australian Governments (COAG) Reform Council (CRC) report: 2011-12

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](#)

## Data source attributes

**Data sources:**

**Data Source**

[ABS Patient Experience Survey \(PEX\)](#)

**Frequency**

Annual

**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 58-Patient satisfaction/experience, 2012](#)

[Health!](#), Superseded 25/06/2013

Has been superseded by [National Healthcare Agreement: PI 32-Patient satisfaction/experience, 2014](#)

[Health!](#), Superseded 14/01/2015

See also [National Healthcare Agreement: PI 12-Waiting times for GPs, 2013](#)

[Health!](#), Superseded 30/04/2014

See also [National Healthcare Agreement: PI 13-Waiting times for public dentistry, 2013](#)

[Health!](#), Superseded 30/04/2014

See also [National Healthcare Agreement: PI 14-People deferring access to selected healthcare due to financial barriers, 2013](#)

[Health!](#), Superseded 30/04/2014

See also [National Healthcare Agreement: PI 20a-Waiting times for elective surgery: waiting times in days, 2013](#)

[Health!](#), Superseded 30/04/2014

See also [National Healthcare Agreement: PI 20b-Waiting times for elective surgery: proportion seen on time, 2013](#)

[Health!](#), Superseded 30/04/2014