

September 22, 2010

TRICARE Inpatient Satisfaction Survey
Survey Results of Hospital Inpatients in Air Force
Military Treatment Facilities (MTFs):
July – September 2009

Final Report

Prepared for

Office of the Assistant Secretary of Defense (Health Affairs)
TRICARE Management Activity
Health Program Analysis & Evaluation
5111 Leesburg Pike, Skyline 5, Suite 510
Falls Church, VA 22041-3206

Prepared by

RTI International
701 13th Street, N.W., Suite 750
Washington, DC 20005-3962

Contract Number: W81XWH-06-P-1057
RTI Project Number 0210393

Contents

TRICARE Inpatient Satisfaction Survey (TRISS): Executive Summary Air Force	1
Key Findings for Direct Care	2
Key Findings for Air Force Military Treatment Facilities	2
How to Read the DoD TRISS Report	7
Appendix A: Survey Methodology and Data Collection Results	173
Appendix B: DRG Codes Used to Construct the Sample Frame on the 2009 TRICARE Inpatient Satisfaction Survey	181
Air Force Report: Overall Satisfaction Questions	8
Overall Satisfaction: Rating of Hospital—Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	9
Overall Satisfaction: Willingness to Recommend—Would you recommend this hospital to your friends and family?	11
Air Force Report: HCAHPS Composites and Questions	13
Composite: Communication with Nurses	14
Composite: Communication with Nurses—How often did nurses treat you with courtesy and respect?	16
Composite: Communication with Nurses—How often did nurses listen carefully to you?	18
Composite: Communication with Nurses—How often did nurses explain things in a way you could understand?	20
Composite: Communication with Doctors.....	22
Composite: Communication with Doctors—How often did doctors treat you with courtesy and respect?	24
Composite: Communication with Doctors—How often did doctors listen carefully to you?	26
Composite: Communication with Doctors—How often did doctors explain things in a way you could understand?	28
Composite: Communication about Medications.....	30
Composite: Communication about Medications—Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	32
Composite: Communication about Medications—Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	34
Composite: Responsiveness of Hospital Staff	36
Composite: Responsiveness of Hospital Staff—During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	38
Composite: Responsiveness of Hospital Staff—How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	40
Composite: Pain Control	42
Composite: Pain Control—During this hospital stay, how often was your pain well controlled?	44
Composite: Pain Control—During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?.....	46
Hospital Environment—During this hospital stay, how often were your room and bathroom kept clean?	48

Hospital Environment—During this hospital stay, how often was the area around your room quiet at night?	50
Composite: Discharge Information	52
Composite: Discharge Information—During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	54
Composite: Discharge Information—During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	56
Air Force Report: DoD Composites and Questions	58
Composite: Your Family and Friends	59
Composite: Your Family and Friends—How often did doctors treat your family or close friend with courtesy and respect?	61
Composite: Your Family and Friends—During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect?	63
Composite: Interaction with Other Hospital Staff	65
Composite: Interaction with Other Hospital Staff—How often did the staff who took blood from you treat you with courtesy and respect?	67
Composite: Interaction with Other Hospital Staff—How often did the staff who took blood from you do this without causing you too much pain?	69
Composite: Interaction with Other Hospital Staff—During this hospital stay, how often did staff check your identification band before taking your blood?	71
Composite: Interaction with Other Hospital Staff—How often did the staff starting your IVs treat you with courtesy and respect?	73
Composite: Interaction with Other Hospital Staff—How often did the staff starting your IVs do this without causing you too much pain?	75
Composite: Interaction with Other Hospital Staff—During this hospital stay, how often did staff check your identification band before starting your IV?	77
Composite: Interaction with Other Hospital Staff—How often did the radiology staff treat you with courtesy and respect?	79
Composite: Interaction with Other Hospital Staff—During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment?	81
Composite: Patient Safety	83
Composite: Patient Safety—During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you?	85
Composite: Patient Safety—During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?	87
Composite: Patient Safety—During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen?	89
Air Force Report: Additional DoD Questions	91
Being Admitted Through the Emergency Room (Medical Questionnaire Only)—Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time?	92
Your Care from Nurses—How often did you feel comfortable asking the nurses all the questions you wanted about your condition?	94

Your Care from Doctors—How often did you feel comfortable asking the doctors all the questions you wanted about your condition?	96
Your Care from Doctors—Did you feel that the doctors checked on you as much as you needed?	98
Your Care from Doctors—How often did doctors involve you as much as you wanted in decisions about your treatment?	100
Coordination of Care—During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment?	102
Coordination of Care—How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving?	104
Maternity Care—Was your primary provider during labor and delivery a doctor, midwife or both?	106
Maternity Care—Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression?	108
Maternity Care—Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression?	110
Maternity Care—Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression?	112
After Your Baby Was Born (Maternity Only)—During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby’s care?	114
After Your Baby Was Born (Maternity Only)—During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby’s care? ...	116
After Your Baby Was Born (Maternity Only)—During this hospital stay, did you feel that the doctors checked on your baby as much as needed?	118
After Your Baby Was Born (Maternity Only)—During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby?	120
After Your Baby Was Born (Maternity Only)—During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby’s condition and treatment?	122
After Your Baby Was Born (Maternity Only)—During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby’s treatment?	124
After Your Baby Was Born (Maternity Only)—During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received?	126
After Your Baby Was Born (Maternity Only)—Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital?	128
About Your Care and Surgery (Surgical Questionnaire Only)—Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand?	130
About Your Care and Surgery (Surgical Questionnaire Only)—During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery?	132
Experiences in this Hospital—Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect?	134
Experiences in this Hospital—How often did you get the help you needed with bathing and keeping clean?	136
Experiences in this Hospital—During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages?	138

Interactions with Other Hospital Staff—How often did the radiology staff explain your treatment or tests in a way that was easy to understand?	140
Interactions with Other Hospital Staff—During this hospital stay, how often was the staff delivering your food courteous and helpful?	142
Interactions with Other Hospital Staff—On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay?.....	144
The Hospital Environment—How often was the temperature in your room comfortable?.....	146
The Hospital Environment—How often did the equipment in your room work properly?.....	148
The Hospital Environment—How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you?	150
When you Left the Hospital—Before you left the hospital, did you receive information in writing about what activities you could and could not do?.....	152
When you Left the Hospital—Before you left the hospital, did you receive information in writing about how to take this medicine at home?.....	154
Air Force Report: Trust Questions	156
Trust Question—Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs	157
Trust Question—Your health care provider did not refer you to a specialist when needed	159
Trust Question—You think your healthcare provider was strongly influenced by health plan rules when making decisions about your medical care.....	161
Trust Question—Your health care provider was thoughtful and thorough.....	163
Trust Question—You completely trusted your health care provider’s decisions about which medical treatments were best for you	165
Trust Question—Your health care provider was completely honest in telling you about all of the different treatment options available for your condition.....	167
Trust Question—All in all, you had complete trust in your healthcare provider.....	169
Trust Question—You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems.....	171

TRICARE Inpatient Satisfaction Survey (TRISS): Executive Summary Air Force

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on experiences of adults who receive medical, surgical, and obstetrics hospital inpatient services from the Military Health System’s 58 direct care (DC) military treatment facilities (MTFs) and through its civilian network of providers, which is also known as purchased care (PC). This report summarizes survey results from a sample of hospital inpatients discharged from Air Force MTFs between July 1, 2009 and September 30, 2009. Of the 46,752 inpatients surveyed, 15,665 responded to the survey, for an overall response rate of 33.5%. Within Air Force facilities, of the 5,336 inpatients surveyed 1,900 responded to the survey, for an overall response rate of 35.6%. This response rate was statistically higher than the overall MHS response rate.

The TRISS includes two questions that are generally accepted as key indicators of satisfaction: (1) Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? and (2) Would you recommend this hospital to your friends and family? For these questions the proportion of beneficiaries who rated their hospital a 9 or 10 and the proportion of respondents who said that they would “definitely” recommend their hospital is reported.

Also included in the TRISS are questions from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey of civilian hospital inpatients. HCAHPS is a set of standardized survey questions used to collect and report meaningful and reliable inpatient satisfaction information. HCAHPS results are used as a national benchmark for civilian hospitals. The HCAHPS benchmark represents the results of three product lines (medical, surgical, and obstetrics) combined. TRISS statistical comparisons between the MHS and the HCAHPS benchmark are provided for subgroups such as DC versus HCAHPS or Service versus HCAHPS. Data about specific product lines (e.g., medical, surgical, and obstetrics) are not compared to the HCAHPS benchmark. The civilian HCAHPS benchmark data included in the analyses are based on patients discharged from civilian hospitals between July 1, 2008 and June 30, 2009.

Key Findings for Direct Care

- In 2009, 53.0 % of the Direct Care beneficiaries reported that they would rate their hospital a 9 or 10 (on a scale from 0 to 10).
 - This was significantly lower than the rate reported by the HCAHPS civilian benchmark, and essentially the same rate reported by Direct Care beneficiaries in 2008 (53.3%).
 - Higher rates were reported among Direct Care beneficiaries who received Medical care, and lower rates were reported among Direct Care beneficiaries receiving Obstetrics care.
- In 2009, 57.7 % of Direct Care beneficiaries reported that they would recommend this hospital to family and friends.
 - This was significantly lower than the rate reported by the HCAHPS civilian benchmark.
 - Among product lines, inpatients who received Obstetrics services were least likely to report that they would recommend the hospital (45.1%).
- Among the HCAHPS composites, the highest satisfaction rates for Direct Care beneficiaries were for the Discharge Information composite (85.0% most positive), which were significantly higher than the civilian benchmark. The lowest satisfaction rates were for the Pain Control composite (61.7% most positive), which were significantly lower than the civilian benchmark.

Key Findings for Air Force Military Treatment Facilities

- In 2009, 59.2 % of beneficiaries seen in Air Force facilities reported that they would rate the hospital a 9 or 10 (on a scale from 0 to 10).
 - This was significantly lower than the HCAHPS Civilian benchmark rate (65.0%).
- In 2009, 63.7 % of beneficiaries seen in Air Force facilities reported that they would recommend the hospital to friends and family.
 - This was also significantly lower than the HCAHPS Civilian benchmark rate (69.9%).
- Beneficiaries seen in Air Force facilities were significantly more likely to report most positive results for the Communication about Medications, Responsiveness of Hospital Staff, and Discharge Information composites than the HCAHPS Civilian benchmarks for that composite
- High satisfaction rates for Discharge Information were noted among beneficiaries seen in Air Force facilities for Surgical services (91.8%)

Table 1a. Direct Care (DC) Results (% Most Positive Results) ¹

	MHS Overall 2009	Direct Care Overall 2009	Civilian HCAHPS Benchmark	DC Medical	DC Surgical	DC Obstetric	Army	Navy	Air Force	Direct Care Overall 2008
Overall Satisfaction										
Overall Hospital Rating	55.9%	53.0%	65.0%	61.1%	58.3%	42.1%	51.3%	52.4%	59.2%	53.3%
Recommend Hospital	60.6%	57.7%	69.9%	66.7%	64.5%	45.1%	55.0%	58.9%	63.7%	56.8%
HCAHPS Composites										
Nurse Communication	70.0%	69.9%	74.2%	75.2%	71.9%	63.8%	69.6%	69.0%	72.5%	68.9%
Doctor Communication	75.7%	75.9%	79.0%	76.0%	81.1%	72.6%	74.9%	76.3%	78.0%	76.3%
Communication about Medications	65.7%	67.2%	58.1%	65.7%	68.3%	67.8%	66.1%	68.9%	67.2%	67.3%
Responsiveness of Hospital Staff	61.1%	62.2%	61.8%	63.1%	61.3%	61.8%	59.7%	63.7%	66.9%	62.2%
Pain Control	63.3%	61.7%	69.0%	60.4%	64.8%	60.6%	60.2%	62.3%	65.1%	61.6%
Discharge Information	84.5%	85.0%	80.9%	81.9%	88.6%	85.5%	83.7%	86.1%	86.7%	83.9%
DoD Composites²										
Your Family and Friends	82.3%	81.4%	N/A	85.1%	83.8%	77.2%	80.4%	81.5%	84.3%	81.5%
Interaction with Other Hospital Staff	73.9%	71.5%	N/A	71.8%	74.2%	69.0%	71.8%	70.5%	72.2%	70.5%
Patient Safety	69.1%	67.3%	N/A	70.6%	70.1%	62.5%	67.2%	67.6%	67.2%	65.9%

¹Numbers in **bold** text are significantly different from the civilian HCAHPS benchmark. Statistical tests to examine differences between Product Line (Medical, Surgical, and Obstetrics) and the HCAHPS civilian benchmark were not performed.

²N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

Table 1b. Direct Care (DC) Results (% Most Positive Results) ¹

	Direct Care Overall 2009	Civilian HCAHPS Benchmark	Army Medical	Army Surgical	Army Obstetric	Navy Medical	Navy Surgical	Navy Obstetric	Air Force Medical	Air Force Surgical	Air Force Obstetric
Overall Satisfaction											
Overall Hospital Rating	53.0%	65.0%	59.7%	56.0%	38.9%	57.9%	58.5%	45.8%	69.5%	67.2%	43.6%
Recommend Hospital	57.7%	69.9%	64.8%	60.3%	40.9%	66.1%	67.0%	50.2%	72.8%	76.4%	46.8%
HCAHPS Composites											
Nurse Communication	69.9%	74.2%	75.6%	70.9%	62.3%	73.2%	71.5%	65.0%	76.5%	76.4%	65.9%
Doctor Communication	75.9%	79.0%	75.8%	79.4%	70.7%	75.1%	82.1%	74.5%	77.7%	86.4%	73.7%
Communication about Medications	67.2%	58.1%	65.7%	65.3%	67.2%	66.5%	70.3%	69.9%	64.5%	76.1%	65.1%
Responsiveness of Hospital Staff	62.2%	61.8%	61.3%	58.5%	58.8%	65.5%	63.6%	62.7%	64.9%	67.5%	68.0%
Pain Control	61.7%	69.0%	58.7%	62.1%	59.8%	61.8%	64.8%	61.4%	62.7%	76.1%	61.0%
Discharge Information	85.0%	80.9%	80.9%	87.1%	84.2%	82.3%	90.0%	86.9%	84.2%	91.8%	86.4%
DoD Composites²											
Your Family and Friends	81.4%	N/A	85.5%	81.6%	75.2%	83.0%	85.4%	78.9%	87.0%	89.2%	79.1%
Interaction with Other Hospital Staff	71.5%	N/A	72.6%	72.5%	70.3%	68.6%	75.4%	69.1%	73.4%	78.7%	65.9%
Patient Safety	67.3%	N/A	70.7%	68.0%	62.9%	68.2%	72.3%	64.9%	73.8%	74.6%	56.1%

¹Numbers in **bold** text are significantly different from the civilian HCAHPS benchmark. Statistical tests to examine differences between Product Line (Medical, Surgical, and Obstetrics) and the HCAHPS civilian benchmark were not performed.

²N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

Table 1c. Direct Care (DC) Outside Continental United States (OCONUS) Results (% Most Positive Results)^{1,2}

	OCONUS Overall ³	Civilian HCAHPS Benchmark	OCONUS Army	OCONUS Navy	OCONUS Air Force	OCONUS Alaska	OCONUS Europe	OCONUS Pacific
Overall Satisfaction								
Overall Hospital Rating	54.8%	65.0%	61.1%	41.1%	61.2%	60.4%	64.6%	41.6%
Recommend Hospital	61.7%	69.9%	66.8%	49.7%	67.5%	58.9%	74.4%	49.6%
HCAHPS Composites								
Nurse Communication	73.0%	74.2%	76.8%	69.2%	73.2%	71.6%	80.3%	67.0%
Doctor Communication	77.2%	79.0%	75.0%	77.7%	81.3%	76.8%	80.0%	75.0%
Communication about Medications	70.4%	58.1%	67.6%	70.7%	74.2%	71.3%	70.5%	69.4%
Responsiveness of Hospital Staff	70.0%	61.8%	73.0%	63.2%	75.7%	70.9%	77.2%	63.2%
Pain Control	66.2%	69.0%	66.6%	64.4%	65.7%	62.4%	74.5%	57.9%
Discharge Information	83.9%	80.9%	81.9%	82.4%	88.0%	82.4%	86.7%	81.7%
DoD Composites⁴								
Your Family and Friends	81.6%	N/A	82.3%	76.0%	87.3%	83.5%	91.3%	72.7%
Interaction with Other Hospital Staff	70.6%	N/A	71.4%	66.6%	71.9%	72.2%	74.3%	64.1%
Patient Safety	64.8%	N/A	64.2%	64.6%	63.3%	59.6%	69.5%	60.5%

¹Survey responses were not obtained from MHS beneficiaries in Latin America; therefore, this report does not contain survey results from that region.

²Numbers in **bold text** are significantly different from the civilian HCAHPS benchmark.

³Because of the small number of OCONUS purchased care respondents, this column shows results from beneficiaries who received inpatient care OCONUS through both direct care and purchased care.

⁴N/A (not available)—for the DoD composites, civilian benchmark data are not available for comparison because these questions are not included in the HCAHPS survey.

This page intentionally left blank.

How to Read the DoD TRISS Report

TRICARE Inpatient Satisfaction Survey, Mail Survey of July-September 2009 Inpatients—Air Force

Domain: Communication with Nurses

How often did nurses treat you with courtesy and respect?

Survey question and associated domain

Current reporting period

For HCAHPS questions and domains, we provide HCAHPS civilian benchmark data. Statistical tests were conducted to evaluate differences between HCAHPS civilian results and MHS 2009 results. Significant differences are shown with arrows. Because civilian benchmark data are not available for DoD questions or domains, statistical analysis for DoD questions and domains compared MTF results with military service results overall for 2009.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark 2009	70%	70%	70%	70%
Overall—MHS 2009	70%	70%	70%	70%
Overall—MHS 2008	70%	70%	70%	70%
Overall—MHS 2007	70%	70%	70%	70%
Air Force, Overall	70%	70%	70%	70%
1st Medical Group—Langley				
2009	70%↑	70%	70%	70%
2008	70%	70%	70%	70%
3rd Medical Group—Elmendorf				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
10th Medical Group—USAF Academy CO				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
31st Medical Group—Aviano				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
35th Medical Group—Misawa				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%
48th Medical Group—Lakenheath				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
51st Medical Group—Osan AB				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
52nd Medical Group—Spangdahlem				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
58th Med Wing—Lackland				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
60th Medical Group—Travis				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
74th Medical Group—Wright-Patterson				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%
81st Medical Group—Keesler				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%

All numbers in the table represent most positive responses. Higher scores represent more positive experiences with care.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is higher ↑ or lower ↓ than the HCAHPS benchmark.

For each MTF, 2008 TRISS results are also provided for visual analysis of trends.

Overall MHS 2007 and 2008 TRISS results are provided for visual analysis of trends

**Air Force Report:
Overall Satisfaction Questions**

Overall Satisfaction: Rating of Hospital

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	65.0%			
Overall—MHS 2009	55.9%	59.7%	62.3%	46.7%
Overall—MHS 2008	56.0%	60.0%	64.1%	44.5%
Overall—MHS 2007	53.8%	58.1%	61.7%	42.3%
Air Force, Overall	59.2% ↓	69.5%	67.2%	43.6%
1st Medical Group—Langley				
2009	40.6%* ↓	N/A	58.4%**	34.0%*
2008	32.5%* ↓	N/A	N/A	27.5%*
3rd Medical Group—Elmendorf				
2009	58.0%	74.7%*	60.9%*	47.8%*
2008	64.3%	64.1%**	85.5%*	52.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	75.8%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	66.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	65.7%*	N/A	N/A	53.7%**
2008	43.6%** ↓	N/A	N/A	18.8%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	64.5%	74.8%	58.6%	47.2%*
2008	59.9%	69.7%	60.9%	46.9%*
60th Medical Group—Travis				
2009	68.1%	79.5%	74.3%*	43.4%*
2008	70.3%	79.9%	77.4%*	48.9%*
74th Medical Group—Wright-Patterson				
2009	56.2%	64.0%	69.1%*	22.8%*
2008	63.3%	63.7%	70.6%*	55.5%*
81st Medical Group—Keesler				
2009	59.1%	68.9%*	73.4%*	37.3%**
2008	62.7%	69.0%*	75.6%**	43.6%**

(continued)

Overall Satisfaction: Rating of Hospital

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	53.8%*	61.5%*	N/A	37.7%**
2008	52.2%*	N/A	N/A	34.8%**
96th Medical Group—Eglin				
2009	63.9%	73.2%*	76.2%*	54.5%*
2008	58.9%	78.7%*	55.5%*	48.7%*
99th Medical Group—O’Callaghan Hospital				
2009	47.2% ↓	51.0%*	66.0%**	33.5%*
2008	52.1% ↓	52.4%*	48.9%**	52.7%*
366th Medical Group—Mountain Home				
2009	43.2%**	N/A	N/A	N/A
2008	65.2%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	69.9%			
Overall—MHS 2009	60.6%	64.8%	67.4%	50.5%
Overall—MHS 2008	59.7%	62.4%	68.1%	49.4%
Overall—MHS 2007	57.1%	61.9%	63.6%	46.1%
Air Force, Overall	63.7% ↓	72.8%	76.4%	46.8%
1st Medical Group—Langley				
2009	46.1%* ↓	N/A	69.4%**	33.9%*
2008	34.3%* ↓	N/A	N/A	26.1%*
3rd Medical Group—Elmendorf				
2009	59.2%	76.3%*	45.5%*	56.6%*
2008	69.4%	81.0%**	87.1%*	55.5%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	68.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	55.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	87.2%* ↑	N/A	N/A	89.1%**
2008	54.1%**	N/A	N/A	36.6%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	67.5%	73.7%	78.4%	46.0%*
2008	61.3% ↓	69.8%	65.1%	48.1%*
60th Medical Group—Travis				
2009	69.9%	76.0%	82.0%*	49.0%*
2008	67.9%	74.8%	75.6%*	50.0%*
74th Medical Group—Wright-Patterson				
2009	67.2%	73.6%	70.7%*	48.3%*
2008	63.4%	64.2%	68.7%*	56.9%*
81st Medical Group—Keesler				
2009	63.8%	71.4%*	86.0%*	39.0%**
2008	64.3%	66.6%*	95.7%**	39.8%**

(continued)

Overall Satisfaction: Willingness to Recommend

Would you recommend this hospital to your friends and family? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	59.9%*	63.8%*	N/A	42.2%**
2008	55.1%*	N/A	N/A	29.2%**
96th Medical Group—Eglin				
2009	63.4%	86.1%*	79.2%*	48.1%*
2008	51.3% ↓	72.5%*	46.1%*	41.5%*
99th Medical Group—O’Callaghan Hospital				
2009	50.9% ↓	60.1%*	68.1%**	30.8%*
2008	52.8% ↓	49.0%*	72.9%**	51.6%*
366th Medical Group—Mountain Home				
2009	54.8%**	N/A	N/A	N/A
2008	20.2%** ↓	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Air Force Report:
HCAHPS Composites and Questions

Composite: Communication with Nurses

This composite combines responses from three questions regarding how often nurses communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	74.2%			
Overall—MHS 2009	70.0%	71.9%	72.3%	66.1%
Overall—MHS 2008	69.0%	70.2%	74.1%	63.1%
Overall—MHS 2007	66.5%	69.1%	70.0%	60.4%
Air Force, Overall	72.5%	76.5%	76.4%	65.9%
1st Medical Group—Langley				
2009	70.6%*	N/A	94.9%**	62.7%*
2008	68.7%*	N/A	79.4%**	67.0%*
3rd Medical Group—Elmendorf				
2009	69.5%	61.7%*	83.4%*	67.5%*
2008	73.7%	86.2%**	84.2%*	63.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	88.3%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	75.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	75.7%*	N/A	N/A	79.1%**
2008	66.4%*	N/A	N/A	50.0%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	74.4%	80.1%	73.8%	62.5%*
2008	64.1% ↓	75.4%	58.2%	53.7%
60th Medical Group—Travis				
2009	74.0%	76.4%	78.2%*	66.0%*
2008	78.1%	87.8%	78.0%*	62.6%*
74th Medical Group—Wright-Patterson				
2009	71.2%	74.6%	72.1%*	62.4%*
2008	81.1% ↑	85.9%	75.7%*	79.0%*
81st Medical Group—Keesler				
2009	70.8%	76.6%*	68.7%*	63.6%**
2008	78.1%	84.1%*	92.1%**	58.2%**

(continued)

Composite: Communication with Nurses (continued)

This composite combines responses from three questions regarding how often nurses communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	66.4%*	70.7%*	N/A	57.3%**
2008	70.9%*	N/A	N/A	65.5%**
96th Medical Group—Eglin				
2009	72.5%	81.1%*	82.9%*	64.3%*
2008	72.0%	87.0%*	66.2%*	65.5%*
99th Medical Group—O’Callaghan Hospital				
2009	73.3%	75.8%*	76.9%**	68.4%*
2008	70.8%	70.7%*	65.7%**	72.6%*
366th Medical Group—Mountain Home				
2009	60.6%**	N/A	N/A	N/A
2008	89.2%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	81.5%			
Overall—MHS 2009	76.9%	80.1%	78.5%	71.8%
Overall—MHS 2008	75.6%	78.7%	80.3%	67.9%
Overall—MHS 2007	73.2%	77.5%	76.8%	65.0%
Air Force, Overall	78.2% ↓	85.1%	79.8%	69.7%
1st Medical Group—Langley				
2009	74.2%*	N/A	94.7%**	66.6%*
2008	70.9%*	N/A	80.7%**	67.2%*
3rd Medical Group—Elmendorf				
2009	75.0%	69.2%*	83.4%*	74.3%*
2008	80.8%	94.3%**	87.8%*	72.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	81.9%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	77.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	79.7%*	N/A	N/A	77.8%**
2008	77.6%**	N/A	N/A	60.8%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	81.1%	88.2%	80.2%	66.6%*
2008	65.9% ↓	74.3%	63.4%	56.7%
60th Medical Group—Travis				
2009	75.4%	84.9%	76.6%*	57.9%*
2008	84.0%	92.8%	82.6%*	70.6%*
74th Medical Group—Wright-Patterson				
2009	81.4%	88.3%	79.1%*	67.5%*
2008	87.2%	93.3%	77.4%*	87.6%*
81st Medical Group—Keesler				
2009	75.5%	83.5%*	73.2%*	65.6%**
2008	90.1% ↑	95.9%*	95.6%**	75.0%**

(continued)

Composite: Communication with Nurses

How often did nurses treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	73.7%*	75.1%*	N/A	64.0%**
2008	74.7%*	N/A	N/A	73.9%**
96th Medical Group—Eglin				
2009	77.4%	88.1%*	81.4%*	71.7%*
2008	75.4%	90.4%*	72.8%*	67.6%*
99th Medical Group—O’Callaghan Hospital				
2009	78.7%	85.7%*	79.5%**	69.6%*
2008	80.7%	85.0%*	75.5%**	76.1%*
366th Medical Group—Mountain Home				
2009	74.3%**	N/A	N/A	N/A
2008	90.0%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	70.7%			
Overall—MHS 2009	64.3%	67.1%	67.2%	58.9%
Overall—MHS 2008	63.1%	64.8%	69.2%	55.9%
Overall—MHS 2007	60.6%	64.2%	64.6%	52.9%
Air Force, Overall	67.4% ↓	71.8%	74.4%	58.8%
1st Medical Group—Langley				
2009	67.4%*	N/A	92.4%**	58.8%*
2008	63.4%*	N/A	80.7%**	62.9%*
3rd Medical Group—Elmendorf				
2009	63.0%	67.1%*	78.2%*	54.3%*
2008	70.7%	86.8%**	80.6%*	59.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	88.5%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	59.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	78.3%*	N/A	N/A	77.8%**
2008	61.6%**	N/A	N/A	53.4%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	69.1%	74.8%	69.5%	56.5%*
2008	57.9% ↓	70.9%	55.3%	43.0%
60th Medical Group—Travis				
2009	71.7%	74.4%	78.2%*	61.5%*
2008	71.8%	83.1%	74.1%*	51.8%*
74th Medical Group—Wright-Patterson				
2009	66.3%	73.5%	68.3%*	46.6%*
2008	76.2%	82.1%	71.6%*	71.6%*
81st Medical Group—Keesler				
2009	63.4%	72.2%*	59.1%*	53.5%**
2008	65.3%	76.3%*	89.5%**	30.6%**

(continued)

Composite: Communication with Nurses

How often did nurses listen carefully to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	65.2%*	66.7%*	N/A	53.1%**
2008	68.1%*	N/A	N/A	64.1%**
96th Medical Group—Eglin				
2009	65.0%	70.0%*	81.4%*	54.9%*
2008	67.6%	86.5%*	57.6%*	60.7%*
99th Medical Group—O’Callaghan Hospital				
2009	70.2%	71.5%*	69.1%**	69.0%*
2008	65.5%	60.4%*	68.8%**	72.3%*
366th Medical Group—Mountain Home				
2009	38.4%** ↓	N/A	N/A	N/A
2008	86.4%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Nurses

How often did nurses explain things in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	70.3%			
Overall—MHS 2009	68.9%	68.5%	71.1%	67.8%
Overall—MHS 2008	68.2%	67.1%	72.8%	65.5%
Overall—MHS 2007	65.6%	65.7%	68.4%	63.2%
Air Force, Overall	71.8%	72.5%	74.9%	69.3%
1st Medical Group—Langley				
2009	70.3%*	N/A	97.7%**	62.6%*
2008	71.8%*	N/A	76.9%**	70.8%*
3rd Medical Group—Elmendorf				
2009	70.7%	48.9%*	88.6%*	73.8%*
2008	69.7%	77.4%**	84.2%*	58.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	94.5%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	89.6%** ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	69.2%*	N/A	N/A	81.6%**
2008	59.9%*	N/A	N/A	35.7%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	73.0%	77.5%	71.8%	64.2%*
2008	68.6%	80.9%	56.0%	61.4%
60th Medical Group—Travis				
2009	74.7%	70.0%	79.8%*	78.6%*
2008	78.4% ↑	87.4%	77.4%*	65.3%*
74th Medical Group—Wright-Patterson				
2009	66.1%	61.9%	68.7%*	73.0%*
2008	79.9% ↑	82.5%	77.9%*	77.8%*
81st Medical Group—Keesler				
2009	73.3%	74.2%*	73.8%*	71.8%**
2008	79.1%	80.2%*	91.3%**	69.1%**

(continued)

Composite: Communication with Nurses

How often did nurses explain things in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	60.3%*	70.3%*	N/A	54.7%**
2008	70.0%*	N/A	N/A	58.7%**
96th Medical Group—Eglin				
2009	75.1%	85.1%*	85.8%*	66.3%*
2008	73.0%	84.2%*	68.4%*	68.3%*
99th Medical Group—O’Callaghan Hospital				
2009	70.9%	70.0%*	82.0%**	66.7%*
2008	66.1%	66.8%*	52.8%**	69.5%*
366th Medical Group—Mountain Home				
2009	69.3%**	N/A	N/A	N/A
2008	91.1%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

This composite combines responses from three questions regarding how often doctors communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	79.0%			
Overall—MHS 2009	75.7%	73.5%	81.5%	73.7%
Overall—MHS 2008	75.8%	72.9%	82.5%	73.6%
Overall—MHS 2007	73.7%	71.9%	81.1%	69.5%
Air Force, Overall	78.0%	77.7%	86.4%	73.7%
1st Medical Group—Langley				
2009	72.2%*	N/A	86.3%**	66.6%*
2008	73.6%*	N/A	91.6%**	69.1%*
3rd Medical Group—Elmendorf				
2009	78.7%	69.7%*	81.7%*	81.9%*
2008	84.2%	74.2%**	90.9%*	84.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	88.2%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	75.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	85.4%*	N/A	N/A	82.9%**
2008	84.2%*	N/A	N/A	84.2%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	79.3%	81.1%	82.4%	73.0%*
2008	76.5%	81.7%	75.3%	70.7%
60th Medical Group—Travis				
2009	76.6%	71.6%	88.2%*	75.4%*
2008	83.3%	88.5%	84.8%*	73.8%*
74th Medical Group—Wright-Patterson				
2009	75.0%	68.9%	83.7%*	79.4%*
2008	75.8%	74.0%	80.6%*	73.6%*
81st Medical Group—Keesler				
2009	77.5%	80.9%*	89.8%*	65.4%**
2008	77.3%	78.6%*	87.5%**	68.3%**

(continued)

Composite: Communication with Doctors (continued)

This composite combines responses from three questions regarding how often doctors communicated well with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	73.2%*	73.8%*	N/A	62.3%**
2008	77.2%*	N/A	N/A	76.0%**
96th Medical Group—Eglin				
2009	83.6%	88.3%*	95.2%*	76.1%*
2008	83.0%	87.1%*	94.5%*	75.7%*
99th Medical Group—O’Callaghan Hospital				
2009	76.3%	80.3%*	85.7%**	66.6%*
2008	71.5%	63.9%*	77.0%**	81.0%*
366th Medical Group—Mountain Home				
2009	75.4%**	N/A	N/A	N/A
2008	90.6%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	85.7%			
Overall—MHS 2009	80.7%	80.8%	86.2%	76.3%
Overall—MHS 2008	81.1%	80.5%	87.3%	76.5%
Overall—MHS 2007	79.0%	78.9%	86.2%	72.9%
Air Force, Overall	82.3% ↓	85.4%	89.6%	75.0%
1st Medical Group—Langley				
2009	72.0%* ↓	N/A	81.4%**	66.0%*
2008	77.0%*	N/A	94.2%**	72.4%*
3rd Medical Group—Elmendorf				
2009	81.5%	73.5%*	83.5%*	84.6%*
2008	90.1%	81.0%**	98.9%*	88.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	100.0%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	79.0%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	85.0%*	N/A	N/A	85.6%**
2008	88.1%*	N/A	N/A	92.9%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	87.6%	91.8%	87.8%	78.3%*
2008	83.7%	88.7%	84.8%	76.6%
60th Medical Group—Travis				
2009	78.9%	74.3%	92.6%*	75.4%*
2008	84.4%	89.7%	87.4%*	73.1%*
74th Medical Group—Wright-Patterson				
2009	83.6%	79.3%	91.5%*	85.1%*
2008	79.1%	80.0%	81.3%*	75.6%*
81st Medical Group—Keesler				
2009	79.2%	86.3%*	94.7%*	59.7%**
2008	82.9%	84.6%*	95.6%**	71.8%**

(continued)

Composite: Communication with Doctors

How often did doctors treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	75.4%*	75.6%*	N/A	63.6%**
2008	82.7%*	N/A	N/A	84.8%**
96th Medical Group—Eglin				
2009	86.3%	90.3%*	94.0%*	81.0%*
2008	84.4%	94.0%*	97.4%*	73.2%*
99th Medical Group—O’Callaghan Hospital				
2009	76.7%	85.4%*	86.1%**	60.6%*
2008	77.2%	70.9%*	84.5%**	84.0%*
366th Medical Group—Mountain Home				
2009	82.2%**	N/A	N/A	N/A
2008	92.9%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors listen carefully to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	77.5%			
Overall—MHS 2009	73.1%	70.6%	79.3%	71.2%
Overall—MHS 2008	73.3%	70.2%	81.1%	70.4%
Overall—MHS 2007	71.1%	69.6%	79.2%	65.9%
Air Force, Overall	75.8%	74.9%	86.4%	71.0%
1st Medical Group—Langley				
2009	73.2%*	N/A	82.4%**	69.1%*
2008	68.5%*	N/A	90.3%**	63.2%*
3rd Medical Group—Elmendorf				
2009	78.6%	72.8%*	81.0%*	80.4%*
2008	82.4%	74.8%**	87.2%*	82.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	76.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	72.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	88.4%* ↑	N/A	N/A	82.0%**
2008	84.0%*	N/A	N/A	81.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	75.9%	78.2%	79.5%	68.2%*
2008	72.6%	78.7%	71.0%	66.0%
60th Medical Group—Travis				
2009	72.2%	67.7%	87.7%*	66.9%*
2008	81.4%	85.5%	83.2%*	73.1%*
74th Medical Group—Wright-Patterson				
2009	72.5%	68.2%	80.2%*	73.7%*
2008	71.7%	73.0%	77.6%*	64.0%*
81st Medical Group—Keesler				
2009	77.7%	82.1%*	92.4%*	62.8%**
2008	77.3%	86.3%*	77.6%**	61.8%**

(continued)

Composite: Communication with Doctors

How often did doctors listen carefully to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	72.1%*	70.8%*	N/A	62.1%**
2008	75.1%*	N/A	N/A	62.8%**
96th Medical Group—Eglin				
2009	80.7%	85.3%*	97.4%*	70.6%*
2008	81.9%	80.2%*	95.9%*	77.0%*
99th Medical Group—O’Callaghan Hospital				
2009	74.7%	74.6%*	91.6%**	66.6%*
2008	73.7%	68.7%*	81.3%**	78.6%*
366th Medical Group—Mountain Home				
2009	60.8%**	N/A	N/A	N/A
2008	92.9%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication with Doctors

How often did doctors explain things in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	73.9%			
Overall—MHS 2009	73.3%	69.0%	79.0%	73.7%
Overall—MHS 2008	73.0%	68.0%	79.2%	73.8%
Overall—MHS 2007	71.0%	67.1%	77.7%	69.7%
Air Force, Overall	75.9%	72.9%	83.4%	75.1%
1st Medical Group—Langley				
2009	71.6%*	N/A	95.3%**	64.7%*
2008	75.2%*	N/A	90.3%**	71.6%*
3rd Medical Group—Elmendorf				
2009	76.0%	62.7%*	80.6%*	80.6%*
2008	80.2%	66.8%**	86.5%*	81.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	88.0%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	82.9%*	N/A	N/A	81.0%**
2008	80.5%*	N/A	N/A	78.8%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	74.3%	73.2%	79.9%	72.3%*
2008	73.2%	77.6%	70.2%	69.5%
60th Medical Group—Travis				
2009	78.7%	72.8%	84.3%*	84.0%*
2008	84.2% ↑	90.3%	83.7%*	75.2%*
74th Medical Group—Wright-Patterson				
2009	68.8%	59.1%	79.4%*	79.4%*
2008	76.4%	69.1%	83.0%*	81.3%*
81st Medical Group—Keesler				
2009	75.7%	74.3%*	82.2%*	73.6%**
2008	71.6%	64.9%*	89.4%**	71.5%**

(continued)

Composite: Communication with Doctors

How often did doctors explain things in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	72.1%*	74.9%*	N/A	61.0%**
2008	73.7%*	N/A	N/A	80.5%**
96th Medical Group—Eglin				
2009	83.9% ↑	89.4%*	94.1%*	76.8%*
2008	82.8% ↑	87.2%*	90.1%*	77.0%*
99th Medical Group—O’Callaghan Hospital				
2009	77.7%	81.1%*	79.5%**	72.5%*
2008	63.6%	51.9%*	65.0%**	80.5%*
366th Medical Group—Mountain Home				
2009	83.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	58.1%			
Overall—MHS 2009	65.7%	62.3%	67.5%	68.2%
Overall—MHS 2008	65.4%	62.3%	68.7%	66.2%
Overall—MHS 2007	63.9%	59.9%	66.6%	66.3%
Air Force, Overall	67.2% ↑	64.5%	76.1%	65.1%
1st Medical Group—Langley				
2009	67.3%*	N/A	N/A	61.6%*
2008	61.1%*	N/A	N/A	56.9%*
3rd Medical Group—Elmendorf				
2009	68.9%* ↑	72.1%**	92.0%**	55.1%**
2008	61.2%*	61.9%**	76.3%**	51.7%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	77.4%* ↑	N/A	N/A	78.4%**
2008	54.6%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	67.2% ↑	66.2%	77.8%*	61.2%*
2008	62.9%	68.0%	56.4%*	61.5%*
60th Medical Group—Travis				
2009	69.6% ↑	60.8%*	70.3%*	79.7%**
2008	73.9% ↑	75.7%*	78.1%*	67.1%**
74th Medical Group—Wright-Patterson				
2009	64.9%	60.3%*	73.7%*	62.0%**
2008	67.9% ↑	69.7%*	66.8%*	66.5%**
81st Medical Group—Keesler				
2009	61.5%*	53.6%*	66.8%**	67.0%**
2008	67.6%*	65.1%*	N/A	70.8%**

(continued)

Composite: Communication about Medications (continued)

This composite combines responses from two questions regarding how often hospital staff communicated well with patients about medications.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	54.4%*	55.8%**	N/A	N/A
2008	76.4%** ↑	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	66.5%*	69.4%**	81.8%**	58.8%*
2008	63.9%*	62.0%*	76.5%**	60.1%*
99th Medical Group—O’Callaghan Hospital				
2009	65.9%*	65.1%*	72.8%**	64.5%**
2008	61.9%*	60.6%*	N/A	65.2%**
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	71.8%			
Overall—MHS 2009	77.8%	73.8%	78.9%	81.4%
Overall—MHS 2008	77.3%	74.2%	80.1%	78.2%
Overall—MHS 2007	75.7%	71.7%	77.7%	78.6%
Air Force, Overall	80.8% ↑	75.4%	89.1%	81.6%
1st Medical Group—Langley				
2009	82.0%*	N/A	N/A	79.1%*
2008	75.6%*	N/A	N/A	71.8%*
3rd Medical Group—Elmendorf				
2009	85.8%* ↑	91.3%**	94.3%**	78.1%**
2008	72.0%*	73.8%**	85.0%**	63.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	93.9%* ↑	N/A	N/A	93.7%**
2008	82.4%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	80.6% ↑	77.8%	92.8%*	76.8%*
2008	75.3%	78.1%	65.7%*	77.9%*
60th Medical Group—Travis				
2009	80.3% ↑	65.6%*	83.5%*	95.9%**
2008	86.8% ↑	81.1%*	97.0%*	86.2%**
74th Medical Group—Wright-Patterson				
2009	79.4%	71.0%*	92.8%*	79.0%**
2008	79.1%	86.6%*	68.1%*	81.0%**
81st Medical Group—Keesler				
2009	74.9%*	65.5%**	87.0%**	78.3%**
2008	81.7%*	74.5%*	N/A	83.9%**

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	68.0%*	68.6%**	N/A	N/A
2008	88.4%** ↑	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	78.8%*	74.3%**	86.4%**	76.1%*
2008	78.7%*	76.4%*	89.5%**	75.8%*
99th Medical Group—O’Callaghan Hospital				
2009	77.4%*	80.6%*	81.8%**	71.7%**
2008	74.6%*	74.5%*	N/A	77.1%**
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	44.5%			
Overall—MHS 2009	53.7%	50.7%	56.1%	55.0%
Overall—MHS 2008	53.6%	50.3%	57.3%	54.1%
Overall—MHS 2007	52.2%	48.2%	55.4%	54.0%
Air Force, Overall	53.6% ↑	53.5%	63.1%	48.7%
1st Medical Group—Langley				
2009	52.5%*	N/A	N/A	44.1%*
2008	46.5%*	N/A	N/A	42.0%*
3rd Medical Group—Elmendorf				
2009	52.0%*	53.0%**	89.8%**	32.1%**
2008	50.3%*	49.9%**	67.7%**	40.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	60.9%*	N/A	N/A	63.1%**
2008	26.8%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	53.8% ↑	54.6%	62.7%*	45.5%*
2008	50.6%	58.0%	47.1%*	45.1%*
60th Medical Group—Travis				
2009	58.9% ↑	56.1%*	57.0%*	63.4%**
2008	61.0% ↑	70.3%*	59.1%*	47.9%**
74th Medical Group—Wright-Patterson				
2009	50.5%	49.7%*	54.5%*	45.0%**
2008	56.7% ↑	52.8%*	65.5%*	52.1%**
81st Medical Group—Keesler				
2009	48.0%*	41.7%*	46.6%**	55.7%**
2008	53.4%*	55.6%*	N/A	57.6%**

(continued)

Composite: Communication about Medications

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	40.8%*	43.0%**	N/A	N/A
2008	64.4%**	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	54.2%*	64.5%**	77.3%**	41.5%*
2008	49.0%*	47.5%*	63.4%**	44.4%*
99th Medical Group—O’Callaghan Hospital				
2009	54.4%*	49.6%*	63.9%**	57.4%**
2008	49.2%*	46.6%*	N/A	53.2%**
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects. Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	61.8%			
Overall—MHS 2009	61.1%	58.1%	61.0%	63.6%
Overall—MHS 2008	60.0%	56.1%	62.0%	61.7%
Overall—MHS 2007	58.2%	54.6%	59.0%	60.4%
Air Force, Overall	66.9% ↑	64.9%	67.5%	68.0%
1st Medical Group—Langley				
2009	65.6%*	N/A	77.3%**	59.0%*
2008	60.9%*	N/A	N/A	61.5%*
3rd Medical Group—Elmendorf				
2009	67.3%	60.2%*	53.0%**	82.2%*
2008	68.2%*	81.1%**	81.7%*	57.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	81.6%* ↑	N/A	N/A	83.0%**
2008	63.3%**	N/A	N/A	47.5%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	61.3%	65.1%	60.9%	54.6%*
2008	49.7% ↓	52.6%	50.4%	45.9%*
60th Medical Group—Travis				
2009	73.4% ↑	73.9%	64.4%*	81.5%**
2008	78.4% ↑	80.3%*	74.8%*	79.4%**
74th Medical Group—Wright-Patterson				
2009	65.9%	57.6%*	75.4%*	66.4%*
2008	75.6% ↑	72.0%*	76.4%*	78.8%*
81st Medical Group—Keesler				
2009	59.7%	63.9%*	59.4%*	52.8%**
2008	65.3%*	75.1%*	80.0%**	46.8%**

(continued)

Composite: Responsiveness of Hospital Staff (continued)

This composite combines responses from two questions regarding how responsive hospital staff were with patients.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	71.7%*	66.2%*	N/A	68.5%**
2008	55.4%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	69.6%	67.8%**	72.2%*	67.2%*
2008	65.3%	77.6%*	54.7%**	64.6%*
99th Medical Group—O’Callaghan Hospital				
2009	61.8%	53.5%*	57.9%**	68.6%**
2008	70.1%	68.4%*	84.3%**	68.1%*
366th Medical Group—Mountain Home				
2009	70.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	58.7%			
Overall—MHS 2009	57.0%	56.9%	57.4%	56.8%
Overall—MHS 2008	56.9%	56.3%	59.9%	55.2%
Overall—MHS 2007	54.3%	53.1%	56.4%	53.9%
Air Force, Overall	62.7% ↑	64.2%	65.7%	60.0%
1st Medical Group—Langley				
2009	61.9%*	N/A	85.2%**	54.4%*
2008	59.4%*	N/A	N/A	57.2%*
3rd Medical Group—Elmendorf				
2009	72.6% ↑	57.7%*	65.9%**	81.9%*
2008	68.0%*	77.4%**	73.3%*	62.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	89.4%** ↑	N/A	N/A	81.5%**
2008	74.4%**	N/A	N/A	63.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	54.6%	63.2%	60.7%	35.4%*
2008	43.4% ↓	53.9%	46.0%	31.8%*
60th Medical Group—Travis				
2009	72.9% ↑	73.2%	60.1%*	84.0%**
2008	78.4% ↑	81.1%*	72.5%*	81.0%**
74th Medical Group—Wright-Patterson				
2009	53.6%	48.4%*	62.5%*	54.2%*
2008	71.8% ↑	74.4%*	73.0%*	68.4%*
81st Medical Group—Keesler				
2009	56.7%*	74.0%*	57.7%*	35.6%**
2008	63.8%*	69.7%*	91.5%**	39.6%**

(continued)

Composite: Responsiveness of Hospital Staff

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	63.2%*	61.3%*	N/A	59.8%**
2008	76.5%** ↑	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	69.0%	85.1%**	69.1%*	64.6%*
2008	67.4%	83.2%*	58.1%**	64.1%*
99th Medical Group—O’Callaghan Hospital				
2009	57.0%	56.4%*	56.6%**	57.9%**
2008	62.5%	57.8%*	68.5%**	69.1%**
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	64.8%			
Overall—MHS 2009	65.3%	59.3%	64.6%	70.3%
Overall—MHS 2008	63.2%	55.8%	64.1%	68.1%
Overall—MHS 2007	62.0%	56.0%	61.6%	66.9%
Air Force, Overall	71.1% ↑	65.6%	69.3%	76.1%
1st Medical Group—Langley				
2009	69.2%*	N/A	69.4%**	63.7%**
2008	62.3%*	N/A	N/A	65.8%*
3rd Medical Group—Elmendorf				
2009	62.0%*	62.7%**	40.1%**	82.6%**
2008	68.4%*	N/A	90.0%**	52.3%**
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	73.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	68.0%	67.0%	61.1%*	73.8%*
2008	55.9% ↓	51.2%*	54.8%*	60.1%*
60th Medical Group—Travis				
2009	73.8%	74.6%*	68.6%*	79.0%**
2008	78.3% ↑	79.4%*	77.1%*	N/A
74th Medical Group—Wright-Patterson				
2009	78.1% ↑	66.8%*	88.3%*	78.6%**
2008	79.4%* ↑	69.6%*	79.9%*	89.2%**
81st Medical Group—Keesler				
2009	62.7%*	53.7%**	61.1%**	69.9%**
2008	66.8%*	80.4%**	N/A	54.1%**

(continued)

Composite: Responsiveness of Hospital Staff

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	80.3%* ↑	71.2%**	N/A	N/A
2008	34.3%** ↓	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	70.1%*	N/A	75.3%**	69.7%*
2008	63.2%*	72.0%**	N/A	65.0%**
99th Medical Group—O'Callaghan Hospital				
2009	66.5%*	50.6%**	N/A	79.4%**
2008	77.7%*	79.0%**	N/A	67.1%**
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

This composite combines responses from two questions regarding how often pain controlled.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	69.0%			
Overall—MHS 2009	63.3%	59.3%	67.5%	63.1%
Overall—MHS 2008	63.1%	59.8%	69.9%	60.1%
Overall—MHS 2007	61.3%	59.2%	66.6%	58.5%
Air Force, Overall	65.1% ↓	62.7%	76.1%	61.0%
1st Medical Group—Langley				
2009	69.0%*	N/A	71.5%**	66.6%*
2008	63.8%*	N/A	N/A	61.2%*
3rd Medical Group—Elmendorf				
2009	62.7%*	56.8%**	69.2%**	62.4%*
2008	67.1%	N/A	79.7%*	57.6%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	67.2%*	N/A	N/A	71.4%**
2008	65.9%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	61.8% ↓	63.4%	76.9%	50.2%*
2008	58.2% ↓	66.8%	53.7%	55.3%*
60th Medical Group—Travis				
2009	67.4%	69.1%*	72.6%*	61.7%*
2008	76.4%	76.6%*	68.2%*	83.7%*
74th Medical Group—Wright-Patterson				
2009	68.8%	61.3%*	83.8%*	60.5%*
2008	65.2%	64.6%*	68.9%*	62.1%*
81st Medical Group—Keesler				
2009	67.8%*	53.9%**	69.9%*	74.0%**
2008	59.6%*	57.8%*	65.1%**	58.7%**

(continued)

Composite: Pain Control (continued)

This composite combines responses from two questions regarding how often pain controlled.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	61.7%*	67.0%**	N/A	52.4%**
2008	59.7%*	N/A	N/A	44.6%**
96th Medical Group—Eglin				
2009	66.6%	N/A	79.0%*	63.3%*
2008	55.7% ↓	54.8%**	49.5%**	58.7%*
99th Medical Group—O’Callaghan Hospital				
2009	66.4%*	61.2%*	91.5%**	59.2%**
2008	63.7%	57.7%*	76.0%**	66.3%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

During this hospital stay, how often was your pain well controlled?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	62.1%			
Overall—MHS 2009	55.7%	50.7%	60.3%	55.7%
Overall—MHS 2008	55.4%	51.2%	63.0%	52.4%
Overall—MHS 2007	53.2%	50.9%	58.8%	50.4%
Air Force, Overall	57.7% ↓	53.7%	70.1%	53.8%
1st Medical Group—Langley				
2009	67.3%*	N/A	60.8%**	64.0%*
2008	57.6%*	N/A	N/A	55.6%*
3rd Medical Group—Elmendorf				
2009	55.0%*	56.3%**	62.8%**	51.3%*
2008	57.0%	N/A	74.2%*	44.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	55.8%*	N/A	N/A	64.4%**
2008	56.2%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	54.1% ↓	54.1%	69.8%	43.5%*
2008	48.7% ↓	54.5%	47.9%	45.5%*
60th Medical Group—Travis				
2009	61.5%	63.4%*	66.4%*	55.8%*
2008	67.7%	66.9%*	57.1%*	78.0%*
74th Medical Group—Wright-Patterson				
2009	60.6%	46.9%*	85.4%*	48.7%*
2008	55.1%	45.2%*	67.1%*	51.0%*
81st Medical Group—Keesler				
2009	59.5%*	41.0%**	54.7%*	72.0%**
2008	50.6%*	41.7%*	54.6%**	59.0%**

(continued)

Composite: Pain Control

During this hospital stay, how often was your pain well controlled? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	51.5%*	59.9%**	N/A	40.9%**
2008	52.7%*	N/A	N/A	30.4%**
96th Medical Group—Eglin				
2009	59.3%	N/A	71.6%*	57.2%*
2008	43.4% ↓	43.7%**	31.6%**	48.6%*
99th Medical Group—O’Callaghan Hospital				
2009	60.1%*	55.4%*	89.3%**	50.3%**
2008	53.1%	45.0%*	64.0%**	58.5%*
366th Medical Group—Mountain Home				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	76.0%			
Overall—MHS 2009	71.0%	67.9%	74.6%	70.5%
Overall—MHS 2008	70.8%	68.4%	76.8%	67.8%
Overall—MHS 2007	69.3%	67.5%	74.4%	66.6%
Air Force, Overall	72.6% ↓	71.7%	82.1%	68.2%
1st Medical Group—Langley				
2009	70.7%*	N/A	82.2%**	69.2%*
2008	69.9%*	N/A	N/A	66.8%*
3rd Medical Group—Elmendorf				
2009	70.4%*	57.3%**	75.5%**	73.6%*
2008	77.1%	N/A	85.2%*	70.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	78.6%*	N/A	N/A	78.3%**
2008	75.7%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	69.5%	72.7%	83.9%	56.9%*
2008	67.7% ↓	79.0%	59.5%	65.1%*
60th Medical Group—Travis				
2009	73.3%	74.9%*	78.8%*	67.6%*
2008	85.2% ↑	86.3%*	79.4%*	89.4%*
74th Medical Group—Wright-Patterson				
2009	76.9%	75.6%*	82.1%*	72.3%*
2008	75.2%	83.9%*	70.7%*	73.3%*
81st Medical Group—Keesler				
2009	76.0%*	66.8%**	85.2%*	76.1%**
2008	68.6%*	73.9%*	75.6%**	58.5%**

(continued)

Composite: Pain Control

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	71.8%*	74.2%**	N/A	64.0%**
2008	66.7%*	N/A	N/A	58.8%**
96th Medical Group—Eglin				
2009	73.9%	N/A	86.4%*	69.5%*
2008	68.0%	66.0%**	67.5%**	68.8%*
99th Medical Group—O’Callaghan Hospital				
2009	72.8%*	66.9%*	93.7%**	68.0%**
2008	74.3%	70.3%*	88.0%**	74.1%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	68.6%			
Overall—MHS 2009	71.3%	72.4%	73.6%	68.2%
Overall—MHS 2008	69.7%	69.7%	73.3%	66.6%
Overall—MHS 2007	68.2%	69.0%	71.6%	64.4%
Air Force, Overall	68.0%	69.4%	73.5%	63.5%
1st Medical Group—Langley				
2009	66.0%*	N/A	90.2%**	58.1%*
2008	58.6%*	N/A	79.0%**	52.1%*
3rd Medical Group—Elmendorf				
2009	62.7%	66.9%*	58.4%*	62.4%*
2008	78.0% ↑	87.2%**	88.7%*	68.7%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	90.6%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	61.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	81.4%*	N/A	N/A	83.7%**
2008	64.0%*	N/A	N/A	44.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	67.7%	67.6%	70.1%	66.1%*
2008	72.6%	74.8%	61.4%	77.1%*
60th Medical Group—Travis				
2009	69.5%	71.5%	70.3%*	65.2%*
2008	77.5% ↑	84.0%	85.3%*	60.3%*
74th Medical Group—Wright-Patterson				
2009	71.7%	75.9%	74.2%*	58.7%*
2008	78.4% ↑	80.3%	78.3%*	75.6%*
81st Medical Group—Keesler				
2009	68.5%	68.9%*	56.8%*	75.1%**
2008	75.2%	84.9%*	61.3%**	67.9%**

(continued)

Hospital Environment

During this hospital stay, how often were your room and bathroom kept clean?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	71.4%*	70.5%*	N/A	63.4%**
2008	72.5%*	N/A	N/A	58.7%**
96th Medical Group—Eglin				
2009	72.4%	80.8%*	79.6%*	66.0%*
2008	66.0%	63.5%*	54.5%*	72.4%*
99th Medical Group—O’Callaghan Hospital				
2009	56.4% ↓	59.2%*	73.6%**	44.4%*
2008	68.4%	69.8%*	51.1%**	72.2%*
366th Medical Group—Mountain Home				
2009	61.5%**	N/A	N/A	N/A
2008	87.8%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Hospital Environment

During this hospital stay, how often was the area around your room quiet at night?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	54.9%			
Overall—MHS 2009	59.1%	54.4%	58.9%	64.6%
Overall—MHS 2008	58.1%	52.8%	59.3%	63.4%
Overall—MHS 2007	57.4%	52.9%	56.4%	63.3%
Air Force, Overall	59.4% ↑	51.1%	61.1%	67.4%
1st Medical Group—Langley				
2009	65.7%*	N/A	97.1%**	57.5%*
2008	52.3%*	N/A	96.0%**	47.5%*
3rd Medical Group—Elmendorf				
2009	52.4%	52.9%*	18.8%*	66.7%*
2008	67.3% ↑	60.4%**	69.1%*	68.6%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	78.5%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	84.3%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	81.4%* ↑	N/A	N/A	82.5%**
2008	52.2%**	N/A	N/A	26.1%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	54.5%	43.6%	55.2%	76.8%*
2008	57.7%	54.3%	44.6%	70.1%*
60th Medical Group—Travis				
2009	57.5%	50.6%	57.8%*	69.2%*
2008	63.5% ↑	60.8%	64.8%*	66.4%*
74th Medical Group—Wright-Patterson				
2009	49.4%	45.6%	70.7%*	33.6%*
2008	55.6%	51.1%	60.2%*	58.5%*
81st Medical Group—Keesler				
2009	61.3%	63.0%*	53.7%*	63.4%**
2008	59.9%	54.0%*	64.8%**	66.6%**

(continued)

Hospital Environment

During this hospital stay, how often was the area around your room quiet at night? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	66.8%*	56.9%*	N/A	72.0%**
2008	75.8%* ↑	N/A	N/A	54.1%**
96th Medical Group—Eglin				
2009	72.9% ↑	76.2%*	64.9%*	76.0%*
2008	67.8% ↑	56.2%*	69.3%*	73.8%*
99th Medical Group—O’Callaghan Hospital				
2009	47.4%	46.6%*	62.1%**	41.4%*
2008	69.8% ↑	65.7%*	48.5%**	83.1%*
366th Medical Group—Mountain Home				
2009	95.0%** ↑	N/A	N/A	N/A
2008	91.1%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	80.9%			
Overall—MHS 2009	84.5%	80.5%	88.5%	85.6%
Overall—MHS 2008	83.3%	78.4%	88.9%	84.1%
Overall—MHS 2007	82.6%	78.2%	87.7%	83.1%
Air Force, Overall	86.7% ↑	84.2%	91.8%	86.4%
1st Medical Group—Langley				
2009	88.4%* ↑	N/A	96.1%**	85.7%*
2008	81.6%*	N/A	89.7%**	83.5%*
3rd Medical Group—Elmendorf				
2009	86.5%	84.0%*	96.1%**	83.4%*
2008	87.8% ↑	90.5%**	93.0%*	84.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	93.2%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	90.3%* ↑	N/A	N/A	84.2%**
2008	78.2%**	N/A	N/A	81.6%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	86.5% ↑	87.9%	87.4%	83.3%*
2008	80.9%	82.8%	80.6%	79.0%*
60th Medical Group—Travis				
2009	83.2%	74.8%	87.7%*	92.6%*
2008	86.1% ↑	79.4%*	92.0%*	90.4%*
74th Medical Group—Wright-Patterson				
2009	89.7% ↑	88.1%	89.7%*	93.6%*
2008	87.8% ↑	85.6%	98.2%*	80.8%*
81st Medical Group—Keesler				
2009	83.2%	79.1%*	90.1%*	84.1%**
2008	83.4%	76.8%*	98.9%**	84.4%**

(continued)

Composite: Discharge Information (continued)

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	87.1%*	81.1%*	N/A	88.6%**
2008	86.7%*	N/A	N/A	87.2%**
96th Medical Group—Eglin				
2009	88.5% ↑	76.4%*	94.7%*	89.3%*
2008	88.8% ↑	91.1%*	97.6%*	83.5%*
99th Medical Group—O'Callaghan Hospital				
2009	84.0%	80.2%*	94.9%**	83.4%**
2008	81.7%	76.6%*	86.6%**	87.0%*
366th Medical Group—Mountain Home				
2009	90.0%**	N/A	N/A	N/A
2008	88.7%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	78.1%			
Overall—MHS 2009	79.5%	77.1%	86.0%	77.0%
Overall—MHS 2008	78.4%	75.6%	86.2%	75.2%
Overall—MHS 2007	77.4%	75.7%	85.5%	72.6%
Air Force, Overall	80.9% ↑	79.9%	89.1%	77.6%
1st Medical Group—Langley				
2009	79.9%*	N/A	94.5%**	75.2%*
2008	74.8%*	N/A	N/A	74.6%*
3rd Medical Group—Elmendorf				
2009	79.9%	83.3%*	95.7%**	71.3%*
2008	82.4%	89.7%**	87.6%*	77.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	86.3%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	87.5%*	N/A	N/A	79.9%**
2008	61.5%**	N/A	N/A	63.2%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	81.2%	82.6%	81.9%	78.1%*
2008	76.3%	77.4%	78.0%	74.0%*
60th Medical Group—Travis				
2009	76.8%	68.9%	82.4%*	85.1%**
2008	80.8%	75.3%*	86.9%*	83.4%*
74th Medical Group—Wright-Patterson				
2009	87.0% ↑	86.0%	88.9%*	87.2%*
2008	83.9%	85.6%	98.2%*	66.8%*
81st Medical Group—Keesler				
2009	76.7%	76.8%*	87.8%*	70.1%**
2008	81.9%	70.8%*	97.8%**	90.1%**

(continued)

Composite: Discharge Information

**During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?
(continued)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	83.0%*	77.7%*	N/A	81.7%**
2008	84.5%*	N/A	N/A	89.5%**
96th Medical Group—Eglin				
2009	84.2%	79.4%*	92.3%*	81.8%*
2008	81.5%	87.0%*	100.0%*	70.0%*
99th Medical Group—O’Callaghan Hospital				
2009	76.1%	74.1%*	93.8%**	70.1%**
2008	77.9%	79.0%*	75.9%**	77.2%*
366th Medical Group—Mountain Home				
2009	80.0%**	N/A	N/A	N/A
2008	80.4%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

**Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.*

***This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.*

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
HCAHPS Civilian Benchmark	83.7%			
Overall—MHS 2009	89.5%	84.0%	91.0%	94.3%
Overall—MHS 2008	88.1%	81.3%	91.5%	93.1%
Overall—MHS 2007	87.7%	80.6%	90.0%	93.6%
Air Force, Overall	92.4% ↑	88.6%	94.5%	95.2%
1st Medical Group—Langley				
2009	96.8%* ↑	N/A	97.7%**	96.2%*
2008	88.4%*	N/A	85.4%**	92.4%*
3rd Medical Group—Elmendorf				
2009	93.0% ↑	84.6%*	96.6%**	95.5%*
2008	93.2% ↑	91.2%**	98.4%*	91.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	100.0%** ↑	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	93.1%* ↑	N/A	N/A	88.5%**
2008	94.8%** ↑	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	91.8% ↑	93.2%	92.9%	88.5%*
2008	85.6%	88.1%	83.1%	84.1%*
60th Medical Group—Travis				
2009	89.5% ↑	80.7%	92.9%*	100.0%*
2008	91.5% ↑	83.5%*	97.1%*	97.4%*
74th Medical Group—Wright-Patterson				
2009	92.3% ↑	90.1%	90.4%*	100.0%*
2008	91.8% ↑	85.6%	98.2%*	94.7%*
81st Medical Group—Keesler				
2009	89.8% ↑	81.5%*	92.5%*	98.1%**
2008	85.0%	82.8%*	100.0%**	78.7%**

(continued)

Composite: Discharge Information

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	91.2%* ↑	84.4%*	N/A	95.6%**
2008	88.8%*	N/A	N/A	84.9%**
96th Medical Group—Eglin				
2009	92.7% ↑	73.3%*	97.1%*	96.9%*
2008	96.1% ↑	95.3%*	95.1%*	96.9%*
99th Medical Group—O’Callaghan Hospital				
2009	91.9% ↑	86.4%*	96.1%**	96.8%**
2008	85.6%	74.2%*	97.2%**	96.8%*
366th Medical Group—Mountain Home				
2009	100.0%** ↑	N/A	N/A	N/A
2008	97.0%** ↑	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the HCAHPS civilian score. Your MHS score is: higher ↑ or lower ↓ than the HCAHPS benchmark.

Air Force Report:
DoD Composites and Questions

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.3%	84.1%	85.3%	78.5%
Overall—MHS 2008	82.2%	83.2%	87.2%	77.2%
Air Force, Overall	84.3%	87.0%	89.2%	79.1%
1st Medical Group—Langley				
2009	78.7%*	N/A	100.0%**	72.5%*
2008	78.0%*	N/A	N/A	73.3%*
3rd Medical Group—Elmendorf				
2009	85.3%	84.0%*	84.9%**	86.0%*
2008	86.5%	95.6%**	99.3%*	77.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	80.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	88.9%*	N/A	N/A	87.2%**
2008	88.0%**	N/A	N/A	85.9%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	86.3%	89.9%	88.4%	78.3%*
2008	84.0%	90.9%	78.6%	80.0%*
60th Medical Group—Travis				
2009	86.6%	84.6%	94.0%*	83.7%*
2008	87.3%	92.9%*	83.5%*	83.2%*
74th Medical Group—Wright-Patterson				
2009	80.4%	78.5%	83.5%*	81.0%*
2008	87.0%	94.5%	82.5%*	80.8%*
81st Medical Group—Keesler				
2009	85.2%	88.3%*	90.1%*	78.7%**
2008	89.7%*	98.2%*	85.6%**	78.8%**

(continued)

Composite: Your Family and Friends

This composite combines responses from two questions about communications with family and close friends. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	79.1%*	82.3%*	N/A	69.9%**
2008	78.3%*	N/A	N/A	78.5%**
96th Medical Group—Eglin				
2009	85.2%	87.0%*	92.1%*	81.1%*
2008	80.5%	81.1%*	80.1%*	80.3%*
99th Medical Group—O’Callaghan Hospital				
2009	85.5%	92.9%*	89.0%**	75.8%**
2008	81.7%	82.2%*	98.6%**	75.3%*
366th Medical Group—Mountain Home				
2009	56.2%**	N/A	N/A	N/A
2008	92.9%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.3%	84.7%	88.0%	81.2%
Overall—MHS 2008	84.1%	83.9%	89.9%	79.9%
Air Force, Overall	86.8%	87.8%	92.9%	82.7%
1st Medical Group—Langley				
2009	80.4%*	N/A	100.0%**	74.7%*
2008	79.4%*	N/A	N/A	75.1%*
3rd Medical Group—Elmendorf				
2009	89.6%	89.9%*	84.6%**	91.5%*
2008	86.2%	97.1%**	100.0%*	75.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	76.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	95.1%* ↑	N/A	N/A	95.9%**
2008	96.9%**	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	87.8%	90.5%	91.1%	80.7%*
2008	87.8%	91.2%	88.0%	84.0%*
60th Medical Group—Travis				
2009	86.9%	83.3%	93.2%*	87.4%**
2008	89.1%	95.5%*	85.1%*	83.9%*
74th Medical Group—Wright-Patterson				
2009	81.3%	75.2%	88.9%*	85.8%*
2008	86.4%	91.9%	85.1%*	79.7%*
81st Medical Group—Keesler				
2009	87.9%	88.3%*	92.8%*	85.0%**
2008	90.1%*	98.8%*	76.5%**	84.0%**

(continued)

Composite: Your Family and Friends

How often did doctors treat your family or close friend with courtesy and respect?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	84.9%*	89.3%*	N/A	73.6%**
2008	78.8%*	N/A	N/A	78.5%**
96th Medical Group—Eglin				
2009	89.5%	86.3%*	100.0%*	85.1%*
2008	82.7%	81.5%*	85.5%*	82.1%*
99th Medical Group—O’Callaghan Hospital				
2009	89.5%	97.1%*	97.8%**	77.1%**
2008	83.1%	84.5%*	100.0%**	75.5%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	92.9%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.4%	83.5%	82.5%	75.9%
Overall—MHS 2008	80.3%	82.5%	84.5%	74.6%
Air Force, Overall	81.8%	86.3%	85.4%	75.6%
1st Medical Group—Langley				
2009	77.0%*	N/A	100.0%**	70.3%*
2008	76.6%*	N/A	N/A	71.6%*
3rd Medical Group—Elmendorf				
2009	81.0%	78.2%*	85.2%**	80.6%*
2008	86.7%	94.2%**	98.6%*	78.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	84.5%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	82.7%*	N/A	N/A	78.6%**
2008	79.0%**	N/A	N/A	71.8%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	84.8%	89.3%	85.7%	75.8%*
2008	80.3%	90.6%	69.1%	75.9%*
60th Medical Group—Travis				
2009	86.3%	85.8%	94.7%*	80.0%*
2008	85.6%	90.2%*	81.9%*	82.4%*
74th Medical Group—Wright-Patterson				
2009	79.5%	81.8%	78.0%*	76.2%*
2008	87.7%	97.1%	80.0%*	82.0%*
81st Medical Group—Keesler				
2009	82.5%	88.3%*	87.4%*	72.5%**
2008	89.3%*	97.6%*	94.7%**	73.6%**

(continued)

Composite: Your Family and Friends

During this hospital stay, how often did nurses treat your family or close friend with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	73.3%*	75.3%*	N/A	66.1%**
2008	77.8%*	N/A	N/A	78.5%**
96th Medical Group—Eglin				
2009	80.8%	87.7%*	84.3%*	77.1%*
2008	78.2%	80.6%*	74.8%*	78.4%*
99th Medical Group—O’Callaghan Hospital				
2009	81.4%	88.6%*	80.2%**	74.5%**
2008	80.3%	79.8%*	97.3%**	75.1%*
366th Medical Group—Mountain Home				
2009	53.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	73.9%	73.3%	77.3%	71.2%
Overall—MHS 2008	72.8%	72.0%	77.4%	69.2%
Air Force, Overall	72.2%	73.4%	78.7%	65.9%
1st Medical Group—Langley				
2009	71.2%*	N/A	86.7%**	68.4%*
2008	65.1%*	N/A	88.9%**	54.7%*
3rd Medical Group—Elmendorf				
2009	73.9%	74.9%*	81.5%*	68.6%*
2008	72.8%	81.3%**	84.1%*	58.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	70.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	71.9%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	66.1%*	N/A	N/A	65.6%**
2008	68.0%**	N/A	N/A	60.4%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	72.0%	71.9%	79.8%	64.6%*
2008	67.3%	71.9%	60.3%	63.8%*
60th Medical Group—Travis				
2009	73.6%	74.7%	80.9%*	62.9%*
2008	80.3%	80.2%	82.9%*	79.5%*
74th Medical Group—Wright-Patterson				
2009	74.6%	75.2%	76.8%*	68.3%*
2008	74.1%	76.8%	72.0%*	71.9%*
81st Medical Group—Keesler				
2009	73.9%	74.4%*	80.5%*	71.1%**
2008	69.3%	71.3%*	73.0%**	68.6%**

(continued)

Composite: Interaction with Other Hospital Staff

This composite combines responses from eight questions about interactions with other hospital staff. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	64.3%*	68.1%*	N/A	43.3%**
2008	74.3%*	N/A	N/A	72.2%**
96th Medical Group—Eglin				
2009	74.6%	83.1%*	80.1%*	67.2%*
2008	68.7%	72.1%*	73.5%*	62.2%*
99th Medical Group—O’Callaghan Hospital				
2009	70.3%	72.1%*	76.1%**	65.6%**
2008	65.8%	61.2%*	80.7%**	69.0%*
366th Medical Group—Mountain Home				
2009	74.5%**	N/A	N/A	N/A
2008	73.1%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.6%	82.3%	85.4%	80.8%
Overall—MHS 2008	83.0%	83.2%	85.8%	80.1%
Air Force, Overall	83.5%	83.5%	91.9%	78.9%
1st Medical Group—Langley				
2009	80.1%*	N/A	100.0%**	75.7%*
2008	75.1%*	N/A	N/A	68.2%*
3rd Medical Group—Elmendorf				
2009	91.8%* ↑	87.1%*	95.7%**	92.7%**
2008	82.9%*	91.7%**	98.4%*	65.4%**
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	94.4%* ↑	N/A	N/A	90.3%**
2008	76.8%**	N/A	N/A	65.5%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	84.5%	84.3%	93.5%	78.4%*
2008	75.4%	82.2%	65.7%	72.4%*
60th Medical Group—Travis				
2009	81.9%	80.8%	92.6%*	75.1%**
2008	93.8%	94.6%	98.0%*	86.6%**
74th Medical Group—Wright-Patterson				
2009	80.8%	82.5%	71.0%*	85.8%**
2008	85.3%	90.4%	78.5%*	81.8%*
81st Medical Group—Keesler				
2009	82.9%	82.8%*	91.5%*	74.4%**
2008	83.7%*	83.2%*	94.9%**	76.7%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	74.9%*	75.8%*	N/A	65.5%**
2008	81.9%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	88.6%	93.7%*	98.6%*	82.0%*
2008	84.4%	87.0%*	90.7%**	80.1%*
99th Medical Group—O’Callaghan Hospital				
2009	78.3%	81.3%*	92.0%**	67.0%**
2008	77.7%	74.7%*	N/A	80.4%**
366th Medical Group—Mountain Home				
2009	72.9%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	51.7%	49.5%	56.1%	51.1%
Overall—MHS 2008	52.0%	49.5%	57.5%	50.7%
Air Force, Overall	48.9%	48.8%	51.7%	47.6%
1st Medical Group—Langley				
2009	45.6%*	N/A	59.3%**	42.3%*
2008	35.4%*	N/A	N/A	24.2%*
3rd Medical Group—Elmendorf				
2009	50.0%*	61.9%*	44.6%**	44.8%**
2008	61.1%*	70.0%**	76.7%*	43.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	56.4%*	N/A	N/A	26.4%**
2008	41.3%**	N/A	N/A	25.4%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	47.8%	45.3%	52.8%	51.0%*
2008	41.9%	39.7%	38.6%	47.7%*
60th Medical Group—Travis				
2009	49.7%	49.5%	56.2%*	44.9%**
2008	59.7%	54.3%	61.2%*	69.8%**
74th Medical Group—Wright-Patterson				
2009	50.2%	47.8%	57.9%*	49.4%**
2008	48.6%	43.5%	46.0%*	60.0%*
81st Medical Group—Keesler				
2009	44.1%	43.0%*	48.2%*	42.6%**
2008	36.1%*	40.5%*	24.3%**	35.5%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff who took blood from you do this without causing you too much pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	39.6%*	46.4%*	N/A	43.2%**
2008	50.0%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	52.6%	72.3%*	47.1%*	49.0%*
2008	49.1%	54.3%*	35.3%**	51.1%*
99th Medical Group—O’Callaghan Hospital				
2009	52.6%	52.5%*	60.6%**	48.8%**
2008	37.6%	28.5%*	N/A	56.5%**
366th Medical Group—Mountain Home				
2009	65.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.0%	78.4%	83.7%	79.2%
Overall—MHS 2008	77.8%	75.9%	82.9%	76.1%
Air Force, Overall	76.6%	76.4%	84.0%	72.7%
1st Medical Group—Langley				
2009	77.2%*	N/A	91.4%**	73.8%*
2008	67.1%*	N/A	N/A	60.1%*
3rd Medical Group—Elmendorf				
2009	84.1%*	71.3%*	96.1%**	85.4%**
2008	81.1%*	85.8%**	98.4%**	65.2%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	52.7%* ↓	N/A	N/A	52.9%**
2008	74.3%**	N/A	N/A	68.0%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	72.3%	73.3%	79.2%	64.4%*
2008	69.4%	75.4%	62.7%	65.3%*
60th Medical Group—Travis				
2009	79.3%	77.4%	84.4%*	79.1%**
2008	79.2%	76.6%	85.1%*	78.0%**
74th Medical Group—Wright-Patterson				
2009	80.7%	82.1%	82.2%*	75.8%**
2008	78.4%	84.5%	87.1%*	60.9%*
81st Medical Group—Keesler				
2009	82.6%	81.2%*	95.7%*	73.3%**
2008	67.8%*	68.3%*	67.7%**	66.9%**

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before taking your blood? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	63.8%*	69.6%*	N/A	61.9%**
2008	73.6%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	84.6% ↑	88.5%*	89.5%*	80.9%*
2008	75.3%	72.9%*	98.4%**	67.4%*
99th Medical Group—O’Callaghan Hospital				
2009	73.6%	75.3%*	91.6%**	62.4%**
2008	67.2%	62.2%*	N/A	71.6%**
366th Medical Group—Mountain Home				
2009	78.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	82.0%	82.5%	85.3%	79.0%
Overall—MHS 2008	82.2%	82.3%	86.7%	78.4%
Air Force, Overall	81.7%	84.4%	87.6%	75.9%
1st Medical Group—Langley				
2009	81.2%*	N/A	97.6%**	76.4%*
2008	75.6%*	N/A	96.0%**	70.4%*
3rd Medical Group—Elmendorf				
2009	85.6%	81.6%*	87.5%**	86.8%*
2008	77.5%	78.9%**	89.1%*	70.2%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	90.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	89.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	82.8%*	N/A	N/A	83.6%**
2008	72.7%**	N/A	N/A	58.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	83.8%	83.7%	92.5%	77.4%*
2008	80.8%	85.6%	76.7%	77.8%*
60th Medical Group—Travis				
2009	85.8%	91.7%	92.3%*	70.7%*
2008	91.0%	92.8%*	94.0%*	85.4%*
74th Medical Group—Wright-Patterson				
2009	78.2%	78.4%	76.2%*	80.2%*
2008	91.6%	90.3%	93.2%*	91.9%*
81st Medical Group—Keesler				
2009	78.5%	84.8%*	77.6%*	70.9%**
2008	91.2%*	97.3%*	97.7%**	77.1%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs treat you with courtesy and respect?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	75.4%*	76.9%*	N/A	67.0%**
2008	87.0%*	N/A	N/A	86.7%**
96th Medical Group—Eglin				
2009	78.3%	88.5%*	83.6%*	72.5%*
2008	76.5%	77.1%*	76.4%*	76.2%*
99th Medical Group—O’Callaghan Hospital				
2009	80.9%	85.1%*	96.1%**	68.0%**
2008	85.2%	81.8%*	96.7%**	85.7%*
366th Medical Group—Mountain Home				
2009	74.3%**	N/A	N/A	N/A
2008	90.0%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	52.5%	50.9%	58.6%	49.5%
Overall—MHS 2008	51.5%	49.4%	58.6%	47.7%
Air Force, Overall	47.9%	48.5%	62.1%	39.5%
1st Medical Group—Langley				
2009	44.6%*	N/A	66.6%**	39.4%*
2008	35.7%*	N/A	67.8%**	28.1%*
3rd Medical Group—Elmendorf				
2009	50.4%	68.7%*	57.9%**	38.0%*
2008	46.4%	56.7%**	62.2%*	33.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	53.9%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	53.0%*	N/A	N/A	20.4%**
2008	35.8%**	N/A	N/A	27.1%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	46.3%	41.7%	59.2%	45.0%*
2008	43.1%	43.7%	33.0%	48.8%*
60th Medical Group—Travis				
2009	52.9%	55.1%	73.3%*	30.2%**
2008	61.5%	63.4%*	60.8%*	59.3%*
74th Medical Group—Wright-Patterson				
2009	54.3%	53.0%	74.8%*	32.8%*
2008	59.9%	60.3%	60.1%*	58.9%*
81st Medical Group—Keesler				
2009	49.9%	45.3%*	55.8%*	52.2%**
2008	48.4%*	58.2%*	34.2%**	42.9%**

(continued)

Composite: Interaction with Other Hospital Staff

How often did the staff starting your IVs do this without causing you too much pain? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	45.8%*	54.4%*	N/A	50.2%**
2008	60.5%*	N/A	N/A	55.2%**
96th Medical Group—Eglin				
2009	43.0%	62.0%*	53.7%*	31.5%*
2008	47.9%	51.3%*	39.7%*	49.7%*
99th Medical Group—O’Callaghan Hospital				
2009	48.1%	42.5%*	63.5%**	47.4%**
2008	47.1%	37.4%*	71.4%**	51.4%*
366th Medical Group—Mountain Home				
2009	30.6%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.0%	76.5%	80.9%	71.6%
Overall—MHS 2008	73.4%	73.5%	80.7%	67.1%
Air Force, Overall	73.9%	79.0%	83.2%	63.8%
1st Medical Group—Langley				
2009	75.8%*	N/A	92.2%**	70.7%*
2008	67.1%*	N/A	92.4%**	63.0%*
3rd Medical Group—Elmendorf				
2009	73.6%	74.7%*	98.5%**	62.1%*
2008	69.9%	85.4%**	85.4%*	55.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	68.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	73.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	51.7%* ↓	N/A	N/A	51.3%**
2008	50.3%**	N/A	N/A	39.1%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	74.1%	78.2%	86.1%	57.7%*
2008	67.2%	77.2%	60.1%	59.9%*
60th Medical Group—Travis				
2009	75.6%	73.5%	89.2%*	66.7%**
2008	76.7%	80.7%*	83.7%*	64.3%*
74th Medical Group—Wright-Patterson				
2009	81.3%	82.6%	85.0%*	74.2%*
2008	78.2%	83.1%	84.9%*	63.6%*
81st Medical Group—Keesler				
2009	75.5%	85.1%*	88.2%*	55.3%**
2008	59.3%*	59.9%*	72.1%**	49.5%**

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before starting your IV? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	58.7%* ↓	62.3%*	N/A	59.1%**
2008	73.7%*	N/A	N/A	64.1%**
96th Medical Group—Eglin				
2009	75.9%	93.4%*	82.7%*	67.0%*
2008	73.0%	80.4%*	90.9%*	60.7%*
99th Medical Group—O’Callaghan Hospital				
2009	71.0%	82.1%*	64.3%**	60.1%**
2008	63.4%	59.1%*	93.1%**	59.6%*
366th Medical Group—Mountain Home				
2009	74.7%**	N/A	N/A	N/A
2008	58.4%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	86.7%	86.6%	87.3%	86.1%
Overall—MHS 2008	85.3%	85.4%	85.9%	83.1%
Air Force, Overall	88.3%	86.7%	92.7%	89.5%*
1st Medical Group—Langley				
2009	96.0%** ↑	N/A	N/A	N/A
2008	86.4%**	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	74.7%*	72.5%*	N/A	N/A
2008	86.6%*	96.4%**	81.6%**	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	88.9%	88.4%	91.5%*	88.5%**
2008	85.2%	89.0%	81.5%*	74.4%**
60th Medical Group—Travis				
2009	88.6%	86.0%	96.9%*	N/A
2008	96.1%	96.2%*	95.2%*	N/A
74th Medical Group—Wright-Patterson				
2009	88.6%	89.8%	85.8%*	N/A
2008	82.8%	90.6%*	65.5%*	N/A
81st Medical Group—Keesler				
2009	86.5%*	82.7%*	95.6%**	N/A
2008	86.9%*	85.5%*	N/A	N/A

(continued)

Composite: Interaction with Other Hospital Staff

How often did the radiology staff treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	80.7%*	84.4%*	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	95.7%* ↑	85.1%**	100.0%**	N/A
2008	82.0%*	88.3%*	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	86.5%*	83.9%*	N/A	N/A
2008	76.6%*	77.9%*	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	79.4%	79.6%	81.3%	72.2%
Overall—MHS 2008	77.4%	77.1%	80.8%	70.4%
Air Force, Overall	76.8%	80.2%	76.8%	59.0%*
1st Medical Group—Langley				
2009	69.2%**	N/A	N/A	N/A
2008	78.4%**	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	80.8%*	81.4%*	N/A	N/A
2008	77.0%*	85.5%**	81.2%**	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	78.1%	80.6%	83.5%*	54.2%**
2008	75.2%	82.2%	64.0%*	63.8%**
60th Medical Group—Travis				
2009	74.7%	83.8%	62.5%*	N/A
2008	84.3%	83.2%*	85.3%*	N/A
74th Medical Group—Wright-Patterson				
2009	82.7%	85.4%	81.5%*	N/A
2008	68.1%	71.8%*	60.6%*	N/A
81st Medical Group—Keesler				
2009	91.1%* ↑	90.0%*	91.4%**	N/A
2008	81.0%*	77.3%*	N/A	N/A

(continued)

Composite: Interaction with Other Hospital Staff

During this hospital stay, how often did staff check your identification band before doing an X-ray, a CAT scan, an MRI, an ultrasound or any other radiological test or treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	75.3%*	75.3%*	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	77.9%*	80.9%**	85.7%**	N/A
2008	61.5%*	65.2%*	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	71.4%*	74.2%*	N/A	N/A
2008	71.4%*	68.3%*	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

This composite combines responses from three questions about patient safety.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	69.1%	70.9%	72.1%	64.8%
Overall—MHS 2008	67.6%	69.0%	72.0%	62.1%
Air Force, Overall	67.2%	73.8%	74.6%	56.1%
1st Medical Group—Langley				
2009	57.1%* ↓	N/A	80.3%**	49.6%*
2008	54.0%*	N/A	68.3%**	51.1%*
3rd Medical Group—Elmendorf				
2009	61.1%	60.4%*	75.9%*	55.2%*
2008	65.4%	77.0%**	80.0%*	53.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	72.7%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	75.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	59.2%*	N/A	N/A	64.0%**
2008	64.2%*	N/A	N/A	49.5%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	70.3%	73.2%	76.4%	59.6%*
2008	65.1%	74.1%	63.2%	55.2%*
60th Medical Group—Travis				
2009	70.3%	73.7%	75.6%*	59.1%*
2008	71.0%	78.2%	75.2%*	56.1%*
74th Medical Group—Wright-Patterson				
2009	69.8%	76.7%	69.5%*	54.0%*
2008	69.2%	77.8%	66.4%*	59.2%*
81st Medical Group—Keesler				
2009	71.5%	76.0%*	73.8%*	64.2%**
2008	60.6%	64.3%*	80.0%**	41.6%**

(continued)

Composite: Patient Safety

This composite combines responses from three questions about patient safety. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	61.5%*	72.0%*	N/A	46.8%**
2008	72.0%*	N/A	N/A	70.4%**
96th Medical Group—Eglin				
2009	67.5%	76.5%*	81.9%*	57.8%*
2008	72.1%	78.6%*	77.8%*	65.6%*
99th Medical Group—O’Callaghan Hospital				
2009	64.2%	76.5%*	83.9%**	41.0%*
2008	59.5%	67.0%*	63.9%**	46.7%*
366th Medical Group—Mountain Home				
2009	67.8%**	N/A	N/A	N/A
2008	74.6%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.0%	69.3%	68.9%	65.8%
Overall—MHS 2008	66.4%	66.2%	69.9%	63.8%
Air Force, Overall	71.1%	74.7%	74.4%	65.4%
1st Medical Group—Langley				
2009	58.5%* ↓	N/A	78.6%**	49.9%*
2008	57.0%*	N/A	69.7%**	53.8%*
3rd Medical Group—Elmendorf				
2009	68.5%	64.3%*	69.6%*	70.1%*
2008	71.1%	85.4%**	70.7%*	66.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	81.4%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	68.2%*	N/A	N/A	75.7%**
2008	75.2%**	N/A	N/A	65.6%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	73.8%	74.0%	77.9%	70.1%*
2008	69.3%	73.9%	67.2%	64.8%*
60th Medical Group—Travis				
2009	73.6%	73.1%	73.6%*	74.6%*
2008	69.6%	76.7%	79.6%*	49.2%*
74th Medical Group—Wright-Patterson				
2009	72.2%	78.3%	66.1%*	63.8%*
2008	70.8%	78.2%	65.4%*	64.9%*
81st Medical Group—Keesler				
2009	70.8%	67.2%*	73.3%*	74.3%**
2008	61.1%	55.3%*	91.5%**	51.6%**

(continued)

Composite: Patient Safety

During this hospital stay, how often did you see staff wash their hands or use gloves before treating or checking you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	65.8%*	76.5%*	N/A	52.6%**
2008	66.1%*	N/A	N/A	68.3%**
96th Medical Group—Eglin				
2009	74.2%	79.2%*	76.4%*	71.5%*
2008	74.0%	79.0%*	62.9%*	75.7%*
99th Medical Group—O’Callaghan Hospital				
2009	65.1%	77.8%*	92.3%**	37.7%*
2008	56.8%	63.5%*	45.5%**	50.5%*
366th Medical Group—Mountain Home				
2009	66.0%**	N/A	N/A	N/A
2008	76.3%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	69.3%	70.5%	70.6%	66.9%
Overall—MHS 2008	69.2%	70.9%	71.2%	65.4%
Air Force, Overall	68.5%	72.3%	74.3%	61.3%
1st Medical Group—Langley				
2009	60.1%*	N/A	81.7%**	52.0%*
2008	58.4%*	N/A	55.0%**	60.1%*
3rd Medical Group—Elmendorf				
2009	58.8%	54.3%*	65.6%*	58.2%*
2008	65.0%	76.9%**	83.3%*	50.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	68.7%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	77.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	60.5%*	N/A	N/A	70.9%**
2008	54.6%*	N/A	N/A	38.5%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	73.2%	72.9%	74.8%	72.7%*
2008	68.3%	79.7%	64.1%	56.4%*
60th Medical Group—Travis				
2009	73.4%	75.4%	83.9%*	60.2%*
2008	75.4%	80.1%	75.3%*	68.1%*
74th Medical Group—Wright-Patterson				
2009	63.2%	66.6%	67.9%*	49.6%*
2008	75.2%	78.9%	69.7%*	74.7%*
81st Medical Group—Keesler				
2009	71.9%	77.8%*	75.4%*	61.1%**
2008	73.4%	83.4%*	74.3%**	55.6%**

(continued)

Composite: Patient Safety

During this hospital stay, when doctors, nurses, or other hospital staff first came to your room, how often did they introduce themselves? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	69.8%*	74.3%*	N/A	56.8%**
2008	88.3%*	N/A	N/A	95.7%**
96th Medical Group—Eglin				
2009	68.6%	79.7%*	75.3%*	61.2%*
2008	75.6%	83.7%*	83.5%*	67.4%*
99th Medical Group—O’Callaghan Hospital				
2009	69.4%	76.0%*	84.3%**	55.0%*
2008	69.0%	76.3%*	75.9%**	55.9%*
366th Medical Group—Mountain Home				
2009	54.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	70.0%	72.8%	76.7%	61.6%
Overall—MHS 2008	67.1%	70.0%	74.9%	57.0%
Air Force, Overall	61.9%	74.4%	75.2%	41.6%
1st Medical Group—Langley				
2009	52.8%*	N/A	80.6%**	46.8%*
2008	46.7%*	N/A	N/A	39.3%*
3rd Medical Group—Elmendorf				
2009	55.9%	62.7%*	92.4%**	37.3%*
2008	60.1%	68.8%**	85.8%*	43.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	68.1%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	48.9%*	N/A	N/A	45.3%**
2008	62.8%**	N/A	N/A	44.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	63.8%	72.6%	76.5%	36.0%*
2008	57.8%	68.6%	58.3%	44.3%*
60th Medical Group—Travis				
2009	63.9%	72.6%	69.2%*	42.6%**
2008	68.0%	77.7%	70.7%*	50.9%*
74th Medical Group—Wright-Patterson				
2009	73.9% ↑	85.1%	74.4%*	48.7%*
2008	61.7%	76.4%	64.0%*	37.9%*
81st Medical Group—Keesler				
2009	71.8%	83.1%*	72.6%*	57.0%**
2008	47.3%	54.3%*	74.3%**	17.7%**

(continued)

Composite: Patient Safety

During this hospital stay, how often did staff check your identification band before giving you any medicines, even over the counter medicines like Tylenol or ibuprofen? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	49.0%*	65.1%*	N/A	30.9%**
2008	61.7%*	N/A	N/A	47.2%**
96th Medical Group—Eglin				
2009	59.7%	70.6%*	94.1%*	40.6%*
2008	66.5%	73.0%*	86.9%*	53.8%*
99th Medical Group—O’Callaghan Hospital				
2009	58.1%	75.7%*	75.2%**	30.2%*
2008	52.7%	61.3%*	N/A	33.7%*
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Air Force Report:
Additional DoD Questions

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	88.2%	88.2%	N/A	N/A
Overall—MHS 2008	88.9%	88.9%	N/A	N/A
Air Force, Overall	93.5%	93.5%	N/A	N/A
1st Medical Group—Langley				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	98.0%*	98.0%*	N/A	N/A
2008	96.8%**	96.8%**	N/A	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	91.8%	91.8%	N/A	N/A
2008	87.4%	87.4%	N/A	N/A
60th Medical Group—Travis				
2009	94.7%	94.7%	N/A	N/A
2008	98.2%*	98.2%*	N/A	N/A
74th Medical Group—Wright-Patterson				
2009	95.7%	95.7%	N/A	N/A
2008	98.6%	98.6%	N/A	N/A
81st Medical Group—Keesler				
2009	93.2%*	93.2%*	N/A	N/A
2008	95.0%*	95.0%*	N/A	N/A

(continued)

Being Admitted Through the Emergency Room (Medical Questionnaire Only)

Think about when you were in the Emergency Room during this hospital stay. How long did you have to wait before someone checked your condition for the first time? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	97.7%*	97.7%*	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	95.5%*	95.5%*	N/A	N/A
2008	100.0%*	100.0%*	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	85.1%*	85.1%*	N/A	N/A
2008	85.4%*	85.4%*	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	71.7%	69.5%	77.0%	70.3%
Overall—MHS 2008	71.7%	70.4%	77.3%	68.7%
Air Force, Overall	74.9%	72.1%	85.6%	72.5%
1st Medical Group—Langley				
2009	77.6%*	N/A	100.0%**	71.6%*
2008	75.0%*	N/A	N/A	73.0%*
3rd Medical Group—Elmendorf				
2009	74.2%	63.7%*	87.8%**	73.9%*
2008	80.3%	93.0%**	84.1%*	74.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	69.8%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	82.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	81.6%*	N/A	N/A	77.3%**
2008	71.4%**	N/A	N/A	54.5%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	74.3%	71.3%	90.9%	68.1%*
2008	70.6%	76.6%	58.1%	71.0%*
60th Medical Group—Travis				
2009	70.6%	70.7%	75.7%*	66.5%*
2008	74.8%	72.9%	84.7%*	69.7%*
74th Medical Group—Wright-Patterson				
2009	75.1%	68.7%	84.1%*	78.8%*
2008	77.3%	80.2%	74.4%*	76.0%*
81st Medical Group—Keesler				
2009	73.2%	75.8%*	70.7%*	71.5%**
2008	83.1%*	81.0%*	93.0%**	80.0%**

(continued)

Your Care from Nurses

How often did you feel comfortable asking the nurses all the questions you wanted about your condition? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	66.0%*	63.8%*	N/A	65.5%**
2008	59.6%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	80.8%	75.8%*	96.2%*	75.3%*
2008	74.2%	81.8%*	77.8%*	68.3%*
99th Medical Group—O’Callaghan Hospital				
2009	77.8%	72.1%*	89.3%**	80.5%**
2008	69.7%	66.0%*	88.9%**	68.3%*
366th Medical Group—Mountain Home				
2009	62.6%**	N/A	N/A	N/A
2008	79.0%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	78.4%	74.4%	85.1%	77.6%
Overall—MHS 2008	78.6%	75.1%	85.3%	77.0%
Air Force, Overall	80.8%	77.6%	90.9%	78.9%
1st Medical Group—Langley				
2009	81.7%*	N/A	100.0%**	75.9%*
2008	74.8%*	N/A	N/A	71.3%*
3rd Medical Group—Elmendorf				
2009	79.3%	71.7%*	81.0%**	82.5%*
2008	82.9%	88.9%**	86.4%*	78.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	76.7%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	84.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	99.1%* ↑	N/A	N/A	100.0%**
2008	82.6%*	N/A	N/A	78.5%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	78.4%	78.5%	88.4%	70.2%*
2008	77.7%	77.8%	79.8%	76.2%*
60th Medical Group—Travis				
2009	82.5%	78.1%	90.2%*	83.7%*
2008	80.9%	74.7%	78.5%*	92.6%*
74th Medical Group—Wright-Patterson				
2009	80.1%	71.3%	91.3%*	87.9%*
2008	80.2%	77.8%	83.6%*	80.6%*
81st Medical Group—Keesler				
2009	82.6%	79.7%*	94.3%*	79.7%**
2008	77.7%	76.4%*	93.1%**	69.6%**

(continued)

Your Care from Doctors

How often did you feel comfortable asking the doctors all the questions you wanted about your condition? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	70.0%*	70.6%*	N/A	56.5%**
2008	82.5%*	N/A	N/A	88.7%**
96th Medical Group—Eglin				
2009	86.4%	89.2%*	95.8%*	80.7%*
2008	78.2%	74.6%*	86.3%*	76.9%*
99th Medical Group—O’Callaghan Hospital				
2009	76.2%	70.7%*	85.4%**	78.9%*
2008	76.6%	69.3%*	94.4%**	81.0%*
366th Medical Group—Mountain Home				
2009	78.2%**	N/A	N/A	N/A
2008	72.2%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.2%	85.1%	89.7%	81.8%
Overall—MHS 2008	85.1%	84.2%	90.7%	81.4%
Air Force, Overall	86.4%	88.7%	94.9%	79.3%
1st Medical Group—Langley				
2009	79.6%*	N/A	84.7%**	75.7%*
2008	77.2%*	N/A	94.2%**	72.7%*
3rd Medical Group—Elmendorf				
2009	85.7%	91.2%*	94.2%*	79.2%*
2008	88.4%	85.7%**	97.6%*	84.2%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	88.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	84.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	98.0%* ↑	N/A	N/A	96.4%**
2008	88.7%*	N/A	N/A	90.2%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	86.5%	89.3%	94.8%	74.0%*
2008	83.4%	88.9%	85.6%	74.9%*
60th Medical Group—Travis				
2009	87.7%	93.0%	95.9%*	71.5%*
2008	93.4%	91.1%	89.9%*	100.0%*
74th Medical Group—Wright-Patterson				
2009	89.3%	85.5%	90.3%*	97.4%*
2008	94.4%	95.8%	99.1%*	87.8%*
81st Medical Group—Keesler				
2009	85.9%	89.0%*	98.2%*	74.3%**
2008	93.5%	94.9%*	100.0%**	86.8%**

(continued)

Your Care from Doctors

Did you feel that the doctors checked on you as much as you needed? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	82.7%*	93.6%*	N/A	67.0%**
2008	88.7%*	N/A	N/A	82.9%**
96th Medical Group—Eglin				
2009	92.8% ↑	94.4%*	98.8%*	89.2%*
2008	88.0%	100.0%*	93.8%*	78.4%*
99th Medical Group—O’Callaghan Hospital				
2009	84.7%	81.7%*	100.0%**	81.4%*
2008	76.6%	69.5%*	100.0%**	79.3%*
366th Medical Group—Mountain Home				
2009	75.1%**	N/A	N/A	N/A
2008	85.3%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.4%	60.0%	80.5%	69.0%
Overall—MHS 2008	67.4%	58.5%	80.2%	67.6%
Air Force, Overall	69.7%	64.7%	90.2%	64.7%
1st Medical Group—Langley				
2009	71.5%*	N/A	97.0%**	65.4%*
2008	54.7%*	N/A	N/A	48.4%*
3rd Medical Group—Elmendorf				
2009	68.1%	65.1%*	75.4%**	67.1%*
2008	71.0%	68.1%**	87.8%*	63.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	86.5%* ↑	N/A	N/A	79.9%**
2008	71.2%**	N/A	N/A	73.4%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	73.9%	71.1%	91.4%	66.2%*
2008	67.4%	67.1%	72.0%	65.1%*
60th Medical Group—Travis				
2009	63.3%	56.1%	90.9%*	53.3%**
2008	76.5%	71.4%*	78.7%*	83.5%**
74th Medical Group—Wright-Patterson				
2009	59.7%	48.7%	86.9%*	54.3%*
2008	75.3%	69.5%	90.8%*	68.5%*
81st Medical Group—Keesler				
2009	68.8%	66.4%*	88.0%*	60.0%**
2008	71.9%	78.9%*	59.8%**	68.0%**

(continued)

Your Care from Doctors

How often did doctors involve you as much as you wanted in decisions about your treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	64.0%*	63.1%*	N/A	56.5%**
2008	75.1%*	N/A	N/A	73.2%**
96th Medical Group—Eglin				
2009	73.1%	82.1%*	94.8%*	59.7%*
2008	71.1%	57.5%*	95.2%**	68.6%*
99th Medical Group—O’Callaghan Hospital				
2009	64.2%	58.2%*	90.4%**	61.0%**
2008	69.2%	54.3%*	96.8%**	79.9%*
366th Medical Group—Mountain Home				
2009	86.8%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	75.6%	69.5%	89.1%	72.0%
Overall—MHS 2008	76.6%	70.0%	89.8%	73.2%
Air Force, Overall	77.5%	73.7%	94.2%	72.7%
1st Medical Group—Langley				
2009	80.5%*	N/A	97.1%**	75.5%*
2008	69.5%*	N/A	100.0%**	66.4%*
3rd Medical Group—Elmendorf				
2009	76.1%	79.9%*	83.3%*	71.0%*
2008	72.6%	78.2%**	87.5%*	62.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	85.1%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	79.0%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	93.1%* ↑	N/A	N/A	89.1%**
2008	82.9%*	N/A	N/A	89.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	78.7%	76.9%	95.6%	70.0%*
2008	74.5%	78.1%	87.7%	61.1%*
60th Medical Group—Travis				
2009	77.0%	75.6%	91.9%*	66.5%*
2008	87.9%	82.8%	97.0%*	87.5%*
74th Medical Group—Wright-Patterson				
2009	67.7% ↓	57.6%	91.3%*	64.4%*
2008	83.7%	72.2%	99.1%*	86.7%*
81st Medical Group—Keesler				
2009	73.9%	65.6%*	98.2%*	70.6%**
2008	78.0%	82.6%*	88.5%**	63.3%**

(continued)

Coordination of Care

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your condition and treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	77.4%*	80.4%*	N/A	67.4%**
2008	80.2%*	N/A	N/A	79.4%**
96th Medical Group—Eglin				
2009	83.2%	80.9%*	98.8%*	75.9%*
2008	77.3%	73.6%*	100.0%*	69.6%*
99th Medical Group—O’Callaghan Hospital				
2009	73.4%	70.4%*	95.7%**	66.9%*
2008	79.1%	71.1%*	100.0%**	84.0%*
366th Medical Group—Mountain Home				
2009	74.3%**	N/A	N/A	N/A
2008	81.4%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	61.1%	57.6%	71.3%	57.1%
Overall—MHS 2008	61.8%	56.0%	75.4%	57.2%
Air Force, Overall	61.1%	61.9%	78.3%	50.8%
1st Medical Group—Langley				
2009	51.0%*	N/A	95.3%**	40.0%*
2008	57.8%*	N/A	88.6%**	55.1%*
3rd Medical Group—Elmendorf				
2009	59.9%	58.4%*	81.9%**	51.1%*
2008	69.3%	73.6%**	95.4%*	53.2%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	73.1%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	73.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	65.4%*	N/A	N/A	70.8%**
2008	60.0%*	N/A	N/A	59.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	62.1%	63.2%	78.6%	47.2%*
2008	60.5%	66.4%	70.4%	46.4%*
60th Medical Group—Travis				
2009	67.0%	64.8%	88.2%*	52.4%*
2008	71.0%	68.1%	81.8%*	65.6%*
74th Medical Group—Wright-Patterson				
2009	57.7%	54.9%	70.9%*	49.1%*
2008	69.7%	58.3%	81.6%*	75.6%*
81st Medical Group—Keesler				
2009	59.2%	60.2%*	76.8%*	46.9%**
2008	66.3%	72.6%*	78.9%**	47.1%**

(continued)

Coordination of Care

How often did the doctors and nurses seem informed and up-to-date about all the care you were receiving? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	50.7%*	46.8%*	N/A	37.2%**
2008	68.3%*	N/A	N/A	67.9%**
96th Medical Group—Eglin				
2009	71.9% ↑	70.7%*	88.2%*	63.7%*
2008	65.9%	74.1%*	71.6%*	58.6%*
99th Medical Group—O’Callaghan Hospital				
2009	53.1%	58.8%*	63.4%**	40.5%**
2008	61.6%	48.0%*	94.1%**	70.9%*
366th Medical Group—Mountain Home				
2009	62.6%**	N/A	N/A	N/A
2008	78.2%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	17.2%	N/A	N/A	17.2%
Overall—MHS 2008	16.4%	N/A	N/A	16.4%
Air Force, Overall	18.2%	N/A	N/A	18.2%
1st Medical Group—Langley				
2009	36.8%* ↑	N/A	N/A	36.8%*
2008	19.4%*	N/A	N/A	19.4%*
3rd Medical Group—Elmendorf				
2009	20.3%*	N/A	N/A	20.3%*
2008	22.4%*	N/A	N/A	22.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	35.1%**	N/A	N/A	35.1%**
2008	27.7%**	N/A	N/A	27.7%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	9.6%* ↓	N/A	N/A	9.6%*
2008	7.7%*	N/A	N/A	7.7%*
60th Medical Group—Travis				
2009	0.7%* ↓	N/A	N/A	0.7%*
2008	15.7%*	N/A	N/A	15.7%*
74th Medical Group—Wright-Patterson				
2009	25.6%*	N/A	N/A	25.6%*
2008	26.9%*	N/A	N/A	26.9%*
81st Medical Group—Keesler				
2009	13.3%**	N/A	N/A	13.3%**
2008	9.6%**	N/A	N/A	9.6%**

(continued)

Maternity Care

Was your primary provider during labor and delivery a doctor, midwife or both?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	30.2%**	N/A	N/A	30.2%**
2008	27.3%**	N/A	N/A	27.3%**
96th Medical Group—Eglin				
2009	12.1%*	N/A	N/A	12.1%*
2008	13.2%*	N/A	N/A	13.2%*
99th Medical Group—O’Callaghan Hospital				
2009	18.5%**	N/A	N/A	18.5%**
2008	26.4%*	N/A	N/A	26.4%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	83.7%	N/A	N/A	83.7%
Overall—MHS 2008	81.7%	N/A	N/A	81.7%
Air Force, Overall	84.7%	N/A	N/A	84.7%
1st Medical Group—Langley				
2009	84.5%*	N/A	N/A	84.5%*
2008	81.3%*	N/A	N/A	81.3%*
3rd Medical Group—Elmendorf				
2009	76.2%*	N/A	N/A	76.2%*
2008	85.3%*	N/A	N/A	85.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	89.1%**	N/A	N/A	89.1%**
2008	93.8%**	N/A	N/A	93.8%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	84.4%*	N/A	N/A	84.4%*
2008	76.1%*	N/A	N/A	76.1%*
60th Medical Group—Travis				
2009	93.5%**	N/A	N/A	93.5%**
2008	83.7%*	N/A	N/A	83.7%*
74th Medical Group—Wright-Patterson				
2009	87.2%*	N/A	N/A	87.2%*
2008	97.4%*	N/A	N/A	97.4%*
81st Medical Group—Keesler				
2009	53.6%** ↓	N/A	N/A	53.6%**
2008	75.4%**	N/A	N/A	75.4%**

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about the signs and symptoms of post-partum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	91.0%**	N/A	N/A	91.0%**
2008	95.7%**	N/A	N/A	95.7%**
96th Medical Group—Eglin				
2009	91.8%*	N/A	N/A	91.8%*
2008	88.3%*	N/A	N/A	88.3%*
99th Medical Group—O’Callaghan Hospital				
2009	87.7%*	N/A	N/A	87.7%*
2008	91.5%*	N/A	N/A	91.5%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.0%	N/A	N/A	80.0%
Overall—MHS 2008	77.8%	N/A	N/A	77.8%
Air Force, Overall	82.8%	N/A	N/A	82.8%
1st Medical Group—Langley				
2009	82.8%*	N/A	N/A	82.8%*
2008	77.3%*	N/A	N/A	77.3%*
3rd Medical Group—Elmendorf				
2009	79.1%*	N/A	N/A	79.1%*
2008	83.0%*	N/A	N/A	83.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	89.1%**	N/A	N/A	89.1%**
2008	81.2%**	N/A	N/A	81.2%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	80.3%*	N/A	N/A	80.3%*
2008	75.5%*	N/A	N/A	75.5%*
60th Medical Group—Travis				
2009	85.0%*	N/A	N/A	85.0%*
2008	82.2%*	N/A	N/A	82.2%*
74th Medical Group—Wright-Patterson				
2009	84.7%*	N/A	N/A	84.7%*
2008	97.5%*	N/A	N/A	97.5%*
81st Medical Group—Keesler				
2009	58.8%** ↓	N/A	N/A	58.8%**
2008	67.3%**	N/A	N/A	67.3%**

(continued)

Maternity Care

Before you left the hospital, did someone on the hospital staff talk with you about what to do or who to contact if you felt that you were having signs or symptoms of post-partum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	91.0%**	N/A	N/A	91.0%**
2008	95.7%**	N/A	N/A	95.7%**
96th Medical Group—Eglin				
2009	89.0%*	N/A	N/A	89.0%*
2008	84.2%*	N/A	N/A	84.2%*
99th Medical Group—O’Callaghan Hospital				
2009	87.7%*	N/A	N/A	87.7%*
2008	92.3%*	N/A	N/A	92.3%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

**Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.*

***This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.*

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.6%	N/A	N/A	68.6%
Overall—MHS 2008	66.7%	N/A	N/A	66.7%
Air Force, Overall	73.6%	N/A	N/A	73.6%
1st Medical Group—Langley				
2009	66.1%*	N/A	N/A	66.1%*
2008	66.5%*	N/A	N/A	66.5%*
3rd Medical Group—Elmendorf				
2009	79.5%*	N/A	N/A	79.5%*
2008	61.6%*	N/A	N/A	61.6%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	84.7%**	N/A	N/A	84.7%**
2008	94.1%**	N/A	N/A	94.1%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	68.2%*	N/A	N/A	68.2%*
2008	58.2%*	N/A	N/A	58.2%*
60th Medical Group—Travis				
2009	76.1%*	N/A	N/A	76.1%*
2008	75.8%*	N/A	N/A	75.8%*
74th Medical Group—Wright-Patterson				
2009	87.7%*	N/A	N/A	87.7%*
2008	86.1%*	N/A	N/A	86.1%*
81st Medical Group—Keesler				
2009	49.6%** ↓	N/A	N/A	49.6%**
2008	62.6%**	N/A	N/A	62.6%**

(continued)

Maternity Care

Before you left the hospital, did you feel confident that you knew what to do or who to contact if you were having signs or symptoms of postpartum depression? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	74.0%**	N/A	N/A	74.0%**
2008	86.0%**	N/A	N/A	86.0%**
96th Medical Group—Eglin				
2009	77.9%*	N/A	N/A	77.9%*
2008	74.9%*	N/A	N/A	74.9%*
99th Medical Group—O’Callaghan Hospital				
2009	81.9%*	N/A	N/A	81.9%*
2008	80.6%*	N/A	N/A	80.6%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby’s care?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.3%	N/A	N/A	76.3%
Overall—MHS 2008	74.9%	N/A	N/A	74.9%
Air Force, Overall	79.1%	N/A	N/A	79.1%
1st Medical Group—Langley				
2009	83.3%*	N/A	N/A	83.3%*
2008	79.0%*	N/A	N/A	79.0%*
3rd Medical Group—Elmendorf				
2009	84.6%*	N/A	N/A	84.6%*
2008	77.3%*	N/A	N/A	77.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	85.5%**	N/A	N/A	85.5%**
2008	81.3%**	N/A	N/A	81.3%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	77.5%*	N/A	N/A	77.5%*
2008	76.7%*	N/A	N/A	76.7%*
60th Medical Group—Travis				
2009	74.9%*	N/A	N/A	74.9%*
2008	83.2%*	N/A	N/A	83.2%*
74th Medical Group—Wright-Patterson				
2009	72.8%*	N/A	N/A	72.8%*
2008	87.3%*	N/A	N/A	87.3%*
81st Medical Group—Keesler				
2009	77.5%**	N/A	N/A	77.5%**
2008	78.6%**	N/A	N/A	78.6%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the nurses all the questions you wanted about your baby’s care? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	67.0%**	N/A	N/A	67.0%**
2008	80.1%**	N/A	N/A	80.1%**
96th Medical Group—Eglin				
2009	80.4%*	N/A	N/A	80.4%*
2008	79.4%*	N/A	N/A	79.4%*
99th Medical Group—O’Callaghan Hospital				
2009	77.5%**	N/A	N/A	77.5%**
2008	67.1%*	N/A	N/A	67.1%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby’s care?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.3%	N/A	N/A	80.3%
Overall—MHS 2008	79.7%	N/A	N/A	79.7%
Air Force, Overall	80.8%	N/A	N/A	80.8%
1st Medical Group—Langley				
2009	73.0%*	N/A	N/A	73.0%*
2008	71.4%*	N/A	N/A	71.4%*
3rd Medical Group—Elmendorf				
2009	91.3%* ↑	N/A	N/A	91.3%*
2008	82.7%*	N/A	N/A	82.7%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	81.6%**	N/A	N/A	81.6%**
2008	95.1%**	N/A	N/A	95.1%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	80.2%*	N/A	N/A	80.2%*
2008	82.1%*	N/A	N/A	82.1%*
60th Medical Group—Travis				
2009	75.3%*	N/A	N/A	75.3%*
2008	87.3%*	N/A	N/A	87.3%*
74th Medical Group—Wright-Patterson				
2009	89.1%*	N/A	N/A	89.1%*
2008	81.4%*	N/A	N/A	81.4%*
81st Medical Group—Keesler				
2009	65.5%**	N/A	N/A	65.5%**
2008	84.8%**	N/A	N/A	84.8%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did you feel comfortable asking the doctors all the questions you wanted about your baby’s care? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	67.0%**	N/A	N/A	67.0%**
2008	66.6%**	N/A	N/A	66.6%**
96th Medical Group—Eglin				
2009	87.0%*	N/A	N/A	87.0%*
2008	84.9%*	N/A	N/A	84.9%*
99th Medical Group—O’Callaghan Hospital				
2009	73.5%**	N/A	N/A	73.5%**
2008	86.6%*	N/A	N/A	86.6%*
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	92.0%	N/A	N/A	92.0%
Overall—MHS 2008	92.3%	N/A	N/A	92.3%
Air Force, Overall	91.8%	N/A	N/A	91.8%
1st Medical Group—Langley				
2009	92.1%*	N/A	N/A	92.1%*
2008	85.2%*	N/A	N/A	85.2%*
3rd Medical Group—Elmendorf				
2009	95.7%*	N/A	N/A	95.7%*
2008	96.3%*	N/A	N/A	96.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	96.1%**	N/A	N/A	96.1%**
2008	100.0%**	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	87.8%*	N/A	N/A	87.8%*
2008	91.3%*	N/A	N/A	91.3%*
60th Medical Group—Travis				
2009	83.2%*	N/A	N/A	83.2%*
2008	98.2%*	N/A	N/A	98.2%*
74th Medical Group—Wright-Patterson				
2009	99.1%* ↑	N/A	N/A	99.1%*
2008	97.9%*	N/A	N/A	97.9%*
81st Medical Group—Keesler				
2009	96.5%**	N/A	N/A	96.5%**
2008	96.6%**	N/A	N/A	96.6%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that the doctors checked on your baby as much as needed? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	84.2%**	N/A	N/A	84.2%**
2008	100.0%**	N/A	N/A	100.0%**
96th Medical Group—Eglin				
2009	95.5%*	N/A	N/A	95.5%*
2008	95.5%*	N/A	N/A	95.5%*
99th Medical Group—O’Callaghan Hospital				
2009	87.5%**	N/A	N/A	87.5%**
2008	93.6%*	N/A	N/A	93.6%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	72.0%	N/A	N/A	72.0%
Overall—MHS 2008	71.2%	N/A	N/A	71.2%
Air Force, Overall	74.9%	N/A	N/A	74.9%
1st Medical Group—Langley				
2009	64.7%*	N/A	N/A	64.7%*
2008	67.0%*	N/A	N/A	67.0%*
3rd Medical Group—Elmendorf				
2009	84.0%*	N/A	N/A	84.0%*
2008	81.1%*	N/A	N/A	81.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	82.3%**	N/A	N/A	82.3%**
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	73.9%*	N/A	N/A	73.9%*
2008	74.3%*	N/A	N/A	74.3%*
60th Medical Group—Travis				
2009	61.5%**	N/A	N/A	61.5%**
2008	83.0%*	N/A	N/A	83.0%*
74th Medical Group—Wright-Patterson				
2009	91.1%* ↑	N/A	N/A	91.1%*
2008	89.2%*	N/A	N/A	89.2%*
81st Medical Group—Keesler				
2009	83.8%**	N/A	N/A	83.8%**
2008	71.7%**	N/A	N/A	71.7%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did doctors show care and sensitivity to worries and concerns you had about your baby? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	61.9%**	N/A	N/A	61.9%**
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	78.8%*	N/A	N/A	78.8%*
2008	79.5%*	N/A	N/A	79.5%*
99th Medical Group—O’Callaghan Hospital				
2009	55.6%**	N/A	N/A	55.6%**
2008	63.4%*	N/A	N/A	63.4%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby’s condition and treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	71.1%	N/A	N/A	71.1%
Overall—MHS 2008	71.9%	N/A	N/A	71.9%
Air Force, Overall	71.7%	N/A	N/A	71.7%
1st Medical Group—Langley				
2009	60.9%*	N/A	N/A	60.9%*
2008	61.1%*	N/A	N/A	61.1%*
3rd Medical Group—Elmendorf				
2009	80.6%*	N/A	N/A	80.6%*
2008	70.3%*	N/A	N/A	70.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	89.1%** ↑	N/A	N/A	89.1%**
2008	58.5%**	N/A	N/A	58.5%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	60.0%*	N/A	N/A	60.0%*
2008	71.2%*	N/A	N/A	71.2%*
60th Medical Group—Travis				
2009	72.0%*	N/A	N/A	72.0%*
2008	81.4%*	N/A	N/A	81.4%*
74th Medical Group—Wright-Patterson				
2009	83.0%*	N/A	N/A	83.0%*
2008	81.8%*	N/A	N/A	81.8%*
81st Medical Group—Keesler				
2009	80.4%**	N/A	N/A	80.4%**
2008	76.3%**	N/A	N/A	76.3%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, did you feel that there was at least one doctor who had a full understanding of your baby’s condition and treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	70.3%**	N/A	N/A	70.3%**
2008	84.8%**	N/A	N/A	84.8%**
96th Medical Group—Eglin				
2009	77.8%*	N/A	N/A	77.8%*
2008	75.7%*	N/A	N/A	75.7%*
99th Medical Group—O’Callaghan Hospital				
2009	59.9%**	N/A	N/A	59.9%**
2008	69.0%*	N/A	N/A	69.0%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby’s treatment?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	75.8%	N/A	N/A	75.8%
Overall—MHS 2008	76.5%	N/A	N/A	76.5%
Air Force, Overall	76.7%	N/A	N/A	76.7%
1st Medical Group—Langley				
2009	75.9%*	N/A	N/A	75.9%*
2008	67.4%*	N/A	N/A	67.4%*
3rd Medical Group—Elmendorf				
2009	90.1%* ↑	N/A	N/A	90.1%*
2008	82.6%*	N/A	N/A	82.6%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	90.5%** ↑	N/A	N/A	90.5%**
2008	79.9%**	N/A	N/A	79.9%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	65.7%*	N/A	N/A	65.7%*
2008	74.2%*	N/A	N/A	74.2%*
60th Medical Group—Travis				
2009	73.4%**	N/A	N/A	73.4%**
2008	92.8%**	N/A	N/A	92.8%**
74th Medical Group—Wright-Patterson				
2009	93.8%* ↑	N/A	N/A	93.8%*
2008	86.6%*	N/A	N/A	86.6%*
81st Medical Group—Keesler				
2009	67.3%**	N/A	N/A	67.3%**
2008	86.0%**	N/A	N/A	86.0%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors involve you as much as you wanted in the decisions about your baby’s treatment? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	68.5%**	N/A	N/A	68.5%**
2008	89.5%**	N/A	N/A	89.5%**
96th Medical Group—Eglin				
2009	83.2%*	N/A	N/A	83.2%*
2008	84.6%*	N/A	N/A	84.6%*
99th Medical Group—O’Callaghan Hospital				
2009	57.6%**	N/A	N/A	57.6%**
2008	72.5%*	N/A	N/A	72.5%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	63.6%	N/A	N/A	63.6%
Overall—MHS 2008	62.6%	N/A	N/A	62.6%
Air Force, Overall	58.5%	N/A	N/A	58.5%
1st Medical Group—Langley				
2009	47.8%*	N/A	N/A	47.8%*
2008	58.1%*	N/A	N/A	58.1%*
3rd Medical Group—Elmendorf				
2009	66.5%*	N/A	N/A	66.5%*
2008	65.5%*	N/A	N/A	65.5%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	72.7%**	N/A	N/A	72.7%**
2008	56.9%**	N/A	N/A	56.9%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	43.8%* ↓	N/A	N/A	43.8%*
2008	62.5%*	N/A	N/A	62.5%*
60th Medical Group—Travis				
2009	57.7%*	N/A	N/A	57.7%*
2008	66.4%*	N/A	N/A	66.4%*
74th Medical Group—Wright-Patterson				
2009	61.0%*	N/A	N/A	61.0%*
2008	70.7%*	N/A	N/A	70.7%*
81st Medical Group—Keesler				
2009	62.3%**	N/A	N/A	62.3%**
2008	59.6%**	N/A	N/A	59.6%**

(continued)

After Your Baby Was Born (Maternity Only)

During this hospital stay, how often did the doctors and nurses seem informed and up-to-date about all the care your baby received? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	59.1%**	N/A	N/A	59.1%**
2008	59.3%**	N/A	N/A	59.3%**
96th Medical Group—Eglin				
2009	74.6%* ↑	N/A	N/A	74.6%*
2008	67.1%*	N/A	N/A	67.1%*
99th Medical Group—O’Callaghan Hospital				
2009	50.4%**	N/A	N/A	50.4%**
2008	58.8%*	N/A	N/A	58.8%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	70.5%	N/A	N/A	70.5%
Overall—MHS 2008	68.1%	N/A	N/A	68.1%
Air Force, Overall	70.5%	N/A	N/A	70.5%
1st Medical Group—Langley				
2009	70.3%*	N/A	N/A	70.3%*
2008	57.3%*	N/A	N/A	57.3%*
3rd Medical Group—Elmendorf				
2009	57.0%*	N/A	N/A	57.0%*
2008	50.5%*	N/A	N/A	50.5%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	80.7%**	N/A	N/A	80.7%**
2008	61.2%**	N/A	N/A	61.2%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	65.6%*	N/A	N/A	65.6%*
2008	62.2%*	N/A	N/A	62.2%*
60th Medical Group—Travis				
2009	81.0%*	N/A	N/A	81.0%*
2008	90.8%*	N/A	N/A	90.8%*
74th Medical Group—Wright-Patterson				
2009	78.5%*	N/A	N/A	78.5%*
2008	93.5%*	N/A	N/A	93.5%*
81st Medical Group—Keesler				
2009	78.9%**	N/A	N/A	78.9%**
2008	64.9%**	N/A	N/A	64.9%**

(continued)

After Your Baby Was Born (Maternity Only)

Did hospital staff teach you what you needed to know to take care of yourself after you left the hospital? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	70.6%**	N/A	N/A	70.6%**
2008	79.4%**	N/A	N/A	79.4%**
96th Medical Group—Eglin				
2009	76.3%*	N/A	N/A	76.3%*
2008	73.4%*	N/A	N/A	73.4%*
99th Medical Group—O’Callaghan Hospital				
2009	55.2%**	N/A	N/A	55.2%**
2008	72.4%*	N/A	N/A	72.4%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	87.4%	N/A	87.4%	N/A
Overall—MHS 2008	88.3%	N/A	88.3%	N/A
Air Force, Overall	93.1%	N/A	93.1%	N/A
1st Medical Group—Langley				
2009	100.0%** ↑	N/A	100.0%**	N/A
2008	96.2%**	N/A	96.2%**	N/A
3rd Medical Group—Elmendorf				
2009	79.6%*	N/A	79.6%*	N/A
2008	88.4%*	N/A	88.4%*	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	92.6%	N/A	92.6%	N/A
2008	94.1%	N/A	94.1%	N/A
60th Medical Group—Travis				
2009	90.7%*	N/A	90.7%*	N/A
2008	94.5%*	N/A	94.5%*	N/A
74th Medical Group—Wright-Patterson				
2009	89.6%*	N/A	89.6%*	N/A
2008	95.8%*	N/A	95.8%*	N/A
81st Medical Group—Keesler				
2009	94.6%*	N/A	94.6%*	N/A
2008	93.6%**	N/A	93.6%**	N/A

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

Did your surgeon or other doctors explain the risks and benefits of the surgery in a way you could understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	98.8%* ↑	N/A	98.8%*	N/A
2008	98.6%*	N/A	98.6%*	N/A
99th Medical Group—O’Callaghan Hospital				
2009	96.4%**	N/A	96.4%**	N/A
2008	100.0%**	N/A	100.0%**	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	76.9%	N/A	76.9%	N/A
Overall—MHS 2008	79.0%	N/A	79.0%	N/A
Air Force, Overall	86.4%	N/A	86.4%	N/A
1st Medical Group—Langley				
2009	92.0%**	N/A	92.0%**	N/A
2008	N/A	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	75.7%*	N/A	75.7%*	N/A
2008	79.7%*	N/A	79.7%*	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	85.1%	N/A	85.1%	N/A
2008	72.9%	N/A	72.9%	N/A
60th Medical Group—Travis				
2009	84.5%*	N/A	84.5%*	N/A
2008	85.9%*	N/A	85.9%*	N/A
74th Medical Group—Wright-Patterson				
2009	81.5%*	N/A	81.5%*	N/A
2008	83.2%*	N/A	83.2%*	N/A
81st Medical Group—Keesler				
2009	92.4%*	N/A	92.4%*	N/A
2008	76.7%**	N/A	76.7%**	N/A

(continued)

About Your Care and Surgery (Surgical Questionnaire Only)

During this hospital stay, how often did doctors or surgeons show care and sensitivity to worries and concerns you had about your surgery? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	97.8%* ↑	N/A	97.8%*	N/A
2008	73.6%*	N/A	73.6%*	N/A
99th Medical Group—O’Callaghan Hospital				
2009	80.2%**	N/A	80.2%**	N/A
2008	81.3%**	N/A	81.3%**	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	79.5%	81.0%	82.0%	76.0%
Overall—MHS 2008	79.5%	79.8%	85.2%	74.4%
Air Force, Overall	83.8%	86.4%	89.8%	78.0%
1st Medical Group—Langley				
2009	79.8%*	N/A	81.3%**	77.4%*
2008	66.0%*	N/A	94.2%**	64.0%*
3rd Medical Group—Elmendorf				
2009	76.7%	75.5%*	86.3%**	73.2%*
2008	75.6%	83.2%**	88.1%*	66.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	84.5%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	92.6%* ↑	N/A	N/A	88.4%**
2008	85.1%**	N/A	N/A	74.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	84.8%	90.2%	81.7%	76.9%*
2008	76.2%	81.1%	70.2%	74.3%*
60th Medical Group—Travis				
2009	85.2%	84.0%	94.4%*	79.0%**
2008	84.9%	89.9%	89.2%*	73.4%*
74th Medical Group—Wright-Patterson				
2009	85.8%	83.5%	94.3%*	82.4%*
2008	89.3%	94.2%	93.8%*	78.0%*
81st Medical Group—Keesler				
2009	86.6%	88.6%*	96.0%*	78.6%**
2008	89.3%	92.7%*	82.4%**	88.1%**

(continued)

Experiences in this Hospital

Did the staff who helped you fill out the paperwork for this hospital stay treat you with courtesy and respect? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	80.8%*	75.3%*	N/A	81.7%**
2008	80.7%*	N/A	N/A	72.1%**
96th Medical Group—Eglin				
2009	87.3%	91.8%*	97.6%*	80.4%*
2008	86.6%	96.1%*	98.6%*	76.1%*
99th Medical Group—O’Callaghan Hospital				
2009	81.3%	78.4%*	87.9%**	81.9%*
2008	82.6%	81.7%*	97.5%**	78.9%*
366th Medical Group—Mountain Home				
2009	47.5%** ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	54.9%	51.9%	58.4%	54.5%
Overall—MHS 2008	55.2%	54.8%	59.0%	50.9%
Air Force, Overall	59.1%	57.9%	58.5%	60.7%*
1st Medical Group—Langley				
2009	56.7%**	N/A	N/A	N/A
2008	44.5%**	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	77.1%** ↑	N/A	N/A	N/A
2008	76.4%**	N/A	N/A	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	48.5%	50.4%*	49.8%*	44.2%**
2008	43.1%	63.0%*	37.3%*	26.3%**
60th Medical Group—Travis				
2009	53.0%*	68.9%**	60.8%**	N/A
2008	63.2%*	46.2%**	74.3%**	N/A
74th Medical Group—Wright-Patterson				
2009	53.0%*	47.7%**	38.2%**	N/A
2008	70.3%*	N/A	81.1%**	N/A
81st Medical Group—Keesler				
2009	75.4%**	N/A	N/A	N/A
2008	74.4%**	N/A	N/A	N/A

(continued)

Experiences in this Hospital

How often did you get the help you needed with bathing and keeping clean?
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	52.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	58.3%**	N/A	N/A	N/A
2008	67.4%**	N/A	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	56.9%**	N/A	N/A	N/A
2008	77.5%**	N/A	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	97.6%	96.7%	98.5%	97.9%
Overall—MHS 2008	97.9%	97.2%	98.3%	98.3%
Air Force, Overall	98.3%	97.4%	99.6%	98.7%
1st Medical Group—Langley				
2009	98.5%*	N/A	100.0%**	98.0%*
2008	98.4%*	N/A	100.0%**	98.0%*
3rd Medical Group—Elmendorf				
2009	98.4%	100.0%*	98.1%**	97.7%*
2008	97.5%	100.0%**	98.9%*	95.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	100.0%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	100.0%* ↑	N/A	N/A	100.0%**
2008	100.0%**	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	97.3%	96.2%	100.0%	97.6%*
2008	98.3%	96.6%	98.9%	100.0%*
60th Medical Group—Travis				
2009	97.6%	96.7%	100.0%*	97.2%**
2008	99.5%	98.8%	100.0%*	100.0%*
74th Medical Group—Wright-Patterson				
2009	99.3%	99.0%	99.2%*	100.0%*
2008	99.5%	98.8%	100.0%*	100.0%*
81st Medical Group—Keesler				
2009	100.0% ↑	100.0%*	100.0%*	100.0%**
2008	95.3%	90.9%*	100.0%**	100.0%**

(continued)

Experiences in this Hospital

During this hospital stay, how often did you have a hard time speaking with or understanding a doctor, nurse, or other hospital staff because you spoke different languages? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	93.8%*	86.9%*	N/A	100.0%**
2008	100.0%*	N/A	N/A	100.0%**
96th Medical Group—Eglin				
2009	100.0% ↑	100.0%*	100.0%*	100.0%*
2008	99.3%	100.0%*	100.0%*	98.5%*
99th Medical Group—O’Callaghan Hospital				
2009	99.7% ↑	100.0%*	98.2%**	100.0%*
2008	99.3%	98.6%*	100.0%**	100.0%*
366th Medical Group—Mountain Home				
2009	95.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	73.3%	71.2%	77.2%	75.1%
Overall—MHS 2008	71.2%	69.3%	73.9%	75.3%
Air Force, Overall	76.2%	72.6%	85.4%	79.6%*
1st Medical Group—Langley				
2009	88.8%** ↑	N/A	N/A	N/A
2008	77.9%**	N/A	N/A	N/A
3rd Medical Group—Elmendorf				
2009	62.2%*	63.8%*	N/A	N/A
2008	76.8%*	63.5%**	93.0%**	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	71.9%	68.4%	80.5%*	81.2%**
2008	69.2%	71.7%	60.3%*	73.4%**
60th Medical Group—Travis				
2009	77.1%	72.4%	92.6%*	N/A
2008	82.5%	83.7%*	83.5%*	N/A
74th Medical Group—Wright-Patterson				
2009	71.9%	69.0%	76.3%*	N/A
2008	74.3%	81.2%*	62.0%*	N/A
81st Medical Group—Keesler				
2009	80.7%*	79.8%*	76.3%**	N/A
2008	78.8%*	75.7%*	N/A	N/A

(continued)

Interactions with Other Hospital Staff

How often did the radiology staff explain your treatment or tests in a way that was easy to understand? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	71.2%*	73.3%*	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	93.7%* ↑	81.4%**	98.1%**	N/A
2008	80.1%*	76.3%*	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	80.0%*	76.7%*	N/A	N/A
2008	63.6%*	57.7%*	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	74.8%	74.4%	75.9%	74.4%
Overall—MHS 2008	74.0%	73.2%	77.6%	71.9%
Air Force, Overall	72.9%	72.7%	79.0%	69.9%
1st Medical Group—Langley				
2009	72.6%*	N/A	87.3%**	68.2%*
2008	76.1%*	N/A	90.3%**	72.1%*
3rd Medical Group—Elmendorf				
2009	79.0%	78.4%*	82.0%**	78.1%*
2008	78.5%	87.0%**	86.5%*	71.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	72.3%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	66.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	87.0%*	N/A	N/A	91.4%**
2008	61.8%*	N/A	N/A	61.8%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	71.8%	73.8%	72.0%	67.3%*
2008	70.4%	77.2%	56.4%	71.1%*
60th Medical Group—Travis				
2009	71.3%	73.8%	79.0%*	60.1%*
2008	78.0%	81.9%	82.2%*	68.0%*
74th Medical Group—Wright-Patterson				
2009	70.1%	70.8%	80.9%*	55.1%*
2008	83.5%	85.6%	76.6%*	86.8%*
81st Medical Group—Keesler				
2009	74.0%	76.9%*	82.7%*	64.7%**
2008	78.8%	83.6%*	74.7%**	73.6%**

(continued)

Interactions with Other Hospital Staff

During this hospital stay, how often was the staff delivering your food courteous and helpful? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	68.2%*	65.3%*	N/A	61.3%**
2008	73.9%*	N/A	N/A	57.3%**
96th Medical Group—Eglin				
2009	83.9% ↑	84.2%*	90.8%*	80.3%*
2008	72.2%	76.2%*	74.2%*	68.9%*
99th Medical Group—O’Callaghan Hospital				
2009	57.0% ↓	56.2%*	62.6%**	55.3%*
2008	76.0%	71.8%*	96.8%**	75.3%*
366th Medical Group—Mountain Home				
2009	81.5%**	N/A	N/A	N/A
2008	91.1%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	20.6%	22.8%	22.2%	16.9%
Overall—MHS 2008	21.5%	23.8%	23.3%	17.3%
Air Force, Overall	16.8%	19.0%	21.7%	11.7%
1st Medical Group—Langley				
2009	13.7%*	N/A	31.5%**	9.9%*
2008	21.7%*	N/A	47.1%**	17.4%*
3rd Medical Group—Elmendorf				
2009	13.2%	18.6%*	12.9%**	10.7%*
2008	20.0%	19.2%**	23.4%*	18.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	3.9%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	21.5%*	N/A	N/A	22.6%**
2008	30.5%**	N/A	N/A	21.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	16.3%	20.4%	14.3%	9.7%*
2008	16.2%	16.6%	20.7%	13.0%*
60th Medical Group—Travis				
2009	23.1%	25.4%	32.6%*	11.0%*
2008	17.2%	25.3%	9.2%*	12.1%*
74th Medical Group—Wright-Patterson				
2009	16.8%	14.3%	30.3%*	6.7%*
2008	15.5%	17.3%	15.7%*	12.5%*
81st Medical Group—Keesler				
2009	18.4%	22.5%*	22.0%*	10.5%**
2008	15.2%	20.2%*	10.6%**	9.9%**

(continued)

Interactions with Other Hospital Staff

On a scale of 0 to 10 where 0 is the worst tasting food and 10 is the best tasting food, how would you rate the food you received during this hospital stay? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	9.4%*	16.4%*	N/A	4.5%**
2008	19.8%*	N/A	N/A	0.0%**
96th Medical Group—Eglin				
2009	25.8% ↑	22.6%*	37.0%*	21.0%*
2008	13.3%	13.2%*	18.8%*	11.0%*
99th Medical Group—O’Callaghan Hospital				
2009	8.2% ↓	14.7%*	6.2%**	0.7%*
2008	15.7%	18.6%*	27.1%**	7.6%*
366th Medical Group—Mountain Home				
2009	27.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

The Hospital Environment

How often was the temperature in your room comfortable?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	51.8%	54.8%	57.8%	43.5%
Overall—MHS 2008	51.4%	52.8%	59.1%	43.0%
Air Force, Overall	48.7%	51.5%	58.0%	40.3%
1st Medical Group—Langley				
2009	44.3%*	N/A	60.8%**	38.6%*
2008	43.5%*	N/A	61.3%**	37.4%*
3rd Medical Group—Elmendorf				
2009	49.4%	55.6%*	44.2%*	48.6%*
2008	50.1%	60.5%**	61.3%*	40.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	64.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	48.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	55.4%*	N/A	N/A	61.8%**
2008	26.5%*	N/A	N/A	15.2%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	46.2%	49.7%	52.0%	34.2%*
2008	46.9%	50.2%	55.6%	37.1%*
60th Medical Group—Travis				
2009	50.5%	49.3%	62.2%*	42.4%*
2008	62.1%	71.1%	69.6%*	40.6%*
74th Medical Group—Wright-Patterson				
2009	50.3%	46.1%	67.2%*	40.0%*
2008	55.5%	58.0%	60.1%*	47.0%*
81st Medical Group—Keesler				
2009	46.7%	49.0%*	37.8%*	49.2%**
2008	50.2%	51.3%*	52.5%**	46.7%**

(continued)

The Hospital Environment

How often was the temperature in your room comfortable? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	60.6%*	60.7%*	N/A	54.4%**
2008	56.3%*	N/A	N/A	38.9%**
96th Medical Group—Eglin				
2009	49.4%	59.2%*	74.3%*	33.0%*
2008	46.1%	36.7%*	46.0%*	51.5%*
99th Medical Group—O’Callaghan Hospital				
2009	43.7%	49.2%*	62.7%**	27.3%*
2008	54.8%	56.4%*	63.9%**	49.4%*
366th Medical Group—Mountain Home				
2009	47.0%**	N/A	N/A	N/A
2008	80.4%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

The Hospital Environment

How often did the equipment in your room work properly?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	68.7%	73.2%	73.2%	59.8%
Overall—MHS 2008	68.8%	71.2%	75.0%	60.7%
Air Force, Overall	66.0%	72.9%	75.4%	53.2%
1st Medical Group—Langley				
2009	57.7%*	N/A	70.1%**	50.0%*
2008	50.3%*	N/A	92.4%**	39.9%*
3rd Medical Group—Elmendorf				
2009	63.6%	70.8%*	66.6%*	58.7%*
2008	75.9%	86.3%**	93.0%*	62.6%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	74.6%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	82.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	72.9%*	N/A	N/A	64.5%**
2008	48.4%**	N/A	N/A	58.5%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	63.7%	70.7%	63.0%	49.4%*
2008	65.9%	73.2%	61.1%	59.4%*
60th Medical Group—Travis				
2009	73.4%	75.1%	85.6%*	60.0%*
2008	74.3%	82.1%	72.1%*	64.2%*
74th Medical Group—Wright-Patterson				
2009	66.0%	77.3%	76.8%*	21.4%*
2008	73.8%	74.9%	77.2%*	68.8%*
81st Medical Group—Keesler				
2009	63.6%	67.3%*	61.5%*	59.7%**
2008	69.1%	73.5%*	52.4%**	72.7%**

(continued)

The Hospital Environment

How often did the equipment in your room work properly? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	65.1%*	77.6%*	N/A	37.6%**
2008	85.9%*	N/A	N/A	77.5%**
96th Medical Group—Eglin				
2009	70.1%	86.3%*	92.6%*	53.3%*
2008	62.6%	50.3%*	65.7%*	67.9%*
99th Medical Group—O’Callaghan Hospital				
2009	66.7%	67.8%*	85.3%**	56.3%*
2008	69.5%	73.0%*	77.8%**	61.3%*
366th Medical Group—Mountain Home				
2009	57.6%**	N/A	N/A	N/A
2008	76.5%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	65.9%	68.3%	66.1%	55.9%
Overall—MHS 2008	67.1%	68.5%	69.5%	55.9%
Air Force, Overall	73.2%	71.3%	77.8%	67.4%**
1st Medical Group—Langley				
2009	66.2%**	N/A	N/A	64.4%**
2008	50.5%**	N/A	N/A	49.5%**
3rd Medical Group—Elmendorf				
2009	62.1%**	N/A	77.0%**	N/A
2008	81.8%*	N/A	82.4%**	N/A
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	77.2%	77.2%	78.0%*	N/A
2008	71.2%	75.0%	62.7%*	N/A
60th Medical Group—Travis				
2009	82.7% ↑	77.0%*	93.2%**	N/A
2008	75.2%*	72.3%*	87.0%**	N/A
74th Medical Group—Wright-Patterson				
2009	66.4%	65.8%*	67.6%*	N/A
2008	77.2%	77.2%*	77.2%*	N/A
81st Medical Group—Keesler				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(continued)

The Hospital Environment

How often did doctors, nurses and other hospital staff make sure that you had privacy when they took care of you or talked to you? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	76.4%**	60.5%**	N/A	N/A
2008	N/A	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
99th Medical Group—O’Callaghan Hospital				
2009	66.0%*	63.0%*	72.7%**	N/A
2008	69.1%*	64.6%*	N/A	N/A
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	80.4%	83.3%	65.0%	92.1%
Overall—MHS 2008	79.2%	83.2%	63.8%	90.7%
Air Force, Overall	84.4%	89.5%	71.6%	88.9%
1st Medical Group—Langley				
2009	85.5%*	N/A	49.6%**	91.5%*
2008	84.1%*	N/A	62.0%**	92.2%*
3rd Medical Group—Elmendorf				
2009	81.8%*	97.7%**	66.6%**	82.8%**
2008	86.7%*	N/A	79.1%*	91.0%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	93.2%* ↑	N/A	N/A	95.7%**
2008	89.9%**	N/A	N/A	N/A
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	84.6%	90.7%	77.2%	82.6%*
2008	73.9%	78.8%	64.5%	76.7%*
60th Medical Group—Travis				
2009	81.0%	78.6%*	71.6%*	91.5%**
2008	85.1%	93.0%*	64.9%*	96.6%**
74th Medical Group—Wright-Patterson				
2009	84.6%	89.6%*	68.9%*	98.9%**
2008	83.1%	88.7%*	68.2%*	94.2%*
81st Medical Group—Keesler				
2009	88.3%*	95.5%*	64.0%*	96.2%**
2008	71.2%*	87.2%*	63.0%**	59.8%**

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about what activities you could and could not do? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	87.3%*	88.6%**	N/A	N/A
2008	75.9%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	84.4%*	N/A	71.3%*	91.6%*
2008	80.7%*	75.9%**	66.7%*	90.8%*
99th Medical Group—O’Callaghan Hospital				
2009	76.1%*	81.1%*	58.4%**	81.4%**
2008	71.4%*	62.7%*	52.6%**	88.4%**
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home?

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	64.7%	95.2%	96.9%	33.5%
Overall—MHS 2008	67.7%	96.2%	97.6%	36.5%
Air Force, Overall	61.8%	96.8%	99.7%	29.2%
1st Medical Group—Langley				
2009	50.5%*	N/A	N/A	40.8%*
2008	45.5%*	N/A	N/A	40.2%*
3rd Medical Group—Elmendorf				
2009	49.7%*	100.0%**	100.0%**	24.3%*
2008	61.6%*	N/A	97.2%**	37.5%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	71.6%*	N/A	N/A	51.6%**
2008	36.2%**	N/A	N/A	25.7%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	71.5% ↑	95.6%	99.0%*	31.7%*
2008	72.6%	98.4%	95.5%*	46.4%*
60th Medical Group—Travis				
2009	67.0%	98.9%*	100.0%*	17.1%*
2008	65.4%	98.6%*	98.3%*	22.0%*
74th Medical Group—Wright-Patterson				
2009	72.6% ↑	96.5%*	100.0%*	20.8%*
2008	76.4%	98.7%*	100.0%*	46.5%*
81st Medical Group—Keesler				
2009	68.5%*	100.0%*	100.0%**	38.3%**
2008	68.7%*	100.0%**	100.0%**	27.5%**

(continued)

When you Left the Hospital

Before you left the hospital, did you receive information in writing about how to take this medicine at home? (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	51.8%*	97.1%**	N/A	9.0%**
2008	65.1%*	N/A	N/A	28.3%**
96th Medical Group—Eglin				
2009	51.1%	92.5%**	100.0%**	28.6%*
2008	54.5%	100.0%**	100.0%**	25.1%*
99th Medical Group—O’Callaghan Hospital				
2009	56.9%*	93.8%*	100.0%**	19.2%**
2008	56.8%*	87.4%*	N/A	31.4%*
366th Medical Group—Mountain Home				
2009	40.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

**Air Force Report:
Trust Questions**

Trust Question

Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs. (% *Strongly or Somewhat Disagree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	74.8%	71.7%	81.3%	73.4%
Overall—MHS 2008	76.1%	73.8%	81.8%	74.2%
Air Force, Overall	76.6%	73.9%	89.1%	72.6%
1st Medical Group—Langley				
2009	76.3%*	N/A	97.7%**	71.8%*
2008	75.0%*	N/A	100.0%**	70.4%*
3rd Medical Group—Elmendorf				
2009	77.1%	73.1%*	78.0%*	78.6%*
2008	83.0%	86.9%**	87.6%*	79.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	89.3%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	82.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	85.5%*	N/A	N/A	89.1%**
2008	74.4%**	N/A	N/A	66.8%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	74.5%	74.3%	89.4%	63.3%*
2008	74.6%	74.6%	83.3%	69.0%*
60th Medical Group—Travis				
2009	76.0%	72.6%	87.5%*	71.8%*
2008	84.6%	78.6%	93.4%*	85.8%*
74th Medical Group—Wright-Patterson				
2009	78.8%	73.5%	86.2%*	82.7%*
2008	81.3%	79.6%	88.9%*	76.2%*
81st Medical Group—Keesler				
2009	82.4%	83.4%*	94.4%*	73.9%**
2008	85.3%	90.5%*	95.4%**	68.4%**

(continued)

Trust Question

Sometimes your health care provider cared more about what was convenient for him or her than about your medical needs. (% *Strongly or Somewhat Disagree*)
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	69.5%*	71.8%*	N/A	56.5%**
2008	78.4%*	N/A	N/A	79.8%**
96th Medical Group—Eglin				
2009	83.3%	83.0%*	95.4%*	77.1%*
2008	80.9%	83.1%*	80.8%*	79.5%*
99th Medical Group—O’Callaghan Hospital				
2009	68.1%	63.5%*	78.1%**	69.3%*
2008	67.4% ↓	58.1%*	62.9%**	82.8%*
366th Medical Group—Mountain Home				
2009	68.7%**	N/A	N/A	N/A
2008	89.6%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

**Your health care provider did not refer you to a specialist when needed. (%
Strongly or Somewhat Disagree)**

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	57.9%	61.0%	64.7%	49.0%
Overall—MHS 2008	57.9%	61.0%	64.4%	48.8%
Air Force, Overall	56.4%	61.2%	67.0%	45.3%
1st Medical Group—Langley				
2009	50.6%*	N/A	75.9%**	40.9%*
2008	50.2%*	N/A	90.4%**	45.5%*
3rd Medical Group—Elmendorf				
2009	54.1%	33.9%*	67.0%*	58.3%*
2008	40.6% ↓	54.3%**	43.5%*	34.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	52.9%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	57.3%*	N/A	N/A	41.1%**
2008	51.9%**	N/A	N/A	46.1%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	57.5%	61.1%	68.9%	41.0%*
2008	59.5%	64.8%	65.4%	49.2%*
60th Medical Group—Travis				
2009	62.4%	60.6%	73.7%*	55.7%*
2008	63.8%	66.1%	65.1%*	59.1%*
74th Medical Group—Wright-Patterson				
2009	59.8%	63.5%	57.8%*	53.7%*
2008	71.5% ↑	74.8%	81.7%*	56.1%*
81st Medical Group—Keesler				
2009	57.7%	67.0%*	84.7%*	29.5%**
2008	58.4%	66.7%*	74.8%**	32.9%**

(continued)

Trust Question

Your health care provider did not refer you to a specialist when needed.
(continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	63.2%*	68.6%*	N/A	53.0%**
2008	65.9%*	N/A	N/A	N/A
96th Medical Group—Eglin				
2009	51.1%	59.9%*	56.1%*	45.4%*
2008	53.3%	71.5%*	51.8%*	43.5%*
99th Medical Group—O’Callaghan Hospital				
2009	49.9%	54.2%*	49.7%**	44.4%**
2008	54.9%	56.3%*	79.6%**	44.0%*
366th Medical Group—Mountain Home				
2009	49.8%**	N/A	N/A	N/A
2008	57.0%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

You think your healthcare provider was strongly influenced by health plan rules when making decisions about your medical care. (% *Strongly or Somewhat Disagree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	34.8%	34.3%	41.3%	30.2%
Overall—MHS 2008	34.3%	34.3%	41.6%	28.2%
Air Force, Overall	34.8%	38.6%	40.7%	27.4%
1st Medical Group—Langley				
2009	32.7%*	N/A	44.2%**	26.5%*
2008	28.0%*	N/A	23.1%**	26.8%*
3rd Medical Group—Elmendorf				
2009	32.1%	30.9%*	32.9%*	32.4%*
2008	34.6%	52.1%**	36.1%*	27.5%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A	N/A	N/A	N/A
2008	20.3%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	29.8%*	N/A	N/A	28.6%**
2008	27.7%*	N/A	N/A	16.8%**
51st Medical Group—Osan AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	37.9%	38.7%	40.0%	34.7%*
2008	34.1%	36.1%	41.4%	27.0%*
60th Medical Group—Travis				
2009	34.5%	40.5%	39.2%*	20.5%*
2008	32.0%	29.8%	38.8%*	29.3%*
74th Medical Group—Wright-Patterson				
2009	39.5%	40.5%	32.6%*	44.6%*
2008	49.9% ↑	48.5%	56.4%*	45.6%*
81st Medical Group—Keesler				
2009	29.4%	38.2%*	48.0%*	4.7%**
2008	36.2%	34.0%*	61.3%**	24.0%**

(continued)

Trust Question

You think your healthcare provider was strongly influenced by health plan rules when making decisions about your medical care (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	37.6%*	45.1%*	N/A	29.1%**
2008	23.5%*	N/A	N/A	16.3%**
96th Medical Group—Eglin				
2009	37.3%	41.0%*	62.0%*	23.4%*
2008	27.1%	29.1%*	31.3%*	23.9%*
99th Medical Group—O’Callaghan Hospital				
2009	30.6%	35.2%*	34.8%**	22.2%**
2008	28.9%	23.3%*	29.9%**	36.7%*
366th Medical Group—Mountain Home				
2009	23.0%**	N/A	N/A	N/A
2008	33.7%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

Your health care provider was thoughtful and thorough (*% Agree or Strongly Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.2%	82.9%	89.8%	84.2%
Overall—MHS 2008	86.2%	84.5%	91.1%	84.1%
Air Force, Overall	88.0%	88.9%	92.3%	84.6%
1st Medical Group—Langley				
2009	82.5%*	N/A	100.0%**	77.3%*
2008	86.1%*	N/A	100.0%**	83.0%*
3rd Medical Group—Elmendorf				
2009	86.1%	82.1%*	83.8%*	89.2%*
2008	93.7%	82.5%**	97.8%*	95.4%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	94.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	98.0%* ↑	N/A	N/A	96.5%**
2008	94.3%**	N/A	N/A	94.7%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	87.9%	89.4%	91.3%	82.2%*
2008	87.3%	87.6%	94.7%	82.2%*
60th Medical Group—Travis				
2009	89.5%	86.2%	94.1%*	91.5%**
2008	90.3%	87.7%	89.7%*	95.0%*
74th Medical Group—Wright-Patterson				
2009	87.0%	85.0%	89.5%*	88.7%*
2008	85.1%	84.0%	87.1%*	84.7%*
81st Medical Group—Keesler				
2009	88.5%	88.6%*	100.0%*	81.4%**
2008	92.7%	92.3%*	100.0%**	88.6%**

(continued)

Trust Question

Your health care provider was thoughtful and thorough (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	85.3%*	91.3%*	N/A	74.8%**
2008	84.1%*	N/A	N/A	84.8%**
96th Medical Group—Eglin				
2009	91.3%	92.0%*	97.6%*	87.7%*
2008	85.6%	85.6%*	89.2%*	84.0%*
99th Medical Group—O’Callaghan Hospital				
2009	82.9%	89.2%*	80.6%**	75.9%*
2008	76.8%	68.3%*	97.0%**	83.0%*
366th Medical Group—Mountain Home				
2009	86.8%**	N/A	N/A	N/A
2008	93.9%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

You completely trusted your health care provider's decisions about which medical treatments were best for you (*% Agree or Strongly Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.7%	82.6%	90.8%	82.3%
Overall—MHS 2008	85.9%	83.5%	92.3%	83.4%
Air Force, Overall	86.2%	87.8%	94.1%	80.2%
1st Medical Group—Langley				
2009	80.7%*	N/A	100.0%**	75.2%*
2008	80.3%*	N/A	100.0%**	76.3%*
3rd Medical Group—Elmendorf				
2009	81.5%	82.9%*	81.4%*	80.8%*
2008	91.6%	80.3%**	97.8%*	92.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	100.0%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	89.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	95.8%* ↑	N/A	N/A	92.4%**
2008	100.0%**	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	87.7%	89.3%	94.0%	79.2%*
2008	88.1%	90.8%	90.2%	83.3%*
60th Medical Group—Travis				
2009	88.9%	87.2%	95.0%*	86.6%*
2008	88.7%	88.4%	89.6%*	88.4%*
74th Medical Group—Wright-Patterson				
2009	83.3%	77.8%	92.1%*	86.1%*
2008	88.7%	90.3%	90.6%*	84.5%*
81st Medical Group—Keesler				
2009	84.8%	83.9%*	98.1%*	78.2%**
2008	92.9%	89.1%*	97.8%**	96.6%**

(continued)

Trust Question

You completely trusted your health care provider’s decisions about which medical treatments were best for you (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	85.1%*	92.4%*	N/A	71.4%**
2008	77.8%*	N/A	N/A	82.1%**
96th Medical Group—Eglin				
2009	91.0%	94.3%*	97.6%*	86.5%*
2008	86.0%	90.5%*	90.4%*	81.2%*
99th Medical Group—O’Callaghan Hospital				
2009	79.5%	88.9%*	92.4%**	60.8%*
2008	81.7%	73.8%*	96.7%**	88.6%*
366th Medical Group—Mountain Home				
2009	91.7%**	N/A	N/A	N/A
2008	89.6%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

Your health care provider was completely honest in telling you about all of the different treatment options available for your condition. (% Agree or Strongly Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.2%	80.6%	90.1%	83.9%
Overall—MHS 2008	85.6%	82.1%	91.6%	84.8%
Air Force, Overall	87.3%	86.3%	95.0%	84.1%
1st Medical Group—Langley				
2009	78.6%*	N/A	100.0%**	73.3%*
2008	86.1%*	N/A	100.0%**	82.9%*
3rd Medical Group—Elmendorf				
2009	85.2%	92.2%*	81.9%*	82.9%*
2008	91.0%	79.8%**	97.8%*	91.1%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	100.0%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	75.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	95.9%* ↑	N/A	N/A	92.6%**
2008	93.2%*	N/A	N/A	92.9%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	88.7%	86.9%	96.4%	86.4%*
2008	87.9%	88.3%	88.9%	86.6%*
60th Medical Group—Travis				
2009	87.0%	82.0%	91.9%*	91.2%*
2008	91.8%	83.3%	99.1%*	98.2%*
74th Medical Group—Wright-Patterson				
2009	89.5%	86.4%	96.7%*	88.7%*
2008	88.7%	90.8%	94.9%*	79.1%*
81st Medical Group—Keesler				
2009	86.1%	89.2%*	98.2%*	74.4%**
2008	91.3%	90.3%*	100.0%**	87.5%**

(continued)

Trust Question

Your health care provider was completely honest in telling you about all of the different treatment options available for your condition (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	84.7%*	81.9%*	N/A	84.2%**
2008	88.5%*	N/A	N/A	95.7%**
96th Medical Group—Eglin				
2009	91.9%	92.1%*	98.8%*	88.3%*
2008	89.7%	90.5%*	100.0%*	84.6%*
99th Medical Group—O’Callaghan Hospital				
2009	82.3%	86.7%*	90.7%**	73.0%*
2008	76.9%	65.1%*	100.0%**	86.8%*
366th Medical Group—Mountain Home				
2009	91.7%**	N/A	N/A	N/A
2008	93.9%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

All in all, you had complete trust in your healthcare provider. (% Agree or Strongly Agree)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	85.5%	83.2%	91.9%	83.2%
Overall—MHS 2008	86.8%	84.4%	93.3%	84.3%
Air Force, Overall	87.5%	89.8%	95.2%	80.7%
1st Medical Group—Langley				
2009	80.6%*	N/A	100.0%**	74.2%*
2008	82.2%*	N/A	100.0%**	78.2%*
3rd Medical Group—Elmendorf				
2009	87.3%	95.5%*	83.8%*	84.6%*
2008	91.9%	82.5%**	98.9%*	91.3%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	88.4%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	94.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	94.0%*	N/A	N/A	89.1%**
2008	91.9%*	N/A	N/A	100.0%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	88.1%	89.8%	97.1%	77.2%*
2008	87.4%	86.9%	94.4%	83.4%*
60th Medical Group—Travis				
2009	88.7%	87.3%	93.8%*	86.6%*
2008	91.9%	89.6%	86.9%*	100.0%*
74th Medical Group—Wright-Patterson				
2009	85.7%	81.8%	91.3%*	88.5%*
2008	88.8%	88.1%	91.3%*	87.4%*
81st Medical Group—Keesler				
2009	87.8%	91.8%*	100.0%*	74.8%**
2008	91.0%	90.2%*	100.0%**	86.4%**

(continued)

Trust Question

All in all, you had complete trust in your healthcare provider. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	84.4%*	91.0%*	N/A	71.4%**
2008	78.1%*	N/A	N/A	82.9%**
96th Medical Group—Eglin				
2009	89.7%	94.4%*	98.8%*	83.3%*
2008	85.3%	84.2%*	90.4%*	83.8%*
99th Medical Group—O’Callaghan Hospital				
2009	84.3%	89.7%*	94.1%**	72.7%*
2008	79.0%	71.4%*	96.8%**	84.1%*
366th Medical Group—Mountain Home				
2009	91.4%**	N/A	N/A	N/A
2008	89.6%**	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems. (*% Agree or Strongly Agree*)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Overall—MHS 2009	84.6%	83.3%	89.3%	82.2%
Overall—MHS 2008	85.6%	84.5%	91.2%	82.4%
Air Force, Overall	86.5%	88.3%	93.7%	80.6%
1st Medical Group—Langley				
2009	81.4%*	N/A	100.0%**	77.1%*
2008	82.2%*	N/A	100.0%**	78.2%*
3rd Medical Group—Elmendorf				
2009	81.3%	84.4%*	83.8%*	78.7%*
2008	95.4%	91.3%**	98.8%*	94.8%*
10th Medical Group—USAF Academy CO				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
31st Medical Group—Aviano				
2009	N/A ↑	N/A	N/A	N/A
2008	96.5%**	N/A	N/A	N/A
35th Medical Group—Misawa				
2009	94.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
48th Medical Group—Lakenheath				
2009	95.6%* ↑	N/A	N/A	92.0%**
2008	85.6%*	N/A	N/A	89.3%**
51st Medical Group—Osan AB				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
52nd Medical Group—Spangdahlem				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
59th Med Wing—Lackland				
2009	86.5%	88.2%	91.5%	78.8%*
2008	85.0%	88.4%	89.6%	77.6%*
60th Medical Group—Travis				
2009	86.8%	88.8%	93.8%*	77.3%*
2008	90.6%	88.3%	87.7%*	96.3%*
74th Medical Group—Wright-Patterson				
2009	86.5%	84.4%	88.8%*	89.0%*
2008	87.4%	86.7%	97.3%*	78.4%*
81st Medical Group—Keesler				
2009	89.6%	91.0%*	100.0%*	81.7%**
2008	82.6%	90.4%*	97.6%**	59.7%**

(continued)

Trust Question

You trusted your health care provider to put your medical needs above all other considerations when treating your medical problems. (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
89th Medical Group—Andrews				
2009	82.8%*	89.0%*	N/A	69.9%**
2008	81.6%*	N/A	N/A	84.8%**
96th Medical Group—Eglin				
2009	91.6%	91.4%*	98.8%*	87.8%*
2008	88.0%	94.6%*	90.4%*	82.9%*
99th Medical Group—O’Callaghan Hospital				
2009	81.1%	85.7%*	97.9%**	66.9%*
2008	79.5%	71.2%*	96.7%**	86.2%*
366th Medical Group—Mountain Home				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
374th Medical Group—Yokota AB				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
375th Medical Group—Scott				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

N/A: Results that reflect responses from fewer than 15 individuals are excluded in order to protect human subjects.

*Comparisons are based on results from samples of 31 to 99 respondents, therefore statistical test results have low precision and may not be reliable.

**This estimate is based on a sample of between 15 and 30 respondents and is subject to significant sampling error.

Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Air Force). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

**Appendix A:
Survey Methodology and Data Collection Results**

Survey Methodology and Results for the 2009 TRISS Mail Survey

TRISS Mail Survey Sample

The survey population for the 2009 TRICARE Inpatient Satisfaction Survey (TRISS) consisted of TRICARE beneficiaries who received inpatient hospital care from July 1, 2009, through September 30, 2009, for medical, surgical, or obstetrics care for selected diagnostic-related group (DRG) codes (see Appendix B). Altarum Institute, under contract to the Department of Defense TRICARE Management Activity (DoD-TMA), constructed and provided the sample frame to RTI project staff. Altarum used a number of selection criteria to exclude certain categories of inpatients from the sample frame. Those excluded from the survey included those who

- were under 18 years of age,
- did not have a normal discharge,
- had a psychiatric or substance abuse diagnosis, and
- had a diagnosis of abortion, false labor, antepartum, or stillbirth.

The sampling frame that Altarum Institute provided to RTI project staff contained sampling and contact information for TRICARE beneficiaries who received a Standard Inpatient Data Record data file for direct care (DC) and a Health Care Service Record [Institutional] file for purchased care (PC) for July through September 2009. Included in the mail survey were TRICARE beneficiaries who received care from direct and network civilian facilities located both within the continental United States (CONUS) and outside the continental United States (OCONUS).

DoD-TMA conducts a telephone survey quarterly in addition to the mail survey. To conduct both a mail and telephone survey of July–September inpatients, project statisticians constructed the sample frame so that the sample for the telephone survey was selected first. The remaining DC and PC inpatients received the mail survey.

There were 46,859 beneficiaries included in the Mail Survey sample, of whom 31,003 (66.2%) were DC beneficiaries and 15,856 (33.8%) were PC beneficiaries. Of those sampled, 107 beneficiaries were either deceased or reported that they did not receive care from the sample facility. The distribution of cases in the sample by a number of subpopulations of interest, including military service/branch, age, discharge month, etc., for the DC and PC samples is shown in **Tables A1** and **A2**.

Table A1. Sample Distribution for July–September 2009 Direct Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	6,899	7,280	7,399	21,578
45–64	1,922	1,990	1,789	5,701
65+	1,223	1,266	1,235	3,724
Total	10,044	10,536	10,423	31,003
Product Type				
Medical	3,852	3,950	3,694	11,496
Surgical	2,347	2,501	2,494	7,342
Childbirth	3,845	4,085	4,235	12,165
Total	10,044	10,536	10,423	31,003
Military Service				
Army	5,430	5,484	5,558	16,472
Navy	2,859	3,229	3,099	9,187
Air Force	1,755	1,823	1,766	5,344
Total	10,044	10,536	10,423	31,003
TRICARE Region				
North	2,851	3,243	3,124	9,218
South	2,819	2,871	2,781	8,471
West	3,339	3,356	3,415	10,110
OCONUS	1,035	1,066	1,103	3,204
Total	10,044	10,536	10,423	31,003

Table A2. Sample Distribution for July–September 2009 Purchased Care Mail Survey

	July	August	Sept	Total
Age Group				
18–44	2,010	2,032	1,939	5,981
45–64	1,242	1,172	970	3,384
65+	2,399	2,225	1,867	6,491
Total	5,651	5,429	4,776	15,856
Product Type				
Medical	2,582	2,371	2,003	6,956
Surgical	1,869	1,768	1,488	5,125
Childbirth	1,200	1,290	1,285	3,775
Total	5,651	5,429	4,776	15,856
TRICARE Region				
North	2,103	2,010	1,710	5,823
South	1,669	1,658	1,470	4,797
West	1,821	1,709	1,550	5,080
OCONUS	58	52	46	156
Total	5,651	5,429	4,776	15,856

Mail Survey Data Collection

Data collection for the 2009 TRISS Mail Survey consisted of mailing a questionnaire package that included a cover letter, a survey questionnaire based on the inpatient’s product type (medical, surgical, or obstetrics) and a return envelope. The cover letter explained the purpose and objectives of the survey and provided informed consent information. Sample members were given the option of responding by mail or completing an online web survey. The personalized cover letter included a unique username and password for each sample member and instructions for accessing the web survey if the sample member chose to respond that way. A second questionnaire package was mailed to all sample members who did not respond within approximately 4 weeks of the first questionnaire mailing. The schedule of mailings for the DC and PC samples is shown in **Table A3**.

Table A3. Schedule of Mailings for the 2009 TRISS Mail Survey

Discharge Month	First Questionnaire	Second Questionnaire
Direct Care Sample		
July 2009	November 3, 2009	December 7, 2009
August 2009	December 2, 2009	January 6, 2010
September 2009	December 21, 2009	January 29, 2010
Purchased Care Sample		
July–September 2009	December 21, 2009	January 29, 2010

Data Collection Results

Data collection resulted in obtaining a response rate of 27.7% with the DC sample, 44.9% with the PC sample, and an overall response rate of 33.5%. The response rates were calculated using the American Association for Policy Opinion Research response rate Rule Number 1, which is defined as follows:

$$\frac{\text{Number of Completed Interviews}}{\text{Total Number Selected – Ineligible}}$$

Ineligible sample members are those who were deceased and those who reported that they did not receive inpatient care from the sample facility.

Response rates varied by demographic characteristics, product type, military service (for DC), TRICARE region (for PC) and by discharge month as shown in **Tables A4** (for DC), **A5** (for PC), and **A6** (combined). The following is a summary of the response rates obtained:

- **Response Rates, by Age.** The response rate was lowest for both direct care and purchased care respondents between the ages of 18 and 34 and highest for those 65 years old or older.
- **Response Rates, by Gender.** For direct care, the response rate was about the same for both males and females. However, for purchased care, the response rate for male sample members (57.0%) was significantly higher than the response rate for females (38.4%).

- **Response Rates, by Product Type.** For direct care, the response rate was identical for sample members who received medical services and surgical care (32.7% and 32.3 respectively) and lowest for obstetrics patients (20.3%). For purchased care, the response rate was highest for sample members who received surgical care (55.9%), followed by those who received medical (50.3%) and obstetrics (19.9%) services.
- **Response Rates, by Military Service.** For direct care, the response rate was highest for Air Force (35.6%), followed by the Navy (26.3%) and Army (26.0%).
- **Response Rates, by TRICARE Region.** The response rates in the CONUS regions were similar for both direct care respondents and purchased care respondents. However, the response rate for OCONUS direct care beneficiaries was significantly lower than that for other direct care beneficiaries.
- **Response Rates, by Beneficiary Category.** For both direct care and purchased care, the response rate was highest among retired military personnel and dependents of survivor. For direct care, the response rate for beneficiaries who are retired is 53.7%; it was 56.4% for dependents of survivor. For Purchased Care, the response rates for those two beneficiary categories were 64.2% and 52.9%, respectively.
- **Response Rates, by Discharge Month.** For both direct care and purchased care, the response rates were very similar for the three sample months.

Table A4. Response Rates for the Direct Care Sample

Category	Number Eligible	Number Responded	Response Rate (%)
Total	30,957	8,581	27.72
Age Group			
18–34	17,481	2,662	15.23*
35–44	4,096	972	23.73*
45–64	5,691	2,556	44.91*
65+	3,689	2,391	64.81*
Gender			
Male	10,534	3,020	28.67*
Female	20,423	5,561	27.23
Tricare Region			
North	9,202	2,663	28.94*
South	8,458	2,474	29.25*
West	10,093	2,822	27.96
OCONUS	3,204	622	19.41*
Product Line			
Medical	11,457	3,742	32.66*
Surgical	7,335	2,371	32.32*
Obstetrics	12,165	2,468	20.29*
Military Service Type			
Army	16,444	4,268	25.95*
Navy	9,177	2,413	26.29*
Air Force	5,336	1,900	35.61*
Beneficiary Category			
Active Duty	9,646	1,087	11.27*
Retired	4,564	2,450	53.68*
Dependent of Active Duty	11,541	2,558	22.16*
Dependent of Retired	4,024	1,939	48.19*
Dependent of Survivor	876	494	56.39*
Others	306	53	17.32*
Month			
July	10,026	2,739	27.32
August	10,524	2,998	28.49
September	10,407	2,844	27.33

*The response rate for this subgroup is statistically different from the overall response rate.

Table A5. Response Rates for the Purchased Care Sample

Category	Number Eligible Sampled	Number Responded	Response Rate
Total	15,795	7,084	44.85
Age Group			
18–34	4,564	781	17.11*
35–44	1,416	370	26.13*
45–64	3,381	1,641	48.54*
65+	6,434	4,292	66.71*
Gender			
Male	5,467	3,114	56.96*
Female	10,328	3,970	38.44*
Tricare Region			
North	5,804	2,552	43.97
South	4,779	2,126	44.49
West	5,056	2,343	46.34*
OCONUS	156	63	40.38
Product Type			
Medical	6,905	3,475	50.33*
Surgical	5,115	2,857	55.86*
Obstetrics	3,775	752	19.92*
Beneficiary Category			
Active Duty	1,079	160	14.83*
Retired	4,743	3,045	64.20*
Dependent of Active Duty	4,110	848	20.63*
Dependent of Retired	3,899	2,064	52.94*
Dependent of Survivor	1,718	915	53.26*
Others	246	52	21.14*
Discharge Month			
July	5,625	2,541	45.17
August	5,410	2,403	44.42
September	4,760	2,140	44.96

* The response rate for this subgroup is statistically different from the overall response rate.

Table A6. Overall Response Rates (Combined direct care and purchased care)

Category	Number Eligible	Number Responded	Response Rate (%)
Total	46,752	15,665	33.51
Age Group			
18–34	22,045	3,443	15.62*
35–44	5,512	1,342	24.35*
45–64	9,072	4,197	46.26*
65+	10,123	6,683	66.02*
Gender			
Male	16,001	6,134	38.34*
Female	30,751	9,531	30.99*
Tricare Region			
North	15,006	5,215	34.75*
South	13,237	4,600	34.75*
West	15,149	5,165	34.09
OCONUS	3,360	685	20.39*
Product Line			
Medical	18,362	7,217	39.30*
Surgical	12,450	5,228	41.99*
Obstetrics	15,940	3,220	20.20*
Military Service Type			
Army	16,444	4,268	25.95*
Navy	9,177	2,413	26.29*
Air Force	5,336	1,900	35.61*
Beneficiary Category			
Active Duty	10,725	1,247	11.63*
Retired	9,307	5,495	59.04*
Dependent of Active Duty	15,651	3,406	21.76*
Dependent of Retired	7,923	4,003	50.52*
Dependent of Survivor	2,594	1,409	54.32*
Others	552	105	19.02*
Month			
July	15,651	5,280	33.74
August	15,934	5,401	33.90
September	15,167	4,984	32.86

* The response rate for this subgroup is statistically different from the overall response rate.

**Appendix B:
DRG Codes Used to Construct the Sample Frame on the 2009
TRICARE Inpatient Satisfaction Survey**

Table B1. DRG Codes Used to Construct the Sample Frame on the 2008 TRICARE Inpatient Satisfaction Survey¹

Service Line/ Product Type	DRG
Maternity Care	370–375 (<i>Please note: While the Federal Register Notice classifies these codes as Medical or Surgical, for HCAHPS they are to be coded as Maternity Care.</i>)
Medical	9–25, 27–29, 31, 32, 34, 35, 43–47, 64–69, 71–73, 78–80, 82–90, 92–97, 99–102, 121, 122, 124–136, 138–145, 172–183, 185, 187–189, 202–208, 235–251, 253, 254, 256, 271–278, 280, 281, 283, 284, 294–297, 299–301, 316–321, 323–326, 328, 329, 331, 332, 346–352, 366–369, 376, 378–380, 382–384, 395, 397–399, 403, 404, 409–414, 416, 418–421, 423, 434–438, 444, 447, 449, 450, 452–457, 460, 463–467, 473, 478, 487, 489, 490, 492, 505, 508–511, 524, 559–566
Surgical	1, 2, 4–8, 36–40, 42, 49–53, 55–57, 59, 61, 63, 75–77, 103–120, 146–155, 157–162, 164–171, 191–201, 209–211, 213–219, 221–234, 257–270, 285–293, 302–313, 315, 334–339, 341, 342, 344, 345, 353–365, 377, 381, 392, 394, 400–402, 406–408, 415, 439–443, 458, 459, 461, 468, 471, 472, 474, 476–486, 488, 491, 493–504, 506, 507, 512–520, 525–558, 567–570, 573, 577–579
Ineligible	3, 26, 30, 33, 41, 48, 54, 58, 60, 62, 70, 74, 81, 91, 98, 123, 137, 156, 163, 184, 186, 190, 212, 220, 252, 255, 279, 282, 298, 314, 322, 327, 330, 333, 340, 343, 385–391, 393, 396, 405, 417, 422, 424–433, 446, 448, 451, 462, 469, 470, 521–523

Note: DRGs in the ineligible category include patients with pediatric, psychiatric, rehabilitation, or deceased DRGs, and DRGs with no assigned type.

¹ From the CAHPS Hospital Survey Quality Assurance Guidelines, Version 2.0, January 2007, Centers for Medicare and Medicaid Services.