

September 22, 2010

TRICARE Inpatient Satisfaction Survey
Survey Results of Hospital Inpatients in Army
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

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TRICARE Inpatient Satisfaction Survey (TRISS): Executive Summary Army

The TRICARE Inpatient Satisfaction Survey (TRISS) reports on experiences of adults who receive medical, surgical, or 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 Army 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%. For Army facilities, 4,268 of the 16,444 inpatients sampled responded to the survey, for a response rate of 25.9% for Army MTFs. This response rate was statistically lower 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 patients. 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. Results from the specific product lines (e.g., medical, surgical, and obstetrics) are not compared to the HCAHPS benchmark. The civilian HCAHPS benchmark data included in this report are based on 4 quarters of data from 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 Army Military Treatment Facilities

- In 2009, 51.3 % of beneficiaries who received inpatient hospital care in Army 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, 55.0 % of beneficiaries seen in Army 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 Army facilities were significantly more likely to report the most positive results for the Communication about Medications composite than the HCAHPS Civilian benchmarks for that composite (66.1% versus 58.1%).
- Similarly, beneficiaries seen in Army facilities were significantly more likely to report the most positive results for the Discharge Information composite than the HCAHPS Civilian benchmarks for that composite (83.7% versus 80.9%).

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.

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How to Read the DoD TRISS Report

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

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%
Army, Overall	70%	70%	70%	70%
121st General Hospital—Seoul				
2009	70%↑	70%	70%	70%
2008	70%	70%	70%	70%
Bassett Army Community Hospital—Ft. Wainwright				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Brooke Army Medical Center—Ft. Sam Houston				
2009	70%↓	70%	70%	70%
2008	70%	70%	70%	70%
Darrell Army Community Hospital—Ft. Hood				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Dewitt Army Community Hospital—Ft. Belvoir				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Eisenhower Army Medical Center—Ft. Gordon				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Evans Army Community Hospital—Ft. Carson				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Heidelberg Meddaco				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Ireland Army Community Hospital—Ft. Knox				
2009	70%	70%	70%	70%
2008	70%	70%	70%	70%
Irwin Army Community Hospital—Ft. Riley				
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

Army 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%
Army, Overall	51.3% ↓	59.7%	56.0%	38.9%
121st General Hospital—Seoul				
2009	49.2%**	N/A	N/A	N/A
2008	62.0%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	65.2%*	N/A	N/A	72.5%**
2008	58.7%*	N/A	N/A	50.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	55.3%*	N/A	N/A	50.2%**
2008	45.7%* ↓	N/A	N/A	30.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	37.0% ↓	39.3%*	42.1%**	34.3%*
2008	39.1% ↓	42.1%*	55.0%*	32.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	73.7% ↑	76.4%	68.5%	N/A
2008	73.4% ↑	76.7%	68.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	40.2% ↓	60.4%*	37.3%*	33.4%
2008	39.9% ↓	51.1%*	52.0%**	29.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	35.3% ↓	45.0%*	47.6%**	26.9%*
2008	39.7% ↓	64.4%*	31.6%**	30.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	62.5%	68.1%	49.3%*	N/A
2008	73.0% ↑	75.9%*	69.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	61.4%	67.6%*	55.0%*	59.7%*
2008	44.6% ↓	47.6%*	72.8%*	37.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	36.0%* ↓	N/A	53.5%**	29.6%*
2008	38.8%* ↓	N/A	40.2%**	21.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	43.1%* ↓	33.8%**	N/A	46.2%*
2008	32.0%* ↓	N/A	N/A	27.2%*
Keller Army Community Hospital—West Point				
2009	55.8%*	N/A	59.5%**	N/A
2008	57.7%*	N/A	65.6%**	N/A

(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
Landstuhl Regional Medcen				
2009	63.4%	66.6%*	69.1%*	46.2%*
2008	58.3%*	64.7%*	68.4%**	37.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	50.6%*	N/A	52.3%**	51.2%**
2008	50.7%* ↓	47.0%*	N/A	61.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	51.0% ↓	59.6%	56.6%	36.4%
2008	52.8% ↓	65.7%	60.0%	35.4%
Martin Army Community Hospital—Ft. Benning				
2009	43.7% ↓	57.0%*	51.8%**	25.3%*
2008	46.6% ↓	54.8%*	56.9%*	22.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	51.2%**	N/A	41.4%**	N/A
2008	67.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	45.2%* ↓	44.6%*	32.1%**	50.0%**
2008	44.0%* ↓	41.6%*	N/A	44.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	45.9% ↓	48.6%	54.0%	37.6%
2008	44.2% ↓	46.9%	52.8%	37.2%
Walter Reed Army Medical Center—Washington, DC				
2009	65.3%	69.6%	61.5%	N/A
2008	61.8%	53.7%	72.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	33.2%** ↓	N/A	N/A	24.6%**
2008	37.0%** ↓	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	47.4% ↓	55.9%	47.8%*	33.0%*
2008	46.3% ↓	49.3%	55.7%*	27.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	46.5%* ↓	52.1%**	N/A	41.5%*
2008	40.4%* ↓	N/A	N/A	34.2%**
Womack Army Medical Center—Ft. Bragg				
2009	39.7% ↓	48.7%	45.5%*	33.0%
2008	47.4% ↓	63.9%	60.3%*	32.2%
Wuerzburg Meddac				
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%
Army, Overall	55.0% ↓	64.8%	60.3%	40.9%
121st General Hospital—Seoul				
2009	57.8%**	N/A	N/A	N/A
2008	65.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	58.3%*	N/A	N/A	60.1%**
2008	65.9%*	N/A	N/A	53.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	59.7%*	N/A	N/A	52.8%**
2008	46.8%* ↓	N/A	N/A	31.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	45.9% ↓	61.1%*	40.6%**	42.1%*
2008	40.2% ↓	44.5%*	48.3%*	35.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	78.2% ↑	80.2%	74.4%	N/A
2008	77.1% ↑	78.6%	75.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	42.3% ↓	73.3%*	53.5%*	26.5%
2008	37.4% ↓	50.7%*	61.6%**	24.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	41.2% ↓	56.3%*	54.1%**	29.1%*
2008	46.3% ↓	72.0%*	48.6%**	34.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	65.1%	66.7%	61.1%*	N/A
2008	74.4%	77.1%*	70.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	64.0%	77.8%*	59.8%*	58.0%*
2008	50.6% ↓	55.8%*	81.5%*	42.3%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	33.1%* ↓	N/A	38.1%**	28.8%*
2008	47.7%* ↓	N/A	56.6%**	28.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	43.0%* ↓	38.6%**	57.3%**	36.8%*
2008	37.9%* ↓	N/A	N/A	35.9%*
Keller Army Community Hospital—West Point				
2009	60.8%*	N/A	56.0%**	N/A
2008	48.0%* ↓	N/A	49.6%**	N/A

(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
Landstuhl Regional Medcen				
2009	71.0%	79.0%*	67.7%*	56.3%**
2008	67.3%*	75.7%*	69.7%**	51.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	57.3%*	N/A	56.6%**	51.8%**
2008	49.2%* ↓	48.0%*	N/A	56.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	54.2% ↓	63.4%	56.8%	41.5%
2008	56.4% ↓	68.4%	62.0%	40.8%
Martin Army Community Hospital—Ft. Benning				
2009	45.0% ↓	59.8%*	41.0%**	30.2%*
2008	44.5% ↓	54.7%*	56.0%*	15.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	41.7%** ↓	N/A	34.3%**	N/A
2008	52.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	54.0%* ↓	48.4%*	43.4%**	63.6%**
2008	39.2%* ↓	52.2%*	N/A	24.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	52.3% ↓	55.0%	58.8%	45.2%
2008	46.0% ↓	49.0%	57.5%	37.5%
Walter Reed Army Medical Center—Washington, DC				
2009	69.9%	70.8%	69.1%	N/A
2008	69.7%	65.7%	74.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	37.2%** ↓	N/A	N/A	30.6%**
2008	57.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	45.4% ↓	48.5%	51.2%*	35.6%*
2008	49.4% ↓	41.6%	62.8%*	45.7%*
Winn Army Community Hospital—Ft. Stewart				
2009	46.4%* ↓	57.9%**	N/A	38.9%*
2008	43.5%* ↓	N/A	N/A	30.4%**
Womack Army Medical Center—Ft. Bragg				
2009	44.3% ↓	56.4%	56.0%*	34.7%
2008	52.2% ↓	65.7%	66.8%*	38.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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Army 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%
Army, Overall	69.6% ↓	75.6%	70.9%	62.3%
121st General Hospital—Seoul				
2009	67.1%**	N/A	N/A	N/A
2008	69.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	75.9%*	N/A	N/A	75.8%**
2008	67.9%*	N/A	N/A	62.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	78.6%*	N/A	N/A	69.5%**
2008	70.2%*	N/A	N/A	62.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	58.7% ↓	68.0%*	59.1%**	54.7%*
2008	59.9% ↓	66.1%*	75.2%*	52.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	77.3%	80.2%	71.9%	N/A
2008	69.4% ↓	71.0%	67.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	72.4%	85.1%*	79.7%*	65.0%
2008	61.2% ↓	71.5%*	69.9%**	52.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	79.1%	86.3%*	91.9%**	72.1%*
2008	72.5%	83.0%*	69.9%**	68.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	71.9%	77.0%	59.6%*	N/A
2008	74.3%	78.0%*	69.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	76.0%	81.8%*	86.7%*	69.8%*
2008	66.8% ↓	70.8%*	71.2%*	64.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	55.5%* ↓	N/A	57.6%**	43.3%*
2008	66.2%*	N/A	74.6%**	50.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	59.9%* ↓	61.3%**	63.8%**	57.3%*
2008	68.1%*	N/A	N/A	63.1%*
Keller Army Community Hospital—West Point				
2009	71.0%*	N/A	70.9%**	N/A
2008	77.9%*	N/A	77.5%**	N/A

(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
Landstuhl Regional Medcen				
2009	79.5%	83.8%*	79.8%*	68.0%**
2008	82.4%* ↑	84.0%*	86.1%**	75.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	65.0%*	N/A	62.5%**	62.4%**
2008	66.1%*	62.4%*	N/A	63.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	66.7% ↓	71.0%	63.6%	64.8%
2008	65.5% ↓	69.6%	66.2%	60.9%
Martin Army Community Hospital—Ft. Benning				
2009	68.7%	80.4%*	73.6%**	53.3%*
2008	70.4%	69.5%*	85.6%*	55.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	68.0%**	N/A	58.4%**	N/A
2008	63.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	61.3%* ↓	57.1%*	68.2%**	63.7%**
2008	66.9%*	76.1%*	N/A	53.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	66.2% ↓	63.7%	70.2%	65.1%
2008	67.1% ↓	69.3%	72.6%	62.5%
Walter Reed Army Medical Center—Washington, DC				
2009	76.0%	77.3%	74.9%	N/A
2008	73.0%	68.2%	79.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.0%**	N/A	N/A	57.5%**
2008	77.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	68.9%	70.2%	75.5%*	61.3%*
2008	69.9%	64.9%	81.3%*	63.8%*
Winn Army Community Hospital—Ft. Stewart				
2009	69.5%*	85.8%**	N/A	64.4%*
2008	58.4%* ↓	N/A	N/A	47.4%**
Womack Army Medical Center—Ft. Bragg				
2009	61.0% ↓	70.9%	61.2%*	54.7%
2008	60.6% ↓	74.1%	67.1%*	48.7%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	75.7% ↓	82.3%	76.9%	67.8%
121st General Hospital—Seoul				
2009	83.0%**	N/A	N/A	N/A
2008	75.8%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	81.2%*	N/A	N/A	80.8%**
2008	77.8%*	N/A	N/A	68.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	84.2%*	N/A	N/A	76.1%**
2008	71.6%*	N/A	N/A	62.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	64.1% ↓	75.3%*	54.3%**	62.7%*
2008	64.3% ↓	67.5%*	79.2%*	57.5%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	83.7%	86.0%	79.4%	N/A
2008	77.4%	78.4%	76.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	78.7%	89.8%*	88.5%*	71.0%
2008	65.4% ↓	80.4%*	70.7%**	54.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	83.4%	88.7%*	96.5%**	77.7%*
2008	81.9%	93.0%*	79.2%**	77.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	75.6%	82.6%	59.1%*	N/A
2008	81.8%	86.4%*	75.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	83.1%	87.6%*	90.2%*	78.8%*
2008	70.5% ↓	78.2%*	65.0%*	68.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	56.9%* ↓	N/A	69.4%**	35.5%*
2008	69.3%*	N/A	78.9%**	52.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	65.9%* ↓	73.6%**	71.1%**	60.7%*
2008	70.0%*	N/A	N/A	55.8%*
Keller Army Community Hospital—West Point				
2009	81.1%*	N/A	85.1%**	N/A
2008	86.3%*	N/A	83.9%**	N/A

(continued)

Composite: Communication with Nurses

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	87.4%	90.2%*	89.4%*	76.9%*
2008	88.1%*	90.0%*	89.3%**	83.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	72.1%*	N/A	71.3%**	64.8%**
2008	71.9%*	67.8%*	N/A	71.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	74.0% ↓	80.5%	68.9%	71.5%
2008	71.2% ↓	77.3%	69.0%	66.4%
Martin Army Community Hospital—Ft. Benning				
2009	75.5%	86.7%*	76.2%**	62.6%*
2008	77.0%	76.7%*	92.1%*	61.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	64.1%**	N/A	72.7%**	N/A
2008	83.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	68.8%* ↓	65.5%*	74.8%**	70.6%**
2008	70.3%*	88.1%*	N/A	50.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	72.1% ↓	71.1%	72.7%	72.4%
2008	73.0% ↓	82.5%	76.6%	65.2%
Walter Reed Army Medical Center—Washington, DC				
2009	83.2%	84.8%	81.9%	N/A
2008	80.4%	76.3%	85.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	72.2%**	N/A	N/A	62.2%**
2008	77.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	74.8%	77.4%	81.1%*	65.6%*
2008	74.5%	73.7%	77.3%*	72.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	71.6%*	91.0%**	N/A	66.2%*
2008	66.2%* ↓	N/A	N/A	58.1%**
Womack Army Medical Center—Ft. Bragg				
2009	65.3% ↓	78.6%	65.9%*	56.7%
2008	68.2% ↓	83.5%	71.0%*	55.8%
Wuerzburg Meddac				
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.

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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%
Army, Overall	63.3% ↓	70.5%	65.5%	54.1%
121st General Hospital—Seoul				
2009	60.2%**	N/A	N/A	N/A
2008	57.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	69.9%*	N/A	N/A	68.1%**
2008	58.8%*	N/A	N/A	52.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	68.7%*	N/A	N/A	61.0%**
2008	65.4%*	N/A	N/A	56.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	54.3% ↓	64.4%*	55.1%**	49.8%*
2008	54.7% ↓	58.8%*	65.3%*	49.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	72.3%	74.7%	67.9%	N/A
2008	63.7% ↓	64.6%	62.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	65.4%	87.9%*	71.8%*	54.6%
2008	54.6% ↓	64.7%*	70.7%**	44.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	75.4%	84.2%*	89.6%**	67.1%*
2008	61.4%	79.7%*	54.5%**	54.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	69.0%	74.8%	55.2%*	N/A
2008	73.1%	76.1%*	68.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	68.8%	79.3%*	81.7%*	59.3%*
2008	62.4%	59.6%*	72.7%*	61.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	50.5%* ↓	N/A	53.5%**	41.6%*
2008	58.2%*	N/A	71.8%**	44.0%**
Irwin Army Community Hospital—Ft. Riley				
2009	51.8%* ↓	52.6%**	50.6%**	52.2%*
2008	61.0%*	N/A	N/A	61.1%*
Keller Army Community Hospital—West Point				
2009	60.9%*	N/A	47.5%**	N/A
2008	74.3%*	N/A	75.8%**	N/A

(continued)

Composite: Communication with Nurses

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	74.1%	76.2%*	75.4%*	66.3%*
2008	74.5%*	78.6%*	78.0%**	64.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	53.4%* ↓	N/A	64.3%**	46.9%**
2008	58.1%*	57.2%*	N/A	50.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	57.0% ↓	62.1%	55.9%	52.1%
2008	60.2% ↓	65.7%	64.1%	52.2%
Martin Army Community Hospital—Ft. Benning				
2009	65.2%	79.3%*	63.7%**	50.0%*
2008	64.5%	63.2%*	85.5%*	44.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	71.4%**	N/A	60.3%**	N/A
2008	52.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	57.0%* ↓	51.9%*	71.0%**	58.1%**
2008	63.4%*	72.1%*	N/A	48.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	59.9% ↓	56.4%	68.7%	55.7%
2008	61.4% ↓	62.6%	66.9%	57.4%
Walter Reed Army Medical Center—Washington, DC				
2009	70.9%	71.0%	70.7%	N/A
2008	69.1%	65.6%	73.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	61.8%**	N/A	N/A	48.9%**
2008	81.8%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	60.8% ↓	64.9%	68.7%*	47.9%*
2008	65.0%	60.4%	80.1%*	53.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	62.8%*	77.5%**	N/A	59.5%*
2008	52.3%* ↓	N/A	N/A	37.1%**
Womack Army Medical Center—Ft. Bragg				
2009	55.1% ↓	67.3%	57.2%*	47.1%
2008	53.7% ↓	69.2%	62.9%*	39.5%
Wuerzburg Meddac				
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%
Army, Overall	69.8%	74.0%	70.3%	64.9%
121st General Hospital—Seoul				
2009	58.1%**	N/A	N/A	N/A
2008	73.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	76.7%*	N/A	N/A	78.5%**
2008	67.1%*	N/A	N/A	67.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	82.8%* ↑	N/A	N/A	71.4%**
2008	73.5%*	N/A	N/A	67.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	57.7% ↓	64.4%*	67.7%**	51.6%*
2008	60.8% ↓	72.1%*	81.2%*	49.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	75.8% ↑	79.8%	68.3%	N/A
2008	67.0%	70.1%	62.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	73.2%	77.6%*	78.9%*	69.6%
2008	63.5%	69.2%*	68.4%**	58.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	78.5% ↑	86.0%*	89.7%**	71.6%*
2008	74.3%	76.2%*	75.9%**	73.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	71.0%	73.7%	64.5%*	N/A
2008	67.9%	71.3%*	63.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	76.0%	78.4%*	88.3%*	71.3%*
2008	67.5%	74.5%*	76.0%*	62.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	59.0%*	N/A	50.0%**	53.0%*
2008	71.0%*	N/A	73.2%**	54.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	61.9%*	57.8%**	69.7%**	59.1%*
2008	73.2%*	N/A	N/A	72.4%*
Keller Army Community Hospital—West Point				
2009	71.0%*	N/A	80.0%**	N/A
2008	73.1%*	N/A	72.9%**	N/A

(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
Landstuhl Regional Medcen				
2009	77.1%	85.1%*	74.5%*	60.7%*
2008	84.6%* ↑	83.2%*	90.9%**	79.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	69.4%*	N/A	52.1%**	75.3%**
2008	68.3%*	62.3%*	N/A	68.9%*
Madigan Army Medical Center—Ft. Lewis				
2009	69.1%	70.2%	66.2%	70.8%
2008	65.1%	65.9%	65.5%	64.0%
Martin Army Community Hospital—Ft. Benning				
2009	65.3%	75.2%*	80.9%**	47.2%*
2008	69.8%	68.7%*	79.2%*	61.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	68.4%**	N/A	42.2%**	N/A
2008	54.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	58.1%*	53.9%*	58.8%**	62.5%**
2008	67.0%*	68.1%*	N/A	61.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	66.7%	63.5%	69.1%	67.1%
2008	67.0%	62.8%	74.3%	65.0%
Walter Reed Army Medical Center—Washington, DC				
2009	73.9%	76.0%	72.0%	N/A
2008	69.5%	62.7%	78.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	70.1%**	N/A	N/A	61.3%**
2008	74.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	71.1%	68.3%	76.8%*	70.6%*
2008	70.2%	60.7%	86.5%*	66.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	74.1%*	88.9%**	N/A	67.5%*
2008	56.7%*	N/A	N/A	46.8%**
Womack Army Medical Center—Ft. Bragg				
2009	62.5% ↓	66.8%	60.3%*	60.2%
2008	59.9% ↓	69.6%	67.5%*	50.7%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	74.9% ↓	75.8%	79.4%	70.7%
121st General Hospital—Seoul				
2009	69.9%**	N/A	N/A	N/A
2008	86.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	73.1%*	N/A	N/A	81.6%**
2008	79.6%*	N/A	N/A	82.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	71.1%*	N/A	N/A	59.4%**
2008	63.1%*	N/A	N/A	56.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	71.5%	63.2%*	77.6%**	73.0%*
2008	67.8% ↓	60.6%*	86.2%*	63.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	78.6%	78.9%	78.1%	N/A
2008	80.5%	78.4%	83.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.6%	79.9%*	90.0%*	70.5%
2008	71.6% ↓	79.1%*	87.1%**	63.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	78.0%	87.1%*	93.0%**	69.4%*
2008	78.5%	87.3%*	65.4%**	76.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	72.3%	71.6%	73.9%*	N/A
2008	81.3%	82.7%*	79.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	80.7%	90.1%*	87.8%*	73.5%*
2008	78.7%	80.7%*	75.0%*	78.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	63.4%* ↓	N/A	65.4%**	61.7%*
2008	77.5%*	N/A	89.9%**	61.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	74.0%*	64.2%**	75.0%**	77.2%*
2008	79.9%*	N/A	N/A	80.2%*
Keller Army Community Hospital—West Point				
2009	87.4%*	N/A	86.1%**	N/A
2008	85.7%*	N/A	85.4%**	N/A

(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
Landstuhl Regional Medcen				
2009	76.8%	76.3%*	83.8%*	66.6%*
2008	80.0%*	78.8%*	87.6%**	73.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	73.0%*	N/A	69.2%**	76.2%**
2008	67.4%* ↓	58.6%*	N/A	69.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	74.8%	72.1%	79.7%	73.4%
2008	74.4% ↓	74.1%	78.8%	72.0%
Martin Army Community Hospital—Ft. Benning				
2009	74.6%	82.6%*	83.1%**	61.9%*
2008	75.9%	73.4%*	95.4%*	58.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	65.7%**	N/A	59.2%**	N/A
2008	78.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	72.2%*	65.7%*	69.2%**	80.4%**
2008	68.9%*	78.2%*	N/A	58.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	70.3% ↓	71.0%	75.3%	66.2%
2008	71.8% ↓	76.5%	76.7%	66.1%
Walter Reed Army Medical Center—Washington, DC				
2009	80.1%	80.2%	80.0%	N/A
2008	80.0%	74.1%	87.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.7%**	N/A	N/A	65.5%**
2008	79.8%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	74.6%	73.5%	89.2%*	64.1%*
2008	76.2%	70.9%	83.1%*	77.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	80.7%*	86.9%**	N/A	78.1%*
2008	73.6%*	N/A	N/A	68.2%**
Womack Army Medical Center—Ft. Bragg				
2009	71.9% ↓	75.1%	69.2%*	70.4%
2008	72.7% ↓	75.0%	80.0%*	69.5%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	79.2% ↓	81.6%	84.2%	72.9%
121st General Hospital—Seoul				
2009	72.9%**	N/A	N/A	N/A
2008	88.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	77.8%*	N/A	N/A	87.1%**
2008	79.3%*	N/A	N/A	83.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	74.2%*	N/A	N/A	57.0%**
2008	72.3%*	N/A	N/A	65.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	76.4% ↓	66.7%*	74.1%**	81.3%*
2008	75.7% ↓	65.6%*	98.8%*	70.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	82.0%	82.0%	82.0%	N/A
2008	86.0%	83.3%	89.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	79.2% ↓	86.0%*	92.1%*	72.0%
2008	74.5% ↓	83.9%*	90.3%**	64.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.3%	95.2%*	96.6%**	74.9%*
2008	83.5%	93.0%*	61.7%**	82.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	79.9%	80.4%	78.5%*	N/A
2008	86.7%	90.8%*	81.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	82.2%	90.1%*	87.1%*	76.5%*
2008	80.9%	87.5%*	76.6%*	79.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	71.5%* ↓	N/A	80.3%**	63.1%*
2008	82.1%*	N/A	100.0%**	65.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	77.2%*	71.8%**	80.8%**	77.2%*
2008	85.2%*	N/A	N/A	81.0%*
Keller Army Community Hospital—West Point				
2009	97.2%* ↑	N/A	100.0%**	N/A
2008	93.9%*	N/A	92.2%**	N/A

(continued)

Composite: Communication with Doctors

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	80.0%	80.7%*	87.6%*	65.5%*
2008	82.6%*	84.8%*	89.2%**	71.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	81.5%*	N/A	73.6%**	78.9%**
2008	73.5%* ↓	66.7%*	N/A	72.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	79.6% ↓	76.7%	85.4%	77.3%
2008	78.4% ↓	80.7%	82.1%	73.8%
Martin Army Community Hospital—Ft. Benning				
2009	76.3% ↓	83.9%*	87.6%**	62.9%*
2008	79.8%	77.8%*	95.1%*	66.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	65.3%**	N/A	62.0%**	N/A
2008	89.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	78.2%*	77.0%*	78.4%**	79.4%**
2008	74.4%* ↓	89.6%*	N/A	57.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	74.7% ↓	76.0%	81.4%	68.8%
2008	73.9% ↓	82.9%	80.4%	64.6%
Walter Reed Army Medical Center—Washington, DC				
2009	86.2%	89.1%	83.8%	N/A
2008	86.7%	81.0%	94.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	70.1%**	N/A	N/A	69.5%**
2008	84.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	79.6%	79.5%	95.2%*	67.0%*
2008	79.5%	79.0%	80.1%*	79.7%*
Winn Army Community Hospital—Ft. Stewart				
2009	80.9%*	90.9%**	N/A	74.7%*
2008	76.5%*	N/A	N/A	71.6%**
Womack Army Medical Center—Ft. Bragg				
2009	76.6% ↓	82.9%	79.3%*	71.9%
2008	77.9% ↓	81.0%	85.0%*	74.0%
Wuerzburg Meddac				
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.

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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%
Army, Overall	72.0% ↓	72.5%	76.7%	68.0%
121st General Hospital—Seoul				
2009	67.5%**	N/A	N/A	N/A
2008	91.6%* ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	68.1%*	N/A	N/A	74.7%**
2008	78.5%*	N/A	N/A	79.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	65.0%*	N/A	N/A	54.8%**
2008	55.9%* ↓	N/A	N/A	51.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	67.9% ↓	58.3%*	75.0%**	69.6%*
2008	68.3% ↓	58.2%*	94.2%*	61.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	76.2%	75.6%	77.5%	N/A
2008	77.0%	74.6%	80.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	73.4%	79.5%*	86.0%*	66.8%
2008	71.3%	79.7%*	80.7%**	63.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	74.2%	83.7%*	89.0%**	65.3%*
2008	73.7%	81.0%*	61.7%**	72.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	71.2%	68.6%	77.5%*	N/A
2008	81.4%	83.6%*	78.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	78.2%	89.6%*	84.2%*	70.4%*
2008	75.5%	73.5%*	73.8%*	76.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	54.2%* ↓	N/A	51.2%**	56.1%*
2008	75.6%*	N/A	91.6%**	57.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	70.2%*	61.6%**	63.3%**	77.2%*
2008	76.8%*	N/A	N/A	78.7%*
Keller Army Community Hospital—West Point				
2009	85.7%*	N/A	78.4%**	N/A
2008	85.4%*	N/A	84.0%**	N/A

(continued)

Composite: Communication with Doctors

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	73.9%	71.8%*	80.6%*	68.2%*
2008	77.3%*	79.5%*	82.2%**	68.4%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	65.5%*	N/A	62.7%**	71.5%**
2008	63.2%* ↓	52.0%*	N/A	64.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	71.4% ↓	70.0%	73.9%	70.7%
2008	70.1% ↓	70.9%	76.8%	65.1%
Martin Army Community Hospital—Ft. Benning				
2009	75.5%	83.3%*	85.0%**	62.7%*
2008	76.2%	73.7%*	97.5%*	56.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	62.0%**	N/A	57.7%**	N/A
2008	70.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	68.8%*	60.4%*	70.5%**	77.6%**
2008	63.9%* ↓	71.6%*	N/A	54.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	67.5% ↓	66.3%	72.7%	64.5%
2008	67.8% ↓	72.0%	76.5%	60.0%
Walter Reed Army Medical Center—Washington, DC				
2009	77.2%	74.7%	79.4%	N/A
2008	79.7%	76.9%	83.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	65.1%**	N/A	N/A	64.3%**
2008	77.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	71.2%	69.8%	87.5%*	59.9%*
2008	74.0%	71.2%	79.6%*	71.6%*
Winn Army Community Hospital—Ft. Stewart				
2009	78.0%*	84.5%**	N/A	75.8%*
2008	71.5%*	N/A	N/A	65.3%**
Womack Army Medical Center—Ft. Bragg				
2009	70.2% ↓	74.3%	69.0%*	67.7%
2008	68.5% ↓	72.6%	77.5%*	63.4%
Wuerzburg Meddac				
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.

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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%
Army, Overall	73.6%	73.3%	77.2%	71.3%
121st General Hospital—Seoul				
2009	69.4%**	N/A	N/A	N/A
2008	80.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	73.2%*	N/A	N/A	83.0%**
2008	81.0%*	N/A	N/A	83.6%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	74.1%*	N/A	N/A	66.4%**
2008	61.0%*	N/A	N/A	51.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70.2%	64.6%*	83.5%**	68.1%*
2008	59.3% ↓	58.1%*	65.7%*	57.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	77.7%	79.3%	74.8%	N/A
2008	78.4%	77.3%	79.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	77.1%	74.3%*	92.0%*	72.8%
2008	69.1%	73.8%*	90.3%**	61.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	75.5%	82.5%*	93.5%**	67.9%*
2008	78.4%	87.9%*	72.9%**	75.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	65.8%	65.7%	65.8%*	N/A
2008	75.9%	73.8%*	78.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	81.5% ↑	90.6%*	92.0%*	73.7%*
2008	79.7%	81.3%*	74.7%*	80.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	64.4%*	N/A	64.9%**	66.0%*
2008	74.8%*	N/A	78.1%**	60.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	74.7%*	59.3%**	80.8%**	77.2%*
2008	77.7%*	N/A	N/A	80.9%*
Keller Army Community Hospital—West Point				
2009	79.3%*	N/A	80.0%**	N/A
2008	78.0%*	N/A	80.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	76.6%	76.4%*	83.2%*	66.1%*
2008	80.2%*	72.3%*	91.4%**	80.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	72.0%*	N/A	71.4%**	78.3%**
2008	65.3%*	57.3%*	N/A	72.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	73.6%	69.5%	79.8%	72.3%
2008	74.7%	70.7%	77.4%	77.1%
Martin Army Community Hospital—Ft. Benning				
2009	71.9%	80.5%*	76.6%**	60.2%*
2008	71.5%	68.7%*	93.5%*	52.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	69.9%**	N/A	57.7%**	N/A
2008	76.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	69.5%*	59.6%*	58.7%**	84.2%**
2008	68.5%*	73.2%*	N/A	63.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	68.7%	70.6%	71.8%	65.2%
2008	73.7%	74.7%	73.1%	73.6%
Walter Reed Army Medical Center—Washington, DC				
2009	76.8%	76.8%	76.9%	N/A
2008	73.4%	64.4%	85.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	71.0%**	N/A	N/A	62.6%**
2008	77.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	72.9%	71.3%	85.0%*	65.4%*
2008	75.2%	62.7%	89.5%*	80.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	83.3%* ↑	85.3%**	N/A	83.8%*
2008	72.8%*	N/A	N/A	67.6%**
Womack Army Medical Center—Ft. Bragg				
2009	69.0%	68.0%	59.4%*	71.4%
2008	71.8%	71.3%	77.5%*	70.9%
Wuerzburg Meddac				
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.

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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%
Army, Overall	66.1% ↑	65.7%	65.3%	67.2%
121st General Hospital—Seoul				
2009	65.7%**	N/A	N/A	N/A
2008	81.4%** ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	75.7%** ↑	N/A	N/A	81.2%**
2008	74.1%** ↑	N/A	N/A	66.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	80.4%** ↑	N/A	N/A	76.4%**
2008	53.1%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	63.1%*	67.4%**	52.7%**	64.9%*
2008	62.6%*	43.1%**	60.8%**	71.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	69.6% ↑	69.7%	69.4%	N/A
2008	63.6%	66.1%	59.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	72.0% ↑	78.6%**	78.8%**	66.6%*
2008	64.2%*	66.3%*	N/A	57.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	67.9%*	73.3%**	N/A	69.8%*
2008	57.4%*	58.3%**	N/A	55.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	67.4% ↑	65.0%*	71.5%*	N/A
2008	58.4%	65.2%*	49.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	74.0% ↑	63.5%*	78.8%**	77.5%*
2008	70.3% ↑	70.6%**	83.3%**	66.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	57.8%**	N/A	N/A	66.6%**
2008	66.8%*	N/A	N/A	55.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	71.2%*	N/A	N/A	86.7%**
2008	78.2%* ↑	N/A	N/A	78.9%**
Keller Army Community Hospital—West Point				
2009	78.6%** ↑	N/A	N/A	N/A
2008	64.1%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	66.5%	63.9%*	73.8%**	62.0%**
2008	75.9%* ↑	78.1%*	74.1%**	74.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	71.2%**	N/A	N/A	N/A
2008	65.5%*	66.1%**	N/A	63.2%**
Madigan Army Medical Center—Ft. Lewis				
2009	59.6%	54.4%	55.3%	70.4%*
2008	60.5%	64.5%	63.7%*	52.6%*
Martin Army Community Hospital—Ft. Benning				
2009	61.9%*	66.6%*	N/A	58.3%**
2008	71.3%* ↑	57.2%**	94.8%**	63.4%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	77.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	57.2%*	49.4%**	N/A	N/A
2008	61.2%*	N/A	N/A	58.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	62.3%	62.2%*	61.5%*	63.1%*
2008	73.2% ↑	73.8%*	76.1%*	70.7%*
Walter Reed Army Medical Center—Washington, DC				
2009	68.0% ↑	72.2%	65.7%	N/A
2008	66.2% ↑	65.0%	67.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	56.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	68.9% ↑	70.0%*	60.9%*	77.8%**
2008	69.8% ↑	68.8%*	74.6%*	63.0%**
Winn Army Community Hospital—Ft. Stewart				
2009	63.5%*	79.0%**	N/A	57.6%**
2008	70.0%*	N/A	N/A	67.1%**
Womack Army Medical Center—Ft. Bragg				
2009	60.4%	56.5%*	72.6%*	60.7%*
2008	61.1%	65.2%*	64.4%**	57.6%*
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	77.9% ↑	77.4%	76.5%	79.7%
121st General Hospital—Seoul				
2009	80.6%**	N/A	N/A	N/A
2008	94.6%** ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	89.7%** ↑	N/A	N/A	88.6%**
2008	86.1%**	N/A	N/A	78.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	87.8%** ↑	N/A	N/A	85.8%**
2008	66.0%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	76.5%*	81.6%**	75.8%**	74.5%*
2008	69.7%*	51.1%**	64.4%**	79.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	83.8% ↑	85.3%	81.1%	N/A
2008	75.6%	78.5%	71.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	83.7% ↑	88.5%**	93.9%**	77.5%*
2008	77.6%*	83.5%*	N/A	71.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	80.5%*	87.8%**	N/A	82.6%*
2008	77.1%*	74.0%**	N/A	74.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	84.3% ↑	83.8%*	85.2%*	N/A
2008	78.0%	82.2%*	72.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	88.9% ↑	88.7%*	81.8%**	90.5%*
2008	81.8% ↑	83.8%**	91.2%**	78.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	64.8%**	N/A	N/A	71.6%**
2008	80.9%*	N/A	N/A	72.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	89.0%* ↑	N/A	N/A	98.7%**
2008	84.7%* ↑	N/A	N/A	85.4%**
Keller Army Community Hospital—West Point				
2009	87.7%**	N/A	N/A	N/A
2008	71.4%**	N/A	N/A	N/A

(continued)

Composite: Communication about Medications (continued)

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
Landstuhl Regional Medcen				
2009	83.1% ↑	80.2%*	92.2%**	76.2%**
2008	84.9%* ↑	86.7%*	87.4%**	79.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	81.7%**	N/A	N/A	N/A
2008	75.3%*	75.8%**	N/A	69.6%**
Madigan Army Medical Center—Ft. Lewis				
2009	70.8%	63.6%	65.7%	84.9%*
2008	71.7%	78.0%	75.9%*	60.1%*
Martin Army Community Hospital—Ft. Benning				
2009	72.7%*	75.4%*	N/A	66.2%**
2008	78.7%*	62.6%**	97.1%**	80.5%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	84.2%**	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	63.4%*	53.2%**	N/A	N/A
2008	71.2%*	N/A	N/A	67.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	68.9%	65.1%*	63.8%*	75.9%*
2008	81.4% ↑	81.3%*	84.8%*	79.0%*
Walter Reed Army Medical Center—Washington, DC				
2009	78.0%	82.0%	75.8%	N/A
2008	78.0%	76.2%	80.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.7%**	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	80.3% ↑	78.3%*	77.1%*	88.4%**
2008	83.9% ↑	79.5%*	87.2%*	86.1%**
Winn Army Community Hospital—Ft. Stewart				
2009	75.8%*	91.5%**	N/A	70.3%**
2008	85.0%*	N/A	N/A	82.7%**
Womack Army Medical Center—Ft. Bragg				
2009	73.0%	63.5%*	81.4%**	77.5%*
2008	73.9%	77.4%*	67.1%**	73.1%*
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	54.3% ↑	54.0%	54.0%	54.8%
121st General Hospital—Seoul				
2009	50.7%**	N/A	N/A	N/A
2008	68.2%** ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	61.7%**	N/A	N/A	73.7%**
2008	62.1%**	N/A	N/A	55.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	73.0%** ↑	N/A	N/A	67.0%**
2008	40.2%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	49.8%*	53.2%**	29.7%**	55.3%*
2008	55.6%*	35.1%**	57.1%**	63.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	55.3% ↑	54.0%	57.8%	N/A
2008	51.6%	53.7%	48.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	60.4% ↑	68.7%**	63.7%**	55.6%*
2008	50.9%*	49.1%*	N/A	43.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	55.4%*	58.7%**	N/A	57.1%*
2008	37.7%*	42.6%**	N/A	36.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	50.5%	46.2%*	57.9%*	N/A
2008	38.9%	48.3%*	27.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	59.1% ↑	38.3%*	75.9%**	64.5%*
2008	58.8% ↑	57.4%**	75.5%**	55.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	50.8%**	N/A	N/A	61.5%**
2008	52.8%*	N/A	N/A	39.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	53.4%*	N/A	N/A	74.8%**
2008	71.8%* ↑	N/A	N/A	72.4%**
Keller Army Community Hospital—West Point				
2009	69.6%** ↑	N/A	N/A	N/A
2008	56.7%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	49.8%*	47.5%*	55.5%**	47.8%**
2008	67.0%* ↑	69.4%*	60.7%**	69.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	60.7%**	N/A	N/A	N/A
2008	55.7%*	56.3%**	N/A	56.7%**
Madigan Army Medical Center—Ft. Lewis				
2009	48.3%	45.3%	45.0%	55.8%*
2008	49.3%	51.0%	51.4%*	45.2%*
Martin Army Community Hospital—Ft. Benning				
2009	51.0%*	57.8%*	N/A	50.4%**
2008	64.0%* ↑	51.7%**	92.5%**	46.3%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	70.2%** ↑	N/A	N/A	N/A
2008	N/A ↑	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	51.0%*	45.7%**	N/A	N/A
2008	51.3%*	N/A	N/A	49.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	55.8% ↑	59.3%*	59.2%*	50.4%*
2008	65.0% ↑	66.3%*	67.4%*	62.3%*
Walter Reed Army Medical Center—Washington, DC				
2009	58.0% ↑	62.4%	55.5%	N/A
2008	54.5% ↑	53.9%	55.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	44.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	57.6% ↑	61.7%*	44.7%*	67.2%**
2008	55.7% ↑	58.2%*	62.1%*	39.9%**
Winn Army Community Hospital—Ft. Stewart				
2009	51.3%*	66.5%**	N/A	44.9%**
2008	55.1%*	N/A	N/A	51.6%**
Womack Army Medical Center—Ft. Bragg				
2009	47.7%	49.5%*	63.8%*	44.0%*
2008	48.3%	52.9%*	61.6%**	42.2%*
Wuerzburg Meddac				
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.

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**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%
Army, Overall	59.7% ↓	61.3%	58.5%	58.8%
121st General Hospital—Seoul				
2009	71.2%**	N/A	N/A	N/A
2008	85.8%** ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	79.4%* ↑	N/A	N/A	77.0%**
2008	58.9%*	N/A	N/A	62.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	75.4%* ↑	N/A	N/A	75.2%**
2008	53.4%**	N/A	N/A	45.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	55.2%	41.6%**	39.7%**	60.5%*
2008	62.0%	65.6%*	66.9%**	59.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	59.1%	68.3%	47.3%	N/A
2008	64.2%	67.7%	60.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	66.2%	76.6%*	75.7%*	59.7%
2008	56.9%	50.5%*	67.6%**	56.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	72.7% ↑	76.8%*	84.0%**	68.3%*
2008	62.1%	75.9%**	N/A	58.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	59.3%	61.6%	54.7%*	N/A
2008	51.9% ↓	56.2%*	47.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	63.5%	71.9%*	76.2%*	55.1%*
2008	68.5%	86.3%*	68.0%*	63.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	48.3%*	N/A	N/A	56.9%*
2008	67.6%*	N/A	82.6%**	51.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	55.6%*	N/A	N/A	52.7%*
2008	57.6%*	N/A	N/A	60.7%*
Keller Army Community Hospital—West Point				
2009	71.5%**	N/A	73.3%**	N/A
2008	81.0%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	71.5% ↑	66.6%*	74.8%*	77.2%**
2008	59.6%*	66.9%**	54.7%**	56.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	45.4%* ↓	N/A	38.1%**	46.2%**
2008	58.2%*	63.1%**	N/A	51.8%**
Madigan Army Medical Center—Ft. Lewis				
2009	51.5% ↓	52.3%	49.1%	52.8%
2008	51.0% ↓	48.6%	52.5%	52.3%
Martin Army Community Hospital—Ft. Benning				
2009	61.4%	64.7%*	73.0%**	54.5%*
2008	69.4%	73.7%*	75.5%**	57.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	63.8%**	N/A	N/A	N/A
2008	66.9%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	65.3%*	62.5%**	N/A	72.7%**
2008	68.9%*	84.1%**	N/A	61.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	60.0%	47.4%*	60.5%	67.2%
2008	61.9%	63.1%*	63.6%*	60.7%
Walter Reed Army Medical Center—Washington, DC				
2009	58.1%	63.0%	54.8%	N/A
2008	57.6%	49.7%	65.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	59.5%**	N/A	N/A	65.8%**
2008	69.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	52.8% ↓	47.2%*	61.5%*	50.0%*
2008	56.3%	49.4%*	61.0%*	56.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	70.1%*	82.4%**	N/A	67.4%*
2008	59.6%*	N/A	N/A	59.0%**
Womack Army Medical Center—Ft. Bragg				
2009	50.9% ↓	60.8%	58.6%*	44.8%
2008	52.3% ↓	58.7%	68.9%*	45.0%
Wuerzburg Meddac				
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%
Army, Overall	55.7% ↓	61.0%	56.4%	50.5%
121st General Hospital—Seoul				
2009	80.2%** ↑	N/A	N/A	N/A
2008	93.6%** ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	78.5%* ↑	N/A	N/A	71.0%**
2008	55.3%*	N/A	N/A	52.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	64.3%*	N/A	N/A	59.7%**
2008	73.0%**	N/A	N/A	67.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	44.0% ↓	42.5%**	36.4%**	46.6%*
2008	55.8%	57.4%*	53.1%**	56.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	61.1%	68.9%	48.2%	N/A
2008	66.5% ↑	69.4%	63.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	55.1%	78.1%*	73.6%*	42.0%*
2008	48.9% ↓	62.0%*	N/A	38.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	75.5% ↑	85.9%*	N/A	70.4%*
2008	63.7%	90.0%**	N/A	51.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	63.5%	66.7%	57.6%*	N/A
2008	55.2%	60.6%*	48.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	56.1%	67.0%*	67.0%**	48.0%*
2008	64.7%	79.1%*	59.0%*	60.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	43.7%*	N/A	N/A	49.5%*
2008	60.6%*	N/A	N/A	34.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	57.4%*	N/A	N/A	46.1%**
2008	55.4%*	N/A	N/A	53.1%**
Keller Army Community Hospital—West Point				
2009	62.6%**	N/A	N/A	N/A
2008	85.9%** ↑	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	71.2% ↑	71.2%*	73.7%*	68.2%**
2008	56.0%*	61.4%**	62.5%**	42.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	42.3%*	N/A	41.0%**	41.3%**
2008	60.1%*	63.6%**	N/A	59.0%**
Madigan Army Medical Center—Ft. Lewis				
2009	45.1% ↓	46.5%	46.5%	42.5%
2008	43.8% ↓	42.6%	49.2%	41.8%
Martin Army Community Hospital—Ft. Benning				
2009	60.4%	60.5%*	76.4%**	53.4%*
2008	64.3%	76.6%*	64.1%**	49.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	62.6%**	N/A	N/A	N/A
2008	76.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	56.8%*	52.4%**	N/A	67.5%**
2008	60.8%*	68.2%**	N/A	55.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	57.3%	47.1%*	55.9%*	64.8%*
2008	58.7%	55.5%*	64.1%*	56.9%
Walter Reed Army Medical Center—Washington, DC				
2009	57.2%	65.1%	51.5%	N/A
2008	63.9%	56.2%	72.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.0%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	44.6% ↓	48.0%*	56.3%*	32.1%*
2008	48.4% ↓	50.5%*	53.4%*	38.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	68.1%*	88.7%**	N/A	64.5%*
2008	56.8%*	N/A	N/A	55.2%**
Womack Army Medical Center—Ft. Bragg				
2009	43.5% ↓	52.4%	57.3%*	36.2%
2008	43.2% ↓	57.4%*	55.1%*	32.9%
Wuerzburg Meddac				
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.

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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%
Army, Overall	63.7%	61.5%	60.7%	67.1%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	80.3%**	N/A	N/A	N/A
2008	62.6%**	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	86.5%** ↑	N/A	N/A	N/A
2008	N/A ↓	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	66.3%*	N/A	N/A	74.3%*
2008	68.2%*	N/A	80.7%**	63.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	57.1%	67.7%	46.4%	N/A
2008	61.8%	65.9%	58.2%*	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	77.2% ↑	75.0%**	77.8%**	77.5%*
2008	64.9%*	39.1%**	N/A	75.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	69.9%*	N/A	N/A	66.1%*
2008	60.5%*	N/A	N/A	64.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	55.2%*	56.5%*	51.7%*	N/A
2008	48.7%* ↓	51.8%**	46.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	71.0%*	76.8%**	85.5%**	62.2%*
2008	72.3%*	N/A	77.0%**	66.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	52.9%**	N/A	N/A	64.3%**
2008	74.6%**	N/A	N/A	69.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	53.9%*	N/A	N/A	59.3%**
2008	59.9%**	N/A	N/A	68.4%**
Keller Army Community Hospital—West Point				
2009	80.4%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	71.8%*	62.1%**	75.8%**	N/A
2008	63.3%*	N/A	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	48.5%**	N/A	N/A	N/A
2008	56.2%*	N/A	N/A	44.5%**
Madigan Army Medical Center—Ft. Lewis				
2009	57.9%	58.1%*	51.7%	63.1%*
2008	58.2%	54.6%*	55.7%*	62.8%*
Martin Army Community Hospital—Ft. Benning				
2009	62.4%*	69.0%**	N/A	55.6%**
2008	74.5%*	70.7%**	86.8%**	65.9%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	73.7%*	N/A	N/A	78.0%**
2008	77.0%*	N/A	N/A	68.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	62.7%	47.8%*	65.1%*	69.6%*
2008	65.1%	70.6%*	63.2%*	64.5%*
Walter Reed Army Medical Center—Washington, DC				
2009	59.1%	61.0%*	58.2%*	N/A
2008	51.3% ↓	43.3%*	57.8%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	51.1%**	N/A	N/A	59.2%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	61.0%	46.5%*	66.8%*	67.9%**
2008	64.1%*	48.4%**	68.6%*	74.0%**
Winn Army Community Hospital—Ft. Stewart				
2009	72.0%*	N/A	N/A	70.3%**
2008	62.3%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	58.3%	69.1%*	59.9%*	53.4%*
2008	61.3%	59.9%*	82.6%**	57.1%*
Wuerzburg Meddac				
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.

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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%
Army, Overall	60.2% ↓	58.9%	62.1%	59.8%
121st General Hospital—Seoul				
2009	52.3%**	N/A	N/A	N/A
2008	75.5%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	62.0%*	N/A	N/A	61.5%**
2008	57.1%*	N/A	N/A	50.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	71.8%*	N/A	N/A	59.9%**
2008	58.3%**	N/A	N/A	53.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	51.7% ↓	44.7%**	43.4%**	56.5%*
2008	65.4%	52.2%**	87.1%*	59.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	64.8%	66.7%	62.6%	N/A
2008	61.1% ↓	60.7%	61.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	62.2%	87.7%**	70.4%*	54.4%
2008	54.7% ↓	66.9%*	N/A	48.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	71.5%	76.2%**	58.9%**	72.4%*
2008	58.1% ↓	67.4%**	63.5%**	55.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	49.9% ↓	48.4%*	51.9%*	N/A
2008	61.2%	57.1%*	64.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	68.4%	75.3%*	63.5%*	67.2%*
2008	62.4%	57.9%*	78.4%*	60.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	53.6%* ↓	N/A	N/A	53.0%**
2008	58.9%*	N/A	75.7%**	40.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	52.9%* ↓	N/A	57.2%**	49.4%*
2008	56.1%*	N/A	N/A	43.7%**
Keller Army Community Hospital—West Point				
2009	64.5%**	N/A	71.1%**	N/A
2008	66.1%**	N/A	76.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	71.5%	70.9%*	76.3%*	63.9%**
2008	62.9%*	64.9%**	64.4%**	59.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	66.0%*	N/A	47.3%**	69.2%**
2008	68.5%*	60.8%**	N/A	68.1%*
Madigan Army Medical Center—Ft. Lewis				
2009	56.9% ↓	52.2%	58.4%	59.4%
2008	55.9% ↓	50.9%	62.8%	55.4%
Martin Army Community Hospital—Ft. Benning				
2009	58.3%* ↓	59.6%*	52.2%**	60.0%*
2008	65.1%*	60.2%*	84.0%**	49.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	40.5%** ↓	N/A	51.6%**	N/A
2008	64.9%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	60.0%*	34.3%**	N/A	79.2%**
2008	53.2%* ↓	64.3%**	N/A	46.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	59.7% ↓	44.5%*	59.8%*	67.0%
2008	63.4%	63.9%*	68.3%*	60.2%
Walter Reed Army Medical Center—Washington, DC				
2009	65.6%	67.1%*	64.9%	N/A
2008	66.8%	59.3%	72.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	49.9%** ↓	N/A	N/A	52.1%**
2008	63.2%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	63.7%	57.1%*	83.9%*	52.5%*
2008	60.7% ↓	50.9%*	71.6%*	59.6%*
Winn Army Community Hospital—Ft. Stewart				
2009	72.5%*	N/A	N/A	70.8%*
2008	44.2%* ↓	N/A	N/A	31.7%**
Womack Army Medical Center—Ft. Bragg				
2009	48.8% ↓	43.7%*	61.2%*	49.1%
2008	56.6% ↓	62.6%*	61.1%*	52.6%
Wuerzburg Meddacc				
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.

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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%
Army, Overall	52.3% ↓	50.1%	53.9%	52.5%
121st General Hospital—Seoul				
2009	42.5%**	N/A	N/A	N/A
2008	64.8%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	53.8%*	N/A	N/A	53.7%**
2008	44.8%* ↓	N/A	N/A	40.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	66.8%*	N/A	N/A	55.2%**
2008	48.3%**	N/A	N/A	41.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	44.0% ↓	37.8%**	37.7%**	48.0%*
2008	58.7%	47.3%**	84.0%**	51.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	57.6%	61.3%	53.5%	N/A
2008	52.4% ↓	51.4%	53.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	57.6%	89.1%**	68.4%*	47.7%
2008	51.4% ↓	59.5%*	N/A	46.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	66.4%	73.2%**	50.0%**	67.4%*
2008	52.9%	44.6%**	61.8%**	52.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	42.9% ↓	42.6%*	43.2%*	N/A
2008	55.8%	50.5%*	60.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	58.9%	62.8%*	54.1%*	58.8%*
2008	55.4%	46.3%*	73.5%*	55.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	47.2%*	N/A	N/A	46.0%**
2008	55.6%*	N/A	75.7%**	36.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	47.9%*	N/A	48.1%**	46.3%*
2008	47.6%*	N/A	N/A	29.1%**
Keller Army Community Hospital—West Point				
2009	49.7%**	N/A	62.1%**	N/A
2008	58.8%**	N/A	70.7%**	N/A

(continued)

Composite: Pain Control

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	63.7%	60.4%*	72.4%**	55.2%**
2008	53.6%*	56.3%**	58.6%**	47.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	56.7%*	N/A	36.9%**	59.1%**
2008	63.7%*	64.6%**	N/A	56.0%*
Madigan Army Medical Center—Ft. Lewis				
2009	48.4% ↓	41.2%	50.3%	52.5%
2008	45.6% ↓	35.9%	56.0%	46.4%
Martin Army Community Hospital—Ft. Benning				
2009	49.7%* ↓	46.2%*	44.8%**	54.3%*
2008	60.8%*	55.1%*	80.3%**	45.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	40.5%**	N/A	51.6%**	N/A
2008	61.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	49.6%*	24.6%**	N/A	66.4%**
2008	44.2%* ↓	64.3%**	N/A	34.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	51.9% ↓	38.8%*	49.5%*	59.8%
2008	57.7%	57.8%*	62.2%*	54.9%
Walter Reed Army Medical Center—Washington, DC				
2009	52.5% ↓	52.4%*	52.5%	N/A
2008	54.9%	47.8%	59.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	35.4%** ↓	N/A	N/A	42.0%**
2008	48.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	56.6%	45.7%*	80.4%*	46.7%*
2008	49.4% ↓	39.2%*	64.4%*	43.8%*
Winn Army Community Hospital—Ft. Stewart				
2009	63.9%*	N/A	N/A	63.2%*
2008	33.2%* ↓	N/A	N/A	21.8%**
Womack Army Medical Center—Ft. Bragg				
2009	41.6% ↓	36.0%*	52.8%*	42.4%
2008	53.1% ↓	62.0%*	57.4%*	47.6%
Wuerzburg Meddac				
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.

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**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%
Army, Overall	68.2% ↓	67.7%	70.2%	67.1%
121st General Hospital—Seoul				
2009	62.0%**	N/A	N/A	N/A
2008	86.3%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	70.2%*	N/A	N/A	69.2%**
2008	69.4%*	N/A	N/A	61.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	76.8%*	N/A	N/A	64.5%**
2008	68.4%**	N/A	N/A	64.6%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	59.4% ↓	51.6%**	49.1%**	65.0%*
2008	72.1%	57.1%**	90.1%*	68.5%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	71.9%	72.2%	71.6%	N/A
2008	69.7%	70.1%	69.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	66.9% ↓	86.4%**	72.5%*	61.2%
2008	58.1% ↓	74.4%*	N/A	50.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	76.6%	79.3%**	67.8%**	77.3%*
2008	63.3% ↓	90.1%**	65.2%**	58.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	57.0% ↓	54.2%*	60.6%*	N/A
2008	66.6%	63.6%*	69.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	77.9%	87.8%*	72.9%*	75.5%*
2008	69.3%	69.6%*	83.3%*	66.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	60.1%*	N/A	N/A	60.0%**
2008	62.2%*	N/A	75.7%**	44.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	57.9%* ↓	N/A	66.4%**	52.4%*
2008	64.5%*	N/A	N/A	58.3%**
Keller Army Community Hospital—West Point				
2009	79.3%**	N/A	80.0%**	N/A
2008	73.5%**	N/A	81.7%**	N/A

(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
Landstuhl Regional Medcen				
2009	79.2%	81.3%*	80.3%*	72.6%**
2008	72.3%*	73.5%**	70.1%**	72.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	75.3%*	N/A	57.7%**	79.3%**
2008	73.2%*	56.9%**	N/A	80.2%*
Madigan Army Medical Center—Ft. Lewis				
2009	65.4% ↓	63.2%	66.5%	66.2%
2008	66.2% ↓	65.9%	69.7%	64.4%
Martin Army Community Hospital—Ft. Benning				
2009	67.0%*	73.0%*	59.5%**	65.6%*
2008	69.4%*	65.3%*	87.8%**	53.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	40.5%** ↓	N/A	51.6%**	N/A
2008	68.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	70.4%*	43.9%**	N/A	91.9%**
2008	62.2%*	64.3%**	N/A	57.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	67.6% ↓	50.3%*	70.2%*	74.1%
2008	69.1% ↓	70.1%*	74.4%*	65.5%
Walter Reed Army Medical Center—Washington, DC				
2009	78.7%	81.8%*	77.3%	N/A
2008	78.6%	70.8%	84.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	64.4%**	N/A	N/A	62.3%**
2008	77.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	70.9%	68.5%*	87.5%*	58.3%*
2008	72.0%	62.6%*	78.8%*	75.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	81.1%*	N/A	N/A	78.5%*
2008	55.2%* ↓	N/A	N/A	41.5%**
Womack Army Medical Center—Ft. Bragg				
2009	56.0% ↓	51.4%*	69.5%*	55.8%
2008	60.1% ↓	63.1%*	64.7%*	57.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	72.0% ↑	76.1%	71.2%	68.2%
121st General Hospital—Seoul				
2009	75.6%**	N/A	N/A	N/A
2008	72.6%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	69.3%*	N/A	N/A	68.4%**
2008	73.9%*	N/A	N/A	75.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	82.0%* ↑	N/A	N/A	80.8%**
2008	73.0%*	N/A	N/A	60.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	69.2%	76.1%*	69.3%**	66.3%*
2008	74.1%	85.4%*	75.1%*	69.8%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	80.2% ↑	81.2%	78.4%	N/A
2008	76.2% ↑	77.3%	74.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	73.5%	86.3%*	75.6%*	68.0%
2008	67.3%	75.2%*	82.6%**	58.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	68.9%	86.2%*	65.2%**	58.2%*
2008	61.3%	83.1%*	65.3%**	51.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	72.3%	70.9%	75.5%*	N/A
2008	73.0%	75.2%*	70.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	80.8% ↑	81.7%*	64.0%*	85.0%*
2008	73.3%	73.9%*	78.3%*	71.9%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	65.2%*	N/A	45.9%**	65.9%*
2008	74.4%*	N/A	83.7%**	58.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	54.5%* ↓	69.8%**	N/A	57.1%*
2008	69.7%*	N/A	N/A	65.3%*
Keller Army Community Hospital—West Point				
2009	80.1%*	N/A	78.8%**	N/A
2008	79.0%*	N/A	87.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	81.3% ↑	81.1%*	80.3%*	83.2%*
2008	78.8%* ↑	84.2%*	68.5%**	81.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	69.7%*	N/A	52.3%**	68.9%**
2008	64.1%*	62.3%*	N/A	68.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	65.7%	70.9%	66.2%	59.4%
2008	69.1%	69.4%	67.4%	69.9%
Martin Army Community Hospital—Ft. Benning				
2009	69.1%	74.3%*	56.2%**	68.8%*
2008	72.2%	75.2%*	75.0%*	64.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	83.3%**	N/A	84.0%**	N/A
2008	90.8%** ↑	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	83.3%* ↑	76.9%*	70.0%**	94.5%**
2008	77.9%*	73.3%*	N/A	81.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	65.6%	59.6%	72.4%	65.0%
2008	59.1% ↓	61.6%	60.5%	56.7%
Walter Reed Army Medical Center—Washington, DC				
2009	72.6%	80.1%	66.2%	N/A
2008	74.6% ↑	69.7%	80.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	48.9%**	N/A	N/A	37.5%**
2008	77.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	75.2%	72.4%	84.8%*	71.4%*
2008	77.2% ↑	70.4%	87.5%*	76.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	69.1%*	69.7%**	N/A	68.6%*
2008	67.5%*	N/A	N/A	67.2%**
Womack Army Medical Center—Ft. Bragg				
2009	69.4%	73.4%	67.4%*	67.2%
2008	69.5%	77.7%	70.5%*	62.8%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	62.1% ↑	61.9%	59.9%	64.0%
121st General Hospital—Seoul				
2009	77.4%** ↑	N/A	N/A	N/A
2008	79.4%* ↑	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	78.0%* ↑	N/A	N/A	78.9%**
2008	71.5%* ↑	N/A	N/A	77.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	72.7%* ↑	N/A	N/A	74.4%**
2008	79.7%* ↑	N/A	N/A	76.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	68.8% ↑	84.5%*	72.0%**	61.3%*
2008	70.8% ↑	68.3%*	78.5%*	68.8%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	60.7% ↑	63.1%	56.2%	N/A
2008	52.2%	56.7%	45.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	67.1% ↑	55.4%*	77.1%*	68.2%
2008	61.1%	53.9%*	64.7%**	65.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	59.8%	67.4%*	72.5%**	53.1%*
2008	57.1%	78.3%*	89.8%**	42.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	50.0%	58.9%	29.2%*	N/A
2008	52.6%	50.7%*	55.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	80.4% ↑	88.7%*	74.3%*	77.4%*
2008	53.7%	64.3%*	63.6%*	47.3%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	63.6%*	N/A	53.5%**	61.8%*
2008	72.4%* ↑	N/A	72.0%**	60.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	58.6%*	66.8%**	35.0%**	68.3%*
2008	69.1%* ↑	N/A	N/A	67.6%*
Keller Army Community Hospital—West Point				
2009	75.0%* ↑	N/A	80.0%**	N/A
2008	96.1%* ↑	N/A	98.8%**	N/A

(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
Landstuhl Regional Medcen				
2009	68.5% ↑	68.2%*	66.8%*	71.9%*
2008	62.9%*	71.2%*	64.2%**	48.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	67.7%*	N/A	66.4%**	65.2%**
2008	65.3%*	75.1%*	N/A	53.6%*
Madigan Army Medical Center—Ft. Lewis				
2009	52.9%	56.7%	51.0%	50.6%
2008	56.4%	54.6%	51.7%	61.2%
Martin Army Community Hospital—Ft. Benning				
2009	65.6% ↑	63.8%*	75.6%**	63.2%*
2008	74.7% ↑	75.2%*	83.0%*	65.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	74.1%**	N/A	80.8%**	N/A
2008	79.2%** ↑	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	78.3%* ↑	72.5%*	71.0%**	87.0%**
2008	68.8%* ↑	69.0%*	N/A	71.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	58.2%	47.5%	66.8%	59.4%
2008	52.0%	42.1%	56.8%	55.1%
Walter Reed Army Medical Center—Washington, DC				
2009	49.6%	50.7%	48.6%	N/A
2008	56.7%	48.0%	68.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	43.7%**	N/A	N/A	50.3%**
2008	66.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	63.6% ↑	56.1%	54.2%*	82.8%*
2008	54.6%	47.4%	59.6%*	61.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	77.1%* ↑	76.9%**	N/A	77.9%*
2008	73.5%* ↑	N/A	N/A	74.2%**
Womack Army Medical Center—Ft. Bragg				
2009	54.2%	57.4%	70.1%*	49.6%
2008	59.2%	65.2%	65.8%*	53.2%
Wuerzburg Meddac				
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.

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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%
Army, Overall	83.7% ↑	80.9%	87.1%	84.2%
121st General Hospital—Seoul				
2009	84.3%**	N/A	N/A	N/A
2008	82.4%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	73.9%*	N/A	N/A	76.3%**
2008	91.4%* ↑	N/A	N/A	88.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	84.9%*	N/A	N/A	79.2%**
2008	81.0%*	N/A	N/A	70.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	78.1%	67.5%**	83.4%**	80.0%*
2008	80.8%	72.4%*	78.5%*	84.5%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	85.4% ↑	81.3%	93.0%	N/A
2008	88.6% ↑	86.5%	91.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	84.8%	82.1%*	93.3%*	82.8%
2008	79.3%	78.6%*	81.0%**	79.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	87.5% ↑	88.1%*	84.4%**	87.6%*
2008	80.1%	75.8%*	70.4%**	83.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	78.3%	77.7%	79.6%*	N/A
2008	85.8% ↑	82.3%*	90.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	89.3% ↑	91.5%*	96.9%*	85.9%*
2008	81.9%	69.0%*	85.9%*	86.7%*
Heidelberg Meddacc				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	80.6%*	N/A	86.6%**	79.4%*
2008	77.9%*	N/A	79.1%**	81.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	81.7%*	96.0%**	N/A	87.3%*
2008	87.5%*	N/A	N/A	80.6%*
Keller Army Community Hospital—West Point				
2009	93.1%* ↑	N/A	95.0%**	N/A
2008	85.6%*	N/A	88.8%**	N/A

(continued)

Composite: Discharge Information (continued)

This composite combines responses from two questions regarding discharge information.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	83.2%	81.5%*	82.9%*	86.5%**
2008	88.6%* ↑	90.3%*	80.5%**	94.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	79.3%*	N/A	78.2%**	85.2%**
2008	81.8%*	74.7%*	N/A	88.5%*
Madigan Army Medical Center—Ft. Lewis				
2009	85.1% ↑	83.4%	83.9%	88.0%
2008	82.9%	83.8%	80.6%	83.6%
Martin Army Community Hospital—Ft. Benning				
2009	80.2%	77.1%*	66.5%**	88.3%*
2008	84.4%	73.2%*	98.9%**	84.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	80.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	88.5%*	86.0%*	84.8%**	92.2%**
2008	73.8%*	61.0%*	N/A	83.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	82.5%	77.8%	87.6%	81.8%
2008	84.7% ↑	82.0%	91.4%	82.2%
Walter Reed Army Medical Center—Washington, DC				
2009	86.2% ↑	81.3%	90.4%	N/A
2008	86.5% ↑	81.6%	92.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	78.7%**	N/A	N/A	77.0%**
2008	82.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	84.9%	85.2%	88.0%*	81.7%*
2008	89.5% ↑	85.4%	95.3%*	89.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	91.4%* ↑	87.4%**	N/A	93.8%*
2008	88.4%*	N/A	N/A	89.0%**
Womack Army Medical Center—Ft. Bragg				
2009	79.7%	76.1%	91.5%*	79.7%
2008	80.3%	74.7%	83.9%*	83.7%
Wuerzburg Meddacc				
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%
Army, Overall	78.4%	77.2%	85.0%	75.0%
121st General Hospital—Seoul				
2009	74.1%**	N/A	N/A	N/A
2008	75.6%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	67.0%*	N/A	N/A	71.2%**
2008	86.1%*	N/A	N/A	82.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	78.9%*	N/A	N/A	71.0%**
2008	66.0%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	68.7% ↓	58.4%**	76.2%**	69.8%*
2008	68.6% ↓	67.7%*	64.9%*	70.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	79.2%	73.1%	90.3%	N/A
2008	87.7% ↑	84.6%	92.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	79.5%	79.8%*	87.3%*	76.6%
2008	71.8%	69.7%*	74.0%**	72.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	78.6%	85.4%*	68.7%**	75.8%*
2008	73.0%	72.2%*	58.4%**	75.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	79.9%	79.8%	80.2%*	N/A
2008	82.7%	79.0%*	88.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	83.8%	91.3%*	97.3%*	76.0%*
2008	78.3%	66.1%*	86.0%*	82.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	78.9%*	N/A	79.4%**	78.8%*
2008	70.9%*	N/A	77.8%**	69.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	76.4%*	96.0%**	N/A	80.1%*
2008	82.9%*	N/A	N/A	74.2%*
Keller Army Community Hospital—West Point				
2009	91.7%* ↑	N/A	90.0%**	N/A
2008	84.7%*	N/A	96.5%**	N/A

(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
Landstuhl Regional Medcen				
2009	80.4%	81.0%*	83.3%*	75.9%**
2008	88.1%* ↑	86.5%*	86.6%**	91.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	79.5%*	N/A	85.8%**	78.1%**
2008	73.7%*	68.4%*	N/A	79.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	79.4%	77.8%	81.1%	79.6%
2008	75.7%	79.5%	71.3%	74.7%
Martin Army Community Hospital—Ft. Benning				
2009	76.4%	75.1%*	66.2%**	81.6%*
2008	79.1%	64.2%*	98.9%**	79.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	75.9%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	87.0%*	87.0%*	95.0%**	84.5%**
2008	70.6%*	62.4%*	N/A	74.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	77.8%	76.4%*	89.4%	69.9%
2008	78.9%	80.8%	90.8%	70.8%
Walter Reed Army Medical Center—Washington, DC				
2009	82.6%	75.8%	88.3%	N/A
2008	80.5%	74.5%	87.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	69.4%**	N/A	N/A	68.5%**
2008	65.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	79.3%	82.5%	85.9%*	68.5%*
2008	86.3% ↑	85.2%	91.7%*	80.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	88.5%* ↑	87.2%**	N/A	90.4%*
2008	82.5%*	N/A	N/A	82.0%**
Womack Army Medical Center—Ft. Bragg				
2009	69.7% ↓	69.7%	88.6%*	66.5%
2008	74.7%	76.9%	70.3%*	74.0%
Wuerzburg Meddac				
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%
Army, Overall	89.1% ↑	84.6%	89.2%	93.3%
121st General Hospital—Seoul				
2009	94.6%** ↑	N/A	N/A	N/A
2008	89.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	80.9%*	N/A	N/A	81.4%**
2008	96.7%* ↑	N/A	N/A	94.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	91.0%*	N/A	N/A	87.5%**
2008	96.0%** ↑	N/A	N/A	93.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	87.5%	76.7%**	90.6%**	90.1%*
2008	92.9% ↑	77.1%*	92.1%*	98.5%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	91.7% ↑	89.5%	95.7%	N/A
2008	89.5% ↑	88.4%	91.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	90.1% ↑	84.3%*	99.2%*	89.0%
2008	86.8%	87.4%*	87.9%**	86.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	96.4% ↑	90.9%*	100.0%**	99.5%*
2008	87.3%	79.4%*	82.4%**	91.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	76.7%	75.7%	78.9%*	N/A
2008	88.8% ↑	85.6%*	93.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	94.7% ↑	91.8%*	96.5%*	95.8%*
2008	85.4%	71.8%*	85.8%*	91.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	82.3%*	N/A	93.9%**	80.0%*
2008	84.9%*	N/A	80.3%**	94.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	87.0%*	96.0%**	N/A	94.4%*
2008	92.1%* ↑	N/A	N/A	86.9%*
Keller Army Community Hospital—West Point				
2009	94.5%* ↑	N/A	100.0%**	N/A
2008	86.5%*	N/A	81.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	86.0%	81.9%*	82.6%*	97.1%**
2008	89.1%*	94.2%*	74.3%**	96.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	79.2%*	N/A	70.7%**	92.4%**
2008	89.8%*	81.1%*	N/A	97.6%*
Madigan Army Medical Center—Ft. Lewis				
2009	90.8% ↑	89.0%	86.7%	96.5%
2008	90.2% ↑	88.0%	89.9%	92.4%
Martin Army Community Hospital—Ft. Benning				
2009	84.0%	79.1%*	66.9%**	95.1%*
2008	89.7%	82.3%*	98.9%**	90.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	84.5%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	90.1%*	85.0%*	N/A	100.0%**
2008	77.0%*	59.7%*	N/A	93.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	87.2%	79.2%*	85.8%	93.8%
2008	90.5% ↑	83.2%	91.9%	93.7%
Walter Reed Army Medical Center—Washington, DC				
2009	89.9% ↑	86.8%	92.4%	N/A
2008	92.4% ↑	88.6%	96.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	88.1%**	N/A	N/A	85.5%**
2008	100.0%** ↑	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	90.5% ↑	87.9%	90.1%*	94.8%*
2008	92.8% ↑	85.7%	99.0%*	97.7%*
Winn Army Community Hospital—Ft. Stewart				
2009	94.4%* ↑	87.6%**	N/A	97.3%*
2008	94.2%* ↑	N/A	N/A	95.9%**
Womack Army Medical Center—Ft. Bragg				
2009	89.6% ↑	82.5%	94.4%*	93.0%
2008	85.9%	72.5%	97.5%*	93.4%
Wuerzburg Meddac				
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.

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Army 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%
Army, Overall	80.4%	85.5%	81.6%	75.2%
121st General Hospital—Seoul				
2009	67.7%**	N/A	N/A	N/A
2008	85.8%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	79.2%*	N/A	N/A	82.2%**
2008	88.4%*	N/A	N/A	88.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	86.9%*	N/A	N/A	78.4%**
2008	62.8%**	N/A	N/A	50.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70.2% ↓	75.2%**	75.5%**	66.7%*
2008	73.5%	76.3%*	97.5%**	63.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	87.0% ↑	87.5%	86.3%	N/A
2008	85.8%	86.4%	85.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.4%	90.1%*	79.1%*	70.6%
2008	73.7%	84.3%*	77.7%**	66.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	89.5% ↑	93.5%*	81.4%**	88.4%*
2008	86.3%	94.5%*	80.2%**	84.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	81.9%	84.3%	77.1%*	N/A
2008	87.5%	90.0%*	84.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	87.4% ↑	98.1%*	85.9%*	82.8%*
2008	78.7%	71.4%*	81.6%*	80.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	72.4%*	N/A	N/A	69.4%*
2008	77.0%*	N/A	71.9%**	71.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	74.2%*	N/A	N/A	67.2%*
2008	81.5%*	N/A	N/A	72.9%*
Keller Army Community Hospital—West Point				
2009	79.4%*	N/A	71.7%**	N/A
2008	82.6%**	N/A	85.0%**	N/A

(continued)

Composite: Your Family and Friends (continued)

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	88.5%* ↑	93.8%*	84.7%**	85.4%**
2008	85.3%*	88.9%**	79.8%**	86.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	76.0%*	N/A	76.5%**	71.6%**
2008	66.1%*	52.0%**	N/A	76.2%*
Madigan Army Medical Center—Ft. Lewis				
2009	80.5%	82.3%	80.3%	78.9%
2008	79.5%	83.1%	85.0%	73.1%
Martin Army Community Hospital—Ft. Benning				
2009	81.0%	93.3%*	81.6%**	70.3%*
2008	88.2%	91.7%*	98.8%**	75.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	89.0%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	82.7%*	76.2%*	N/A	87.0%**
2008	75.1%*	89.7%**	N/A	69.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	77.6%	75.6%*	79.8%*	77.2%
2008	80.4%	85.0%	82.9%	76.4%
Walter Reed Army Medical Center—Washington, DC				
2009	87.1% ↑	90.0%	84.8%	N/A
2008	89.5%	86.7%	92.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	73.3%**	N/A	N/A	63.7%**
2008	74.2%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	81.8%	79.9%	89.2%*	78.7%*
2008	85.1%	87.1%	88.5%*	77.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	81.3%*	96.3%**	N/A	78.0%*
2008	72.9%*	N/A	N/A	63.6%**
Womack Army Medical Center—Ft. Bragg				
2009	72.7% ↓	76.6%	79.3%*	69.4%
2008	76.6%	82.0%	88.6%*	71.1%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	82.5%	86.6%	85.2%	77.2%
121st General Hospital—Seoul				
2009	70.0%**	N/A	N/A	N/A
2008	87.6%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	80.0%*	N/A	N/A	84.7%**
2008	89.9%*	N/A	N/A	89.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	88.5%*	N/A	N/A	80.9%**
2008	62.2%**	N/A	N/A	49.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	71.5% ↓	76.5%**	80.8%**	66.9%*
2008	76.4%	77.1%*	100.0%**	67.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	90.1% ↑	89.1%	91.4%	N/A
2008	88.7%	87.6%	90.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.5%	91.8%*	79.3%*	70.2%
2008	75.7%	84.6%*	87.0%**	67.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	94.1% ↑	97.8%*	96.3%**	91.5%*
2008	88.9%	94.5%*	81.8%**	87.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	80.2%	82.7%	75.2%*	N/A
2008	88.9%	90.7%*	86.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	87.6%	98.7%*	86.1%*	82.7%*
2008	79.5%	74.1%*	77.0%*	82.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	74.4%*	N/A	N/A	70.0%**
2008	83.4%*	N/A	88.4%**	74.1%**
Irwin Army Community Hospital—Ft. Riley				
2009	77.2%*	N/A	N/A	73.8%*
2008	85.9%*	N/A	N/A	76.6%**
Keller Army Community Hospital—West Point				
2009	85.3%*	N/A	77.4%**	N/A
2008	91.9%**	N/A	90.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	89.5%*	93.4%*	88.9%**	85.4%**
2008	85.8%*	88.9%**	N/A	84.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	75.8%*	N/A	76.5%**	72.3%**
2008	69.9%*	55.8%**	N/A	80.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	83.7%	82.7%	87.4%	81.2%
2008	81.7%	83.9%	86.7%	76.9%
Martin Army Community Hospital—Ft. Benning				
2009	82.8%	94.8%*	86.0%**	71.2%*
2008	90.7%	91.7%*	98.8%**	82.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	85.1%*	77.2%*	N/A	91.0%**
2008	78.8%*	88.8%**	N/A	71.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	79.3%	78.0%*	83.8%*	76.8%
2008	81.7%	86.4%*	82.3%	78.8%
Walter Reed Army Medical Center—Washington, DC				
2009	86.8%	89.1%	85.0%	N/A
2008	90.9%	86.9%	95.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	71.4%**	N/A	N/A	61.0%**
2008	80.3%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	86.3%	83.8%	93.5%*	83.9%*
2008	87.7%	88.0%	92.2%*	81.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	85.0%*	96.3%**	N/A	81.6%*
2008	75.3%*	N/A	N/A	65.1%**
Womack Army Medical Center—Ft. Bragg				
2009	77.0%	78.7%	83.3%*	75.1%
2008	81.0%	81.7%	96.5%*	77.8%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	78.2%	84.4%	78.0%	73.2%
121st General Hospital—Seoul				
2009	65.4%**	N/A	N/A	N/A
2008	83.9%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	78.4%*	N/A	N/A	79.6%**
2008	86.9%*	N/A	N/A	86.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	85.3%*	N/A	N/A	75.9%**
2008	63.3%**	N/A	N/A	51.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	68.8% ↓	73.9%**	70.2%**	66.4%*
2008	70.6%	75.6%*	95.0%**	60.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	84.0% ↑	85.9%	81.2%	N/A
2008	83.0%	85.1%	80.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.3%	88.3%*	79.0%*	71.0%
2008	71.8%	84.0%*	68.4%**	64.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.9%	89.2%*	66.5%**	85.3%*
2008	83.8%	94.4%*	78.5%**	80.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	83.6%	85.9%	78.9%*	N/A
2008	86.1%	89.3%*	81.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	87.3% ↑	97.4%*	85.7%*	83.0%*
2008	78.0%	68.7%*	86.3%*	79.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	70.3%*	N/A	N/A	68.9%*
2008	70.5%*	N/A	55.4%**	68.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	71.2%*	N/A	N/A	60.7%*
2008	77.1%*	N/A	N/A	69.2%*
Keller Army Community Hospital—West Point				
2009	73.6%*	N/A	66.1%**	N/A
2008	73.2%**	N/A	79.9%**	N/A

(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
Landstuhl Regional Medcen				
2009	87.5%* ↑	94.2%*	80.5%**	85.4%**
2008	84.9%*	88.9%**	75.3%**	87.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	76.2%*	N/A	76.5%**	70.9%**
2008	62.3%*	48.2%**	N/A	71.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	77.2%	81.9%	73.1%	76.7%
2008	77.2%	82.3%	83.2%	69.3%
Martin Army Community Hospital—Ft. Benning				
2009	79.3%	91.7%*	77.2%**	69.4%*
2008	85.7%	91.7%*	98.8%**	68.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	78.1%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	80.3%*	75.3%*	N/A	82.9%**
2008	71.4%*	90.5%**	N/A	67.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	75.9%	73.2%*	75.7%*	77.6%
2008	79.1%	83.6%	83.5%	74.0%
Walter Reed Army Medical Center—Washington, DC				
2009	87.5% ↑	91.0%	84.6%	N/A
2008	88.1%	86.4%	90.0%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	75.1%**	N/A	N/A	66.5%**
2008	68.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	77.4%	75.9%	84.9%*	73.6%*
2008	82.4%	86.1%	84.8%*	73.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	77.7%*	96.3%**	N/A	74.3%*
2008	70.6%*	N/A	N/A	62.2%**
Womack Army Medical Center—Ft. Bragg				
2009	68.3% ↓	74.6%	75.3%*	63.8%
2008	72.2%	82.3%	80.8%*	64.3%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	71.8%	72.6%	72.5%	70.3%
121st General Hospital—Seoul				
2009	63.8%**	N/A	N/A	N/A
2008	68.7%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	68.0%*	N/A	N/A	68.0%**
2008	60.6%*	N/A	N/A	39.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	80.3%* ↑	N/A	N/A	75.4%**
2008	62.4%*	N/A	N/A	42.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	69.6%	66.3%*	64.7%**	78.7%*
2008	73.1%	64.4%*	77.0%*	78.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	75.8% ↑	75.7%	76.2%	N/A
2008	74.9%	75.4%	74.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.9% ↑	84.5%*	71.3%*	77.1%
2008	71.8%	71.7%*	86.2%**	69.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	77.8% ↑	80.0%*	70.6%**	78.1%*
2008	73.1%	76.8%*	68.3%**	68.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	72.0%	74.5%	66.1%*	N/A
2008	73.3%	73.9%*	72.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	80.7% ↑	84.7%*	84.5%*	77.9%*
2008	72.5%	71.4%*	78.5%*	70.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	76.6%*	N/A	84.7%**	73.1%*
2008	63.7%*	N/A	68.4%**	61.1%**
Irwin Army Community Hospital—Ft. Riley				
2009	66.3%*	45.6%**	N/A	71.5%*
2008	77.2%*	N/A	N/A	69.5%*
Keller Army Community Hospital—West Point				
2009	78.1%*	N/A	77.7%**	N/A
2008	81.1%*	N/A	92.4%**	N/A

(continued)

Composite: Interaction with Other Hospital Staff (continued)

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	73.3%	75.2%*	73.0%*	69.5%**
2008	81.1%*	84.7%*	75.1%**	84.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	69.2%*	N/A	83.9%**	74.3%**
2008	64.9%*	58.8%*	N/A	66.3%*
Madigan Army Medical Center—Ft. Lewis				
2009	70.7%	69.4%	66.7%	77.4%
2008	70.8%	70.5%	68.7%	73.4%
Martin Army Community Hospital—Ft. Benning				
2009	66.3%	69.3%*	69.6%**	60.4%*
2008	71.8%	71.2%*	77.1%*	70.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	80.9%**	N/A	83.7%**	N/A
2008	76.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	62.8%*	60.8%*	58.5%**	66.6%**
2008	66.5%*	76.5%*	N/A	49.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	65.5% ↓	61.1%	68.4%	67.8%
2008	68.4%	70.6%	68.3%	64.8%
Walter Reed Army Medical Center—Washington, DC				
2009	75.4%	76.2%	74.9%	N/A
2008	76.8%	75.6%	78.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	62.5%**	N/A	N/A	55.6%**
2008	69.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	69.2%	68.1%	73.9%*	67.0%*
2008	70.0%	65.7%	84.1%*	55.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	75.0%*	78.0%**	N/A	70.9%*
2008	74.0%*	N/A	N/A	66.2%**
Womack Army Medical Center—Ft. Bragg				
2009	68.2%	73.4%	69.1%*	63.4%
2008	68.3%	71.7%	69.8%*	64.0%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	80.8%	81.0%	80.6%	80.6%
121st General Hospital—Seoul				
2009	90.8%**	N/A	N/A	N/A
2008	90.0%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	93.3%** ↑	N/A	N/A	92.8%**
2008	79.4%**	N/A	N/A	68.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	86.6%*	N/A	N/A	N/A
2008	79.1%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	77.7%*	74.2%*	80.2%**	79.1%*
2008	80.3%	68.0%*	96.5%**	81.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	84.3%	83.9%	85.0%	N/A
2008	85.9%	84.9%	87.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	87.8% ↑	93.3%*	78.3%*	88.4%*
2008	80.7%	82.4%*	N/A	74.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	87.0%	88.5%*	N/A	88.7%*
2008	80.8%	81.9%*	N/A	82.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	76.7%	81.1%	65.3%*	N/A
2008	82.2%	81.1%*	83.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	92.9% ↑	94.0%*	92.6%**	92.0%*
2008	90.3%	93.5%*	88.9%*	88.3%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	74.1%*	N/A	N/A	64.4%**
2008	71.5%*	N/A	N/A	68.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	64.2%* ↓	38.9%**	N/A	70.2%**
2008	86.5%*	N/A	N/A	80.2%**
Keller Army Community Hospital—West Point				
2009	76.2%**	N/A	N/A	N/A
2008	86.3%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	83.5%	81.4%*	96.5%*	69.8%**
2008	92.2%*	96.6%*	93.0%**	82.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	76.5%*	N/A	N/A	82.0%**
2008	74.2%*	72.5%*	N/A	76.6%**
Madigan Army Medical Center—Ft. Lewis				
2009	77.7%	79.4%	72.2%	81.2%*
2008	78.9%	79.2%	77.8%	79.2%*
Martin Army Community Hospital—Ft. Benning				
2009	76.0%	78.2%*	95.0%**	67.8%*
2008	81.7%	80.3%*	84.9%**	80.2%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	81.4%**	N/A	N/A	N/A
2008	84.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	76.7%*	74.4%*	N/A	82.0%**
2008	86.3%*	98.3%*	N/A	72.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	76.8%	73.4%*	76.1%*	80.6%*
2008	80.5%	83.2%	79.5%*	79.1%
Walter Reed Army Medical Center—Washington, DC				
2009	86.5%	91.1%	82.5%	N/A
2008	87.5%	86.2%	89.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	57.8%**	N/A	N/A	58.3%**
2008	78.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	80.2%	73.3%	89.3%*	84.5%**
2008	86.8%	85.9%	91.1%*	81.0%**
Winn Army Community Hospital—Ft. Stewart				
2009	85.2%*	78.8%**	N/A	91.8%*
2008	80.8%*	N/A	N/A	72.4%**
Womack Army Medical Center—Ft. Bragg				
2009	76.5%	82.4%	67.8%*	73.7%
2008	78.6%	83.7%	69.1%*	75.4%*
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	50.3%	49.9%	50.5%	50.6%
121st General Hospital—Seoul				
2009	40.0%**	N/A	N/A	N/A
2008	62.5%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	49.9%**	N/A	N/A	42.5%**
2008	34.8%**	N/A	N/A	12.6%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	59.2%*	N/A	N/A	N/A
2008	54.6%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	50.0%*	46.5%*	45.1%**	54.2%*
2008	54.1%	46.5%*	64.0%**	54.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	52.7%	51.0%	56.1%	N/A
2008	49.2%	52.6%	43.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	49.0%	55.5%*	21.8%*	56.4%*
2008	39.6%	33.0%*	N/A	41.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	47.5%	48.7%*	N/A	51.7%*
2008	68.8%	58.3%*	N/A	77.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	45.2%	49.7%	33.3%*	N/A
2008	45.1%	44.3%*	46.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	47.8%	60.3%*	46.1%*	36.8%*
2008	62.2%	59.0%*	71.0%*	61.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	51.4%*	N/A	N/A	55.2%**
2008	58.1%*	N/A	N/A	48.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	40.8%*	13.8%**	N/A	48.0%**
2008	54.5%*	N/A	N/A	47.8%**
Keller Army Community Hospital—West Point				
2009	52.0%**	N/A	N/A	N/A
2008	86.3%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	53.4%	53.0%*	60.6%*	43.3%**
2008	66.3%*	78.2%*	59.0%**	53.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	57.4%*	N/A	N/A	56.5%**
2008	36.5%*	30.5%*	N/A	36.5%**
Madigan Army Medical Center—Ft. Lewis				
2009	51.4%	49.4%	47.7%	57.9%*
2008	49.8%	54.6%	42.2%	49.2%*
Martin Army Community Hospital—Ft. Benning				
2009	45.0%	45.1%*	45.1%**	44.8%*
2008	53.7%	49.2%*	63.2%**	50.1%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	51.6%**	N/A	N/A	N/A
2008	51.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	49.8%*	54.2%*	N/A	44.1%**
2008	59.2%*	75.9%*	N/A	42.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	47.2%	39.9%*	48.8%*	52.9%*
2008	50.8%	60.0%	42.5%*	48.9%
Walter Reed Army Medical Center—Washington, DC				
2009	57.0%	56.2%	57.6%	N/A
2008	54.3%	53.2%	55.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	34.1%**	N/A	N/A	43.2%**
2008	55.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	49.5%	50.6%	50.7%*	45.6%**
2008	52.4%	39.2%	77.7%*	42.0%**
Winn Army Community Hospital—Ft. Stewart				
2009	59.2%*	61.2%**	N/A	57.5%*
2008	62.0%*	N/A	N/A	49.1%**
Womack Army Medical Center—Ft. Bragg				
2009	48.9%	52.1%	49.7%*	46.3%
2008	47.0%	52.9%	51.6%*	40.3%
Wuerzburg Meddac				
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.

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**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., Army). 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%
Army, Overall	76.9%	76.7%	79.6%	74.8%
121st General Hospital—Seoul				
2009	76.9%**	N/A	N/A	N/A
2008	75.1%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	61.0%**	N/A	N/A	56.5%**
2008	62.5%**	N/A	N/A	58.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	84.3%*	N/A	N/A	N/A
2008	59.0%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	72.9%*	61.9%*	78.6%**	78.8%*
2008	78.8%	66.2%*	72.6%**	87.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	83.0% ↑	82.2%	84.7%	N/A
2008	80.9%	79.2%	84.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	83.4%	89.5%*	84.0%*	79.5%*
2008	88.2%	89.9%*	N/A	83.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.5%	82.8%*	N/A	83.6%*
2008	78.9%*	83.6%*	N/A	77.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	85.1% ↑	82.1%	93.0%*	N/A
2008	79.1%	80.9%*	76.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	89.9% ↑	92.9%*	93.6%*	85.4%*
2008	78.5%	76.5%*	78.3%*	80.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	80.4%*	N/A	N/A	74.2%**
2008	49.2%*	N/A	N/A	56.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	65.4%*	51.4%**	N/A	74.5%**
2008	83.1%*	N/A	N/A	76.5%**
Keller Army Community Hospital—West Point				
2009	95.1%** ↑	N/A	N/A	N/A
2008	74.9%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	75.6%	79.5%*	79.6%*	55.4%**
2008	85.9%*	85.6%*	75.8%**	100.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	69.6%*	N/A	N/A	77.0%**
2008	72.1%*	67.8%*	N/A	74.0%**
Madigan Army Medical Center—Ft. Lewis				
2009	77.1%	72.7%	68.6%	91.6%*
2008	76.0%	73.8%	65.9%	86.4%*
Martin Army Community Hospital—Ft. Benning				
2009	66.5%	72.1%*	75.3%**	56.6%*
2008	76.6%	75.6%*	85.2%**	66.4%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	82.6%**	N/A	N/A	N/A
2008	76.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	67.6%*	61.5%*	N/A	76.8%**
2008	62.5%*	59.9%*	N/A	64.1%**
Tripler Army Medical Center—Ft. Shafter				
2009	69.0% ↓	65.2%*	72.7%*	69.6%*
2008	70.4%	64.1%	77.7%*	70.7%
Walter Reed Army Medical Center—Washington, DC				
2009	78.3%	76.2%	80.0%	N/A
2008	84.0%	82.2%	86.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	48.0%** ↓	N/A	N/A	37.9%**
2008	67.3%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	70.8%	72.1%	75.8%*	62.4%**
2008	75.4%	78.5%	91.3%*	32.7%**
Winn Army Community Hospital—Ft. Stewart				
2009	73.3%*	71.1%**	N/A	75.9%*
2008	80.5%*	N/A	N/A	74.6%**
Womack Army Medical Center—Ft. Bragg				
2009	77.1%	81.5%	80.7%*	73.0%
2008	69.9%	72.4%	71.0%*	67.2%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	80.3%	82.6%	81.7%	76.9%
121st General Hospital—Seoul				
2009	79.9%**	N/A	N/A	N/A
2008	84.1%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	85.2%*	N/A	N/A	81.5%**
2008	87.4%*	N/A	N/A	85.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	80.7%*	N/A	N/A	76.1%**
2008	73.3%*	N/A	N/A	63.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	78.4%	77.7%**	70.3%**	81.4%*
2008	77.6%	60.9%*	83.8%*	80.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	80.6%	81.6%	78.8%	N/A
2008	83.5%	86.1%	80.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	81.8%	90.9%*	81.5%*	78.6%
2008	72.2%	82.3%*	87.7%**	62.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	88.4% ↑	94.0%*	89.6%**	84.7%*
2008	82.4%	90.5%*	74.9%**	80.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	81.7%	87.0%	70.6%*	N/A
2008	83.9%	82.8%*	85.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	88.4% ↑	92.2%*	93.6%*	85.0%*
2008	83.0%	76.3%*	91.1%*	83.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	84.4%*	N/A	N/A	73.9%*
2008	82.3%*	N/A	89.2%**	76.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	73.3%*	N/A	N/A	78.5%*
2008	82.3%*	N/A	N/A	80.4%*
Keller Army Community Hospital—West Point				
2009	88.4%*	N/A	80.0%**	N/A
2008	82.6%*	N/A	87.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	87.2% ↑	86.6%*	90.0%*	83.5%**
2008	93.1%*	94.3%*	95.7%**	88.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	70.4%*	N/A	79.2%**	67.9%**
2008	74.6%*	58.3%*	N/A	87.0%*
Madigan Army Medical Center—Ft. Lewis				
2009	80.7%	80.0%	79.0%	83.2%
2008	81.5%	84.0%	80.7%	79.7%
Martin Army Community Hospital—Ft. Benning				
2009	76.5%	77.7%*	97.9%**	64.9%*
2008	81.4%	84.5%*	87.7%*	70.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	91.6%**	N/A	83.5%**	N/A
2008	82.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	72.8%*	67.2%*	74.7%**	79.5%**
2008	74.7%*	84.8%*	N/A	65.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	74.8%	72.2%*	78.6%	73.6%
2008	82.6%	84.2%	83.2%	81.2%
Walter Reed Army Medical Center—Washington, DC				
2009	87.2% ↑	92.4%	83.3%	N/A
2008	86.4%	83.9%	89.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	77.3%**	N/A	N/A	68.6%**
2008	84.1%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	75.6%	75.0%	82.5%*	70.5%*
2008	79.7%	74.3%*	92.8%*	70.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	84.7%*	96.0%**	N/A	81.9%*
2008	78.8%*	N/A	N/A	72.3%**
Womack Army Medical Center—Ft. Bragg				
2009	72.6% ↓	79.3%	69.9%*	68.9%
2008	72.3%	72.8%	74.5%*	71.5%
Wuerzburg Meddac				
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.

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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%
Army, Overall	51.5%	52.5%	53.8%	48.7%
121st General Hospital—Seoul				
2009	51.1%**	N/A	N/A	N/A
2008	44.6%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	45.5%*	N/A	N/A	32.9%**
2008	43.4%*	N/A	N/A	36.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	64.3%*	N/A	N/A	54.4%**
2008	39.0%*	N/A	N/A	22.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	56.8%	62.0%*	45.5%**	58.6%*
2008	56.8%	45.8%*	70.4%*	54.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	53.8%	55.4%	50.9%	N/A
2008	47.8%	49.5%	45.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	52.5%	61.8%*	58.3%*	47.0%
2008	40.7%	40.1%*	75.8%**	33.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	55.4%	63.0%*	47.7%**	52.1%*
2008	56.8%	49.6%*	76.2%**	56.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	44.3%	48.8%	35.6%*	N/A
2008	45.7%	43.8%*	48.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	54.9%	58.8%*	60.2%*	51.3%*
2008	51.0%	57.2%*	66.4%*	44.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	64.2%*	N/A	N/A	57.0%*
2008	43.1%*	N/A	52.3%**	34.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	45.5%*	N/A	N/A	40.3%*
2008	49.3%*	N/A	N/A	42.8%*
Keller Army Community Hospital—West Point				
2009	49.0%*	N/A	60.8%**	N/A
2008	59.3%*	N/A	65.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	53.2%	50.8%*	54.2%*	57.3%**
2008	52.6%*	60.8%*	34.1%**	60.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	51.7%*	N/A	56.8%**	47.7%**
2008	51.4%*	36.4%**	N/A	56.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	55.9%	56.9%	51.9%	58.7%
2008	53.7%	53.7%	54.0%	53.4%
Martin Army Community Hospital—Ft. Benning				
2009	44.5%	44.3%*	42.2%**	45.7%*
2008	54.6%	58.2%*	55.0%*	48.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	83.0%** ↑	N/A	96.3%**	N/A
2008	68.3%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	47.1%*	43.5%*	38.9%**	54.5%**
2008	42.5%*	60.0%*	N/A	31.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	45.8%	37.0%*	46.0%	51.0%
2008	50.1%	51.6%	50.1%	49.2%
Walter Reed Army Medical Center—Washington, DC				
2009	50.9%	52.1%	50.0%	N/A
2008	55.9%	55.5%	56.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	39.9%**	N/A	N/A	36.7%**
2008	50.8%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	52.8%	53.2%	54.0%*	51.1%*
2008	45.0%	38.9%*	63.3%*	30.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	54.4%*	71.0%**	N/A	45.5%*
2008	64.5%*	N/A	N/A	56.6%**
Womack Army Medical Center—Ft. Bragg				
2009	43.4% ↓	50.6%	49.0%*	38.1%
2008	47.0%	53.7%	54.6%*	40.4%
Wuerzburg Meddac				
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.

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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%
Army, Overall	71.9%	74.3%	74.8%	67.3%
121st General Hospital—Seoul				
2009	58.7%**	N/A	N/A	N/A
2008	48.4%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	50.6%* ↓	N/A	N/A	37.8%**
2008	55.2%*	N/A	N/A	54.6%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	73.9%*	N/A	N/A	60.1%**
2008	52.1%**	N/A	N/A	41.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70.4%	63.0%*	57.6%**	77.8%*
2008	70.0%	55.2%*	75.2%*	72.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	80.1% ↑	80.7%	79.0%	N/A
2008	75.2%	73.8%	77.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	81.0% ↑	92.0%*	88.7%*	74.4%
2008	80.1%	81.8%*	90.0%**	76.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	76.9%	78.3%*	90.0%**	73.9%*
2008	64.6%	74.9%*	75.1%**	58.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	83.6% ↑	83.5%	84.0%*	N/A
2008	82.3%	85.9%*	77.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	81.2% ↑	92.9%*	90.1%*	72.5%*
2008	74.3%	68.1%*	88.3%*	73.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	68.4%*	N/A	80.7%**	59.9%*
2008	50.6%*	N/A	49.9%**	50.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	54.0%* ↓	N/A	N/A	60.1%*
2008	80.4%*	N/A	N/A	80.4%*
Keller Army Community Hospital—West Point				
2009	75.8%*	N/A	80.1%**	N/A
2008	73.2%*	N/A	87.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	72.6%	80.6%*	67.5%*	63.1%**
2008	87.1%*	85.1%*	88.4%**	88.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	68.4%*	N/A	84.4%**	63.6%**
2008	67.7%*	72.0%*	N/A	67.5%*
Madigan Army Medical Center—Ft. Lewis				
2009	73.1%	65.6%	69.9%	84.5%
2008	73.8%	67.2%	76.3%	78.1%
Martin Army Community Hospital—Ft. Benning				
2009	62.7%	66.1%*	72.0%**	54.8%*
2008	67.3%	67.2%*	82.0%*	51.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	84.1%**	N/A	83.4%**	N/A
2008	72.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	60.4%*	59.4%*	46.0%**	66.5%**
2008	58.2%*	61.7%*	N/A	49.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	63.7% ↓	63.3%*	68.8%	60.0%
2008	63.0%	59.6%	69.7%	60.7%
Walter Reed Army Medical Center—Washington, DC				
2009	78.2%	77.6%	78.6%	N/A
2008	78.4%	74.9%	82.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	56.7%**	N/A	N/A	50.3%**
2008	65.3%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	65.5%	66.0%	68.2%*	62.6%*
2008	67.9%	67.8%*	83.9%*	45.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	75.1%*	74.7%**	N/A	75.7%*
2008	71.2%*	N/A	N/A	64.1%**
Womack Army Medical Center—Ft. Bragg				
2009	66.8%	75.6%	73.5%*	60.1%
2008	64.0%	67.5%	73.3%*	59.4%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	86.6%	87.6%	83.8%	89.3%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	74.1%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	73.4%*	65.1%**	N/A	N/A
2008	86.7%*	86.6%**	83.2%**	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	92.5% ↑	91.3%	96.3%*	N/A
2008	93.3%	92.0%	96.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	91.5%*	97.5%*	80.1%**	N/A
2008	92.0%*	90.0%*	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	93.2%* ↑	94.3%*	N/A	N/A
2008	85.8%*	100.0%**	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	83.2%	87.3%	73.0%*	N/A
2008	88.8%	87.6%*	90.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	97.9%* ↑	97.0%*	N/A	N/A
2008	82.0%*	80.7%**	69.0%**	N/A
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A ↑	N/A	N/A	N/A
2008	100.0%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	95.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	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
Landstuhl Regional Medcen				
2009	86.7%*	87.8%*	81.2%**	N/A
2008	91.1%*	92.4%**	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	86.6%**	N/A	N/A	N/A
2008	68.8%*	61.5%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	81.4%	83.4%	76.7%	N/A
2008	82.7%	82.7%	77.7%*	94.9%**
Martin Army Community Hospital—Ft. Benning				
2009	88.3%*	92.8%*	N/A	N/A
2008	81.8%*	81.4%*	79.3%**	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	90.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	69.6%*	65.8%**	N/A	N/A
2008	84.6%*	98.3%**	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	79.7%	78.0%*	78.0%*	87.8%**
2008	79.0%	85.3%*	69.7%*	81.1%**
Walter Reed Army Medical Center—Washington, DC				
2009	89.5%	89.4%	89.6%	N/A
2008	86.8%	85.1%	89.4%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	84.1%	81.3%	92.3%*	N/A
2008	79.7%	70.6%*	89.3%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	92.3%**	92.1%**	N/A	N/A
2008	73.8%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	85.3%	89.6%	79.5%**	76.9%**
2008	89.2%	92.6%	75.7%**	87.7%**
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	76.0%	76.5%	75.3%	74.3%
121st General Hospital—Seoul				
2009	N/A ↓	N/A	N/A	N/A
2008	70.8%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	93.4%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	77.2%*	79.5%**	N/A	N/A
2008	80.6%*	85.7%**	70.3%**	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	79.4%	79.6%	78.9%*	N/A
2008	83.3%	84.9%	79.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	88.6%* ↑	95.7%*	77.8%**	N/A
2008	81.1%*	74.0%*	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	89.3%* ↑	90.4%*	N/A	N/A
2008	66.6%*	75.6%**	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	76.0%	76.7%	74.1%*	N/A
2008	79.1%	84.7%*	68.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	92.7%* ↑	89.5%*	N/A	N/A
2008	58.8%*	60.3%**	75.1%**	N/A
Heidelberg Meddacc				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A ↑	N/A	N/A	N/A
2008	54.5%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	91.9%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	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
Landstuhl Regional Medcen				
2009	74.6%*	82.1%*	54.3%**	N/A
2008	80.6%*	84.7%**	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	73.2%**	N/A	N/A	N/A
2008	73.7%*	71.5%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	68.5%	67.9%	67.8%	74.6%**
2008	70.0%	68.6%	75.2%*	66.3%**
Martin Army Community Hospital—Ft. Benning				
2009	70.8%*	78.6%*	N/A	N/A
2008	77.2%*	72.9%*	79.5%**	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	81.8%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	58.4%*	60.8%**	N/A	N/A
2008	63.7%*	72.8%**	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	67.4%	59.4%*	78.0%*	67.3%**
2008	70.8%	76.4%*	73.9%*	47.3%**
Walter Reed Army Medical Center—Washington, DC				
2009	76.0%	74.6%	77.6%	N/A
2008	81.0%	84.2%	76.1%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	74.8%	73.0%	78.6%*	N/A
2008	72.7%	70.3%*	83.1%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	75.6%**	79.4%**	N/A	N/A
2008	80.4%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	75.3%	75.6%	82.6%**	70.2%**
2008	78.5%	77.7%	88.6%**	70.0%**
Wuerzburg Meddac				
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.

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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%
Army, Overall	67.2%	70.7%	68.0%	62.9%
121st General Hospital—Seoul				
2009	52.2%**	N/A	N/A	N/A
2008	65.7%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	56.8%*	N/A	N/A	55.7%**
2008	61.5%*	N/A	N/A	63.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	76.9%* ↑	N/A	N/A	73.7%**
2008	68.8%*	N/A	N/A	60.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	60.7%	64.0%*	53.3%**	61.8%*
2008	59.4%	58.6%*	62.8%*	58.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	74.6% ↑	76.8%	70.5%	N/A
2008	70.7%	70.8%	70.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	74.2% ↑	83.2%*	75.2%*	70.5%
2008	66.5%	68.0%*	70.3%**	64.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	74.2% ↑	82.6%*	71.1%**	69.2%*
2008	62.1%	63.7%*	52.4%**	63.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	71.9%	73.2%	69.1%*	N/A
2008	75.3%	80.5%*	67.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	75.5% ↑	79.2%*	84.9%*	70.7%*
2008	67.8%	69.0%*	69.9%*	66.9%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	51.0%* ↓	N/A	57.3%**	50.6%*
2008	55.0%*	N/A	53.0%**	49.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	59.7%*	62.9%**	47.0%**	64.9%*
2008	73.5%*	N/A	N/A	67.0%*
Keller Army Community Hospital—West Point				
2009	80.0%* ↑	N/A	82.5%**	N/A
2008	63.6%*	N/A	66.1%**	N/A

(continued)

Composite: Patient Safety (continued)

This composite combines responses from three questions about patient safety.

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	69.1%	73.8%*	70.1%*	55.7%*
2008	75.9%*	78.0%*	71.2%**	77.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	66.3%*	N/A	65.1%**	71.2%**
2008	63.7%*	68.8%*	N/A	58.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	66.8%	66.3%	61.2%	72.7%
2008	63.7%	64.8%	62.0%	63.6%
Martin Army Community Hospital—Ft. Benning				
2009	64.2%	73.0%*	71.3%**	51.3%*
2008	69.0%	68.7%*	87.5%*	50.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	70.0%**	N/A	59.3%**	N/A
2008	78.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	57.9%*	51.8%*	53.3%**	65.9%**
2008	62.3%*	69.7%*	N/A	55.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	61.2% ↓	54.4%	68.2%	60.6%
2008	60.7%	60.4%	71.0%	54.7%
Walter Reed Army Medical Center—Washington, DC				
2009	73.3% ↑	75.3%	71.5%	N/A
2008	75.7%	73.6%	78.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	57.7%**	N/A	N/A	44.8%**
2008	63.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	66.7%	67.7%	71.4%*	61.1%*
2008	68.3%	73.4%	74.2%*	51.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	66.0%*	75.7%**	N/A	60.9%*
2008	65.5%*	N/A	N/A	60.6%**
Womack Army Medical Center—Ft. Bragg				
2009	60.0% ↓	68.9%	64.0%*	53.7%
2008	64.8%	72.5%	73.0%*	57.0%
Wuerzburg Meddacc				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	66.8%	70.1%	64.7%	64.9%
121st General Hospital—Seoul				
2009	46.7%** ↓	N/A	N/A	N/A
2008	75.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	60.3%*	N/A	N/A	63.9%**
2008	70.4%*	N/A	N/A	76.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	90.4%* ↑	N/A	N/A	94.3%**
2008	72.7%*	N/A	N/A	64.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	58.6%	63.1%*	57.9%**	56.9%*
2008	56.5%	55.0%*	66.1%*	53.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	75.3% ↑	79.6%	67.1%	N/A
2008	67.1%	64.6%	70.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	74.3% ↑	80.6%*	67.9%*	74.1%
2008	65.0%	67.9%*	61.5%**	63.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	63.9%	82.0%*	33.5%**	56.9%*
2008	59.7%	48.3%*	43.5%**	67.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	69.0%	67.7%	72.0%*	N/A
2008	68.3%	68.4%*	68.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	70.2%	72.2%*	83.5%*	65.3%*
2008	65.3%	63.6%*	73.0%*	64.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	58.8%*	N/A	N/A	65.9%*
2008	58.6%*	N/A	39.1%**	65.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	59.8%*	70.8%**	N/A	65.8%*
2008	70.2%*	N/A	N/A	70.6%*
Keller Army Community Hospital—West Point				
2009	72.6%*	N/A	70.0%**	N/A
2008	53.3%*	N/A	59.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	72.0%	76.6%*	69.7%*	64.4%*
2008	69.2%*	73.1%*	56.0%**	77.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	72.9%*	N/A	72.0%**	79.3%**
2008	60.0%*	62.4%*	N/A	62.9%*
Madigan Army Medical Center—Ft. Lewis				
2009	65.5%	65.3%	61.3%	69.6%
2008	64.2%	66.6%	61.7%	63.4%
Martin Army Community Hospital—Ft. Benning				
2009	60.6%	69.6%*	64.1%**	48.5%*
2008	72.1%	65.5%*	92.1%*	62.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	63.7%**	N/A	46.3%**	N/A
2008	76.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	53.2%* ↓	43.1%*	40.6%**	68.1%**
2008	60.6%*	67.3%*	N/A	63.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	62.0%	53.5%	67.3%	64.0%
2008	60.7%	56.6%	72.9%	55.8%
Walter Reed Army Medical Center—Washington, DC				
2009	71.4%	75.7%	67.7%	N/A
2008	74.4%	73.8%	75.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	53.5%**	N/A	N/A	44.3%**
2008	64.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	71.0%	69.1%	71.2%*	74.1%*
2008	69.8%	72.9%	70.2%*	63.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	74.2%*	82.7%**	N/A	70.6%*
2008	66.4%*	N/A	N/A	63.4%**
Womack Army Medical Center—Ft. Bragg				
2009	59.0% ↓	65.3%	57.7%*	55.2%
2008	68.1%	73.4%	83.0%*	61.1%
Wuerzburg Meddac				
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.

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**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., Army). 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%
Army, Overall	68.9%	72.7%	68.3%	65.4%
121st General Hospital—Seoul				
2009	56.9%**	N/A	N/A	N/A
2008	73.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	65.9%*	N/A	N/A	72.6%**
2008	69.8%*	N/A	N/A	77.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	76.7%*	N/A	N/A	76.1%**
2008	65.8%*	N/A	N/A	57.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	62.6%	63.9%*	50.1%**	66.3%*
2008	65.1%	61.4%*	70.5%*	64.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	72.8%	75.8%	67.2%	N/A
2008	73.2%	76.5%	68.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	68.5%	84.9%*	66.1%*	63.1%
2008	57.8%	57.6%*	59.2%**	57.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	85.2% ↑	91.8%*	83.2%**	80.9%*
2008	68.5%	72.9%*	64.9%**	67.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	75.4%	77.2%	71.3%*	N/A
2008	77.9%	84.9%*	67.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	75.5%	81.4%*	78.7%*	71.3%*
2008	69.5%	76.8%*	60.1%*	68.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	51.3%* ↓	N/A	61.0%**	45.5%*
2008	59.1%*	N/A	65.4%**	41.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	64.2%*	63.0%**	41.3%**	77.1%*
2008	78.7%*	N/A	N/A	64.8%*
Keller Army Community Hospital—West Point				
2009	85.4%* ↑	N/A	88.4%**	N/A
2008	78.1%*	N/A	74.5%**	N/A

(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
Landstuhl Regional Medcen				
2009	72.3%	75.0%*	76.1%*	59.0%*
2008	78.0%*	83.7%*	73.8%**	73.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	61.8%*	N/A	64.7%**	60.8%**
2008	67.4%*	67.1%*	N/A	61.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	66.7%	65.0%	61.7%	73.3%
2008	67.5%	68.4%	65.2%	67.9%
Martin Army Community Hospital—Ft. Benning				
2009	63.1%	73.7%*	58.3%**	53.2%*
2008	72.5%	70.6%*	84.2%*	63.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	62.3%**	N/A	46.4%**	N/A
2008	76.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	68.6%*	60.5%*	73.4%**	76.0%**
2008	73.7%*	76.0%*	N/A	65.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	68.9%	67.6%	70.3%	68.8%
2008	71.8%	69.2%	81.6%	67.4%
Walter Reed Army Medical Center—Washington, DC				
2009	77.6% ↑	80.9%	74.6%	N/A
2008	78.7%	76.3%	81.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.5%**	N/A	N/A	58.3%**
2008	62.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	70.0%	70.0%	68.5%*	71.3%*
2008	73.6%	77.7%	76.3%*	61.8%*
Winn Army Community Hospital—Ft. Stewart				
2009	56.7%* ↓	65.5%**	N/A	50.7%*
2008	62.8%*	N/A	N/A	56.5%**
Womack Army Medical Center—Ft. Bragg				
2009	62.9%	69.9%	70.9%*	57.0%
2008	69.3%	76.8%	74.6%*	62.3%
Wuerzburg Meddac				
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.

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**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., Army). 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%**
Army, Overall	65.8%	69.2%	71.1%	58.4%
121st General Hospital—Seoul				
2009	52.9%**	N/A	N/A	N/A
2008	47.9%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	44.4%* ↓	N/A	N/A	30.8%**
2008	44.4%*	N/A	N/A	35.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	63.6%*	N/A	N/A	50.6%**
2008	67.9%*	N/A	N/A	61.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	61.0%	65.0%**	51.8%**	62.2%*
2008	56.5%	59.4%*	51.8%*	57.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	75.8% ↑	75.1%	77.1%	N/A
2008	71.8%	71.4%	72.3%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	79.7% ↑	84.0%*	91.6%*	74.2%
2008	76.9%	78.4%*	90.3%**	72.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	73.7%	74.0%*	96.5%**	69.8%*
2008	58.3%	69.8%*	48.6%**	56.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	71.4%	74.7%	63.9%*	N/A
2008	79.6%	88.3%*	67.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	80.7% ↑	83.9%*	92.5%*	75.5%*
2008	68.7%	66.5%*	76.7%*	67.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	42.8%* ↓	N/A	N/A	40.5%*
2008	47.2%*	N/A	54.5%**	41.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	55.2%*	55.0%**	N/A	51.9%*
2008	71.6%*	N/A	N/A	65.6%*
Keller Army Community Hospital—West Point				
2009	82.1%*	N/A	88.9%**	N/A
2008	59.3%*	N/A	64.5%**	N/A

(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
Landstuhl Regional Medcen				
2009	63.1%	69.8%*	64.5%*	43.7%**
2008	80.5%*	77.1%*	83.7%**	81.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	64.4%*	N/A	58.4%**	73.5%**
2008	63.7%*	76.9%*	N/A	51.5%**
Madigan Army Medical Center—Ft. Lewis				
2009	68.2%	68.5%	60.7%	75.3%
2008	59.3%	59.4%	59.0%	59.4%
Martin Army Community Hospital—Ft. Benning				
2009	69.0%	75.7%*	91.5%**	52.3%*
2008	62.4%	70.0%*	86.4%*	24.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	83.9%**	N/A	85.3%**	N/A
2008	80.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	51.8%* ↓	52.0%*	45.8%**	53.5%**
2008	52.7%*	65.9%*	N/A	39.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	52.6% ↓	42.1%*	66.9%	48.9%
2008	49.6%	55.3%	58.4%	40.9%
Walter Reed Army Medical Center—Washington, DC				
2009	70.8%	69.2%	72.2%	N/A
2008	73.9%	70.8%	77.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	51.1%**	N/A	N/A	32.0%**
2008	61.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	59.2%	63.8%	74.6%*	37.8%*
2008	61.5%	69.6%	76.1%*	28.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	67.1%*	78.9%**	N/A	61.5%*
2008	67.4%*	N/A	N/A	61.9%**
Womack Army Medical Center—Ft. Bragg				
2009	58.1% ↓	71.4%	63.5%*	48.8%
2008	56.9%	67.3%	61.5%*	47.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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Army 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
Army, Overall	83.6%	83.6%	N/A	N/A
121st General Hospital—Seoul				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	85.2%**	85.2%**	N/A	N/A
2008	76.0%*	76.0%*	N/A	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	84.1%	84.1%	N/A	N/A
2008	84.5%	84.5%	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	91.2%*	91.2%*	N/A	N/A
2008	90.6%*	90.6%*	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	86.1%*	86.1%*	N/A	N/A
2008	85.9%*	85.9%*	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	94.7% ↑	94.7%	N/A	N/A
2008	90.5%*	90.5%*	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	86.6%*	86.6%*	N/A	N/A
2008	90.6%**	90.6%**	N/A	N/A
Heidelberg Meddacc				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	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
Landstuhl Regional Medcen				
2009	83.1%*	83.1%*	N/A	N/A
2008	95.1%**	95.1%**	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	N/A	N/A	N/A	N/A
2008	77.8%**	77.8%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	83.2%	83.2%	N/A	N/A
2008	82.4%	82.4%	N/A	N/A
Martin Army Community Hospital—Ft. Benning				
2009	75.6%*	75.6%*	N/A	N/A
2008	81.7%*	81.7%*	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	68.4%**	68.4%**	N/A	N/A
2008	92.1%**	92.1%**	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	88.2%*	88.2%*	N/A	N/A
2008	82.6%*	82.6%*	N/A	N/A
Walter Reed Army Medical Center—Washington, DC				
2009	88.4%	88.4%	N/A	N/A
2008	95.3%	95.3%	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	80.7%*	80.7%*	N/A	N/A
2008	80.6%*	80.6%*	N/A	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	81.7%**	81.7%**	N/A	N/A
2008	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	76.6%	76.6%	N/A	N/A
2008	79.0%	79.0%	N/A	N/A
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	70.6%	71.5%	74.5%	67.0%
121st General Hospital—Seoul				
2009	60.7%**	N/A	N/A	N/A
2008	77.6%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	69.9%*	N/A	N/A	82.3%**
2008	69.5%*	N/A	N/A	71.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	77.6%*	N/A	N/A	73.7%**
2008	63.4%*	N/A	N/A	49.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	61.8%	74.8%**	46.6%**	61.8%*
2008	62.2%	58.0%*	84.5%*	55.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	76.0%	75.2%	77.5%	N/A
2008	76.7%	80.2%	72.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	69.5%	77.2%*	73.9%*	65.0%
2008	65.4%	72.0%*	74.5%**	59.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	72.4%	67.0%*	95.0%**	73.6%*
2008	75.4%	84.4%*	61.7%**	74.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	68.2%	72.5%	58.4%*	N/A
2008	69.5%	70.3%*	68.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	77.0%	81.6%*	81.7%*	73.4%*
2008	71.5%	69.3%*	83.7%*	69.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	66.3%*	N/A	N/A	60.5%*
2008	62.2%*	N/A	66.9%**	55.4%**
Irwin Army Community Hospital—Ft. Riley				
2009	69.6%*	70.8%**	N/A	71.5%*
2008	76.5%*	N/A	N/A	66.0%*
Keller Army Community Hospital—West Point				
2009	83.6%*	N/A	85.1%**	N/A
2008	74.0%*	N/A	70.5%**	N/A

(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
Landstuhl Regional Medcen				
2009	85.3% ↑	85.4%*	88.8%*	79.7%**
2008	81.1%*	86.6%*	81.0%**	73.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	61.7%*	N/A	72.9%**	66.4%**
2008	68.1%*	69.9%*	N/A	64.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	69.4%	70.0%	72.3%	66.2%
2008	66.7%	69.6%	75.0%	59.0%
Martin Army Community Hospital—Ft. Benning				
2009	62.0%	59.0%*	78.8%**	57.7%*
2008	69.4%	62.8%*	87.2%*	60.8%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	78.5%**	N/A	84.0%**	N/A
2008	68.4%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	65.0%*	62.7%*	N/A	71.5%**
2008	68.4%*	69.1%*	N/A	60.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	65.7%	56.9%*	70.1%	67.9%
2008	71.3%	72.7%	72.7%	69.6%
Walter Reed Army Medical Center—Washington, DC				
2009	79.0% ↑	82.1%	76.6%	N/A
2008	76.8%	71.7%	83.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	65.8%**	N/A	N/A	54.9%**
2008	55.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	66.6%	65.2%	79.6%*	58.6%*
2008	74.5%	66.0%	89.1%*	72.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	73.9%*	82.2%**	N/A	70.3%*
2008	59.8%*	N/A	N/A	50.6%**
Womack Army Medical Center—Ft. Bragg				
2009	65.6%	68.1%	64.8%*	64.2%
2008	63.5%	70.9%	53.3%*	60.0%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	77.9%	75.2%	83.9%	76.3%
121st General Hospital—Seoul				
2009	80.2%**	N/A	N/A	N/A
2008	91.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	76.2%*	N/A	N/A	86.6%**
2008	76.3%*	N/A	N/A	76.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	81.6%*	N/A	N/A	76.4%**
2008	62.5%*	N/A	N/A	54.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	77.9%	65.7%**	79.5%**	81.9%*
2008	74.5%	66.6%*	94.0%*	69.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	79.2%	77.4%	82.7%	N/A
2008	79.5%	78.6%	80.9%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	79.0%	80.3%*	93.8%*	73.0%
2008	67.0%	75.8%*	87.4%**	57.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	86.7% ↑	92.7%*	96.6%**	80.7%*
2008	78.0%	82.2%*	96.9%**	73.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	75.6%	75.9%	75.0%*	N/A
2008	84.4%	83.2%*	86.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	86.8% ↑	91.7%*	94.5%*	82.0%*
2008	81.1%	76.9%*	88.5%*	81.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	72.3%*	N/A	N/A	71.3%*
2008	87.0%*	N/A	89.5%**	77.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	81.2%*	70.1%**	65.8%**	94.0%*
2008	79.5%*	N/A	N/A	83.8%*
Keller Army Community Hospital—West Point				
2009	94.5%* ↑	N/A	100.0%**	N/A
2008	81.7%*	N/A	83.8%**	N/A

(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
Landstuhl Regional Medcen				
2009	85.3% ↑	80.3%*	93.1%*	85.2%*
2008	90.1%*	86.4%*	96.5%**	88.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	61.9%* ↓	N/A	75.8%**	71.1%**
2008	79.7%*	85.8%*	N/A	66.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	77.3%	68.3%	83.9%	81.2%
2008	75.7%	72.6%	74.2%	79.9%
Martin Army Community Hospital—Ft. Benning				
2009	73.9%	72.3%*	89.6%**	68.8%*
2008	79.1%	67.7%*	97.4%*	78.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	79.1%**	N/A	87.6%**	N/A
2008	75.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	64.6%*	58.8%*	N/A	76.7%**
2008	71.7%*	76.9%*	N/A	62.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	71.1% ↓	68.0%	76.9%	68.7%
2008	77.5%	74.6%	84.1%	75.1%
Walter Reed Army Medical Center—Washington, DC				
2009	83.1%	82.6%	83.6%	N/A
2008	86.0%	82.3%	90.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	73.3%**	N/A	N/A	63.8%**
2008	89.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	80.7%	77.9%	94.5%*	73.9%*
2008	79.2%	65.5%	91.8%*	88.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	78.3%*	91.0%**	N/A	73.0%*
2008	61.0%*	N/A	N/A	56.9%**
Womack Army Medical Center—Ft. Bragg				
2009	71.4% ↓	74.6%	64.4%*	70.5%
2008	74.2%	71.2%	89.1%*	73.5%
Wuerzburg Meddac				
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.

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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%
Army, Overall	84.1%	86.0%	88.5%	78.8%
121st General Hospital—Seoul				
2009	81.9%**	N/A	N/A	N/A
2008	92.0%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	89.9%*	N/A	N/A	87.1%**
2008	80.7%*	N/A	N/A	77.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	76.0%*	N/A	N/A	65.8%**
2008	79.2%*	N/A	N/A	71.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	74.0% ↓	63.3%*	71.0%**	79.3%*
2008	78.3%	63.3%*	89.5%*	79.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	90.9% ↑	88.7%	95.0%	N/A
2008	87.0%	85.9%	88.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	81.7%	86.5%*	92.7%*	76.2%
2008	75.9%	80.1%*	89.2%**	70.5%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.9%	90.3%*	71.1%**	83.4%*
2008	86.6%	95.2%*	82.4%**	83.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	87.2%	85.5%	91.1%*	N/A
2008	90.6%	90.2%*	91.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	90.2% ↑	88.8%*	95.8%*	89.5%*
2008	84.8%	79.1%*	81.3%*	88.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	71.4%*	N/A	66.2%**	69.8%*
2008	82.2%*	N/A	97.4%**	58.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	77.1%*	69.3%**	72.1%**	82.4%*
2008	84.9%*	N/A	N/A	77.4%*
Keller Army Community Hospital—West Point				
2009	100.0%*	N/A	100.0%**	N/A
2008	↑ 80.9%*	N/A	91.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	90.6% ↑	90.7%*	95.0%*	83.2%**
2008	88.5%*	84.1%*	100.0%**	82.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	83.8%*	N/A	66.7%**	85.7%**
2008	73.0%*	59.9%*	N/A	80.2%*
Madigan Army Medical Center—Ft. Lewis				
2009	83.5%	84.0%	87.5%	79.1%
2008	82.4%	82.4%	86.7%	79.7%
Martin Army Community Hospital—Ft. Benning				
2009	78.0%	89.4%*	69.8%**	69.3%*
2008	84.5%	84.9%*	98.3%*	68.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	83.8%**	N/A	87.6%**	N/A
2008	87.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	83.8%*	82.5%*	74.3%**	88.1%**
2008	77.2%*	82.2%*	N/A	64.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	80.8%	78.6%	87.8%	77.0%
2008	82.2%	83.6%	89.8%	76.9%
Walter Reed Army Medical Center—Washington, DC				
2009	92.4% ↑	92.0%	92.8%	N/A
2008	89.0%	87.1%	91.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	71.9%**	N/A	N/A	74.4%**
2008	88.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	88.0%	88.1%	91.6%*	84.8%*
2008	89.0%	87.5%	92.3%*	87.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	82.4%*	97.8%**	N/A	76.7%*
2008	84.9%*	N/A	N/A	79.1%**
Womack Army Medical Center—Ft. Bragg				
2009	77.9% ↓	81.0%	93.4%*	73.4%
2008	80.7%	82.1%	92.6%*	77.1%
Wuerzburg Meddac				
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.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Army). 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%
Army, Overall	68.2%	62.4%	77.9%	67.5%
121st General Hospital—Seoul				
2009	70.0%**	N/A	N/A	N/A
2008	75.5%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	62.2%*	N/A	N/A	66.4%**
2008	71.0%*	N/A	N/A	75.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70.4%*	N/A	N/A	55.5%**
2008	62.6%*	N/A	N/A	62.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	56.7% ↓	45.9%**	64.8%**	59.0%*
2008	58.9%	41.0%*	82.4%**	57.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	70.3%	63.3%	82.9%	N/A
2008	74.8%	69.0%	83.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	71.3%	66.0%*	91.9%*	65.8%
2008	66.0%	66.8%*	87.9%**	60.1%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	70.7%	68.5%*	N/A	72.9%*
2008	70.5%	75.2%*	96.7%**	64.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	60.7%	54.9%	75.6%*	N/A
2008	69.8%	65.2%*	77.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	78.8% ↑	78.7%*	81.8%*	78.0%*
2008	69.6%	58.3%*	75.1%*	73.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	61.9%*	N/A	N/A	57.1%*
2008	71.7%*	N/A	86.9%**	50.3%**
Irwin Army Community Hospital—Ft. Riley				
2009	68.3%*	53.7%**	N/A	82.6%*
2008	60.3%*	N/A	N/A	57.3%*
Keller Army Community Hospital—West Point				
2009	78.3%**	N/A	N/A	N/A
2008	66.1%**	N/A	78.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	74.3%	65.9%*	78.6%*	87.2%**
2008	76.5%*	63.0%*	90.5%**	82.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	83.6%* ↑	N/A	81.2%**	82.8%**
2008	60.1%*	48.9%*	N/A	59.8%**
Madigan Army Medical Center—Ft. Lewis				
2009	72.4%	66.3%	84.2%	69.0%
2008	68.2%	62.2%	72.5%	71.8%
Martin Army Community Hospital—Ft. Benning				
2009	62.9%	62.8%*	86.7%**	52.0%*
2008	67.3%	67.0%*	80.2%*	53.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	54.9%**	N/A	49.1%**	N/A
2008	73.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	62.7%*	53.9%*	N/A	72.2%**
2008	59.8%*	63.2%*	N/A	48.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	66.2%	59.0%*	72.7%	66.0%
2008	66.7%	64.1%	79.0%	61.2%
Walter Reed Army Medical Center—Washington, DC				
2009	72.7%	71.3%	73.8%	N/A
2008	72.4%	62.9%	84.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	62.1%**	N/A	N/A	57.0%**
2008	79.2%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	64.9%	54.9%	81.4%*	67.8%*
2008	69.9%	58.1%	86.8%*	69.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	72.4%*	89.8%**	N/A	65.3%*
2008	49.2%*	N/A	N/A	48.2%**
Womack Army Medical Center—Ft. Bragg				
2009	60.3% ↓	51.4%	73.5%*	63.6%
2008	59.9%	51.4%	81.5%*	62.1%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	73.3%	69.1%	86.7%	68.1%
121st General Hospital—Seoul				
2009	71.7%**	N/A	N/A	N/A
2008	90.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	75.1%*	N/A	N/A	83.0%**
2008	90.2%*	N/A	N/A	89.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	72.0%*	N/A	N/A	61.7%**
2008	63.7%*	N/A	N/A	55.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	64.2%	45.6%*	85.8%**	64.6%*
2008	72.5%	57.8%*	100.0%*	67.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	83.0% ↑	76.8%	94.6%	N/A
2008	78.0%	71.4%	87.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	71.7%	67.3%*	97.0%*	64.4%
2008	66.3%	70.6%*	97.7%**	56.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	72.8%	73.3%*	93.5%**	69.0%*
2008	70.4%	75.9%*	64.9%**	68.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	77.4%	71.1%	92.7%*	N/A
2008	78.8%	72.2%*	88.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	78.2%	80.5%*	96.2%*	71.9%*
2008	70.6%	69.7%*	80.1%*	68.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	73.2%*	N/A	68.3%**	74.6%*
2008	76.0%*	N/A	89.2%**	58.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	63.5%*	62.6%**	42.8%**	75.1%*
2008	78.8%*	N/A	N/A	79.0%*
Keller Army Community Hospital—West Point				
2009	97.3%* ↑	N/A	100.0%**	N/A
2008	86.8%*	N/A	92.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	77.7%	68.1%*	93.4%*	76.8%*
2008	81.4%*	76.5%*	93.3%**	75.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	72.3%*	N/A	83.7%**	72.0%**
2008	67.3%*	60.7%*	N/A	68.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	77.5%	71.7%	93.1%	69.8%
2008	76.7%	70.4%	87.5%	76.3%
Martin Army Community Hospital—Ft. Benning				
2009	65.1%	65.4%*	76.6%**	59.7%*
2008	70.6%	63.8%*	94.2%*	56.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	58.1%**	N/A	61.9%**	N/A
2008	72.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	65.4%*	57.3%*	74.3%**	72.6%**
2008	71.6%*	69.4%*	N/A	70.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	71.3%	68.7%	80.1%	66.4%
2008	70.2%	57.2%	87.0%	67.9%
Walter Reed Army Medical Center—Washington, DC				
2009	76.0%	69.8%	81.2%	N/A
2008	81.8%	73.5%	92.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	61.4%**	N/A	N/A	56.6%**
2008	75.8%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	74.5%	64.6%	98.2%*	70.4%*
2008	75.6%	59.7%	92.6%*	82.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	77.3%*	76.3%**	N/A	78.5%*
2008	76.0%*	N/A	N/A	73.5%**
Womack Army Medical Center—Ft. Bragg				
2009	63.7% ↓	62.8%	86.9%*	60.3%
2008	72.2%	72.7%	94.1%*	67.2%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	58.5%	57.4%	66.1%	54.1%
121st General Hospital—Seoul				
2009	63.8%**	N/A	N/A	N/A
2008	77.4%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	65.6%*	N/A	N/A	63.9%**
2008	66.5%*	N/A	N/A	69.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	77.3%* ↑	N/A	N/A	64.7%**
2008	55.6%*	N/A	N/A	46.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	55.5%	61.2%*	66.7%**	49.3%*
2008	55.5%	48.1%*	83.7%*	47.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	67.1% ↑	61.1%	77.9%	N/A
2008	64.4%	62.5%	67.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	61.9%	75.9%*	69.8%*	54.0%
2008	49.4%	57.7%*	78.4%**	37.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	55.7%	52.5%*	54.9%**	58.0%*
2008	58.3%	84.2%*	48.7%**	48.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	61.3%	60.4%	63.4%*	N/A
2008	63.6%	55.8%*	75.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	67.3% ↑	72.9%*	70.1%*	63.5%*
2008	54.3%	40.4%*	67.8%*	56.9%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	49.9%*	N/A	N/A	51.6%*
2008	59.9%*	N/A	67.7%**	50.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	52.2%*	41.3%**	51.5%**	56.6%*
2008	66.0%*	N/A	N/A	66.6%*
Keller Army Community Hospital—West Point				
2009	78.1%* ↑	N/A	75.1%**	N/A
2008	69.8%*	N/A	84.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	72.0% ↑	67.6%*	74.2%*	79.5%*
2008	69.7%*	68.5%*	80.3%**	60.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	49.1%*	N/A	46.4%**	51.9%**
2008	59.0%*	54.9%*	N/A	50.2%*
Madigan Army Medical Center—Ft. Lewis				
2009	57.1%	53.6%	61.1%	57.1%
2008	60.7%	57.5%	74.1%	55.7%
Martin Army Community Hospital—Ft. Benning				
2009	48.9%	47.9%*	68.7%**	41.5%*
2008	62.7%	64.3%*	88.1%*	32.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	43.7%**	N/A	32.5%**	N/A
2008	65.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	53.9%*	45.4%*	42.1%**	67.0%**
2008	48.0%*	55.5%*	N/A	39.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	55.9%	46.0%	66.5%	54.7%
2008	55.5%	47.5%	63.7%	55.3%
Walter Reed Army Medical Center—Washington, DC				
2009	61.3%	57.1%	64.7%	N/A
2008	62.4%	52.0%	75.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	40.3%**	N/A	N/A	37.4%**
2008	69.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	56.8%	50.0%	72.7%*	53.9%*
2008	61.4%	48.4%	83.9%*	55.7%*
Winn Army Community Hospital—Ft. Stewart				
2009	63.9%*	76.6%**	N/A	60.7%*
2008	58.4%*	N/A	N/A	56.9%**
Womack Army Medical Center—Ft. Bragg				
2009	43.1% ↓	47.3%	54.2%*	38.6%
2008	52.8%	58.1%	67.9%*	45.5%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	21.4%	N/A	N/A	21.4%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	24.2%**	N/A	N/A	24.2%**
2008	30.1%**	N/A	N/A	30.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	4.8%** ↓	N/A	N/A	4.8%**
2008	11.9%**	N/A	N/A	11.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	30.4%*	N/A	N/A	30.4%*
2008	28.3%*	N/A	N/A	28.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	25.2%	N/A	N/A	25.2%
2008	31.9%*	N/A	N/A	31.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	23.7%*	N/A	N/A	23.7%*
2008	25.7%*	N/A	N/A	25.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	24.5%*	N/A	N/A	24.5%*
2008	26.0%*	N/A	N/A	26.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	25.6%**	N/A	N/A	25.6%**
2008	33.2%**	N/A	N/A	33.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	28.9%*	N/A	N/A	28.9%*
2008	26.6%*	N/A	N/A	26.6%*
Keller Army Community Hospital—West Point				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	4.4%** ↓	N/A	N/A	4.4%**
2008	32.3%**	N/A	N/A	32.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	16.7%**	N/A	N/A	16.7%**
2008	15.4%*	N/A	N/A	15.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	19.6%	N/A	N/A	19.6%
2008	9.9%	N/A	N/A	9.9%
Martin Army Community Hospital—Ft. Benning				
2009	37.4%*	N/A	N/A	37.4%*
2008	8.3%*	N/A	N/A	8.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	29.9%**	N/A	N/A	29.9%**
2008	36.9%**	N/A	N/A	36.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	12.8% ↓	N/A	N/A	12.8%
2008	13.6%	N/A	N/A	13.6%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	6.3%** ↓	N/A	N/A	6.3%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	26.7%*	N/A	N/A	26.7%*
2008	16.1%*	N/A	N/A	16.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	24.4%*	N/A	N/A	24.4%*
2008	19.4%**	N/A	N/A	19.4%**
Womack Army Medical Center—Ft. Bragg				
2009	20.3%	N/A	N/A	20.3%
2008	14.3%	N/A	N/A	14.3%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Army). 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%
Army, Overall	84.9%	N/A	N/A	84.9%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	89.5%**	N/A	N/A	89.5%**
2008	83.5%**	N/A	N/A	83.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70.4%**	N/A	N/A	70.4%**
2008	71.8%**	N/A	N/A	71.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	93.3%* ↑	N/A	N/A	93.3%*
2008	87.2%*	N/A	N/A	87.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	81.9%	N/A	N/A	81.9%
2008	83.8%*	N/A	N/A	83.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	92.3%* ↑	N/A	N/A	92.3%*
2008	82.8%*	N/A	N/A	82.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	92.1%* ↑	N/A	N/A	92.1%*
2008	82.4%*	N/A	N/A	82.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	86.3%*	N/A	N/A	86.3%*
2008	72.8%**	N/A	N/A	72.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	82.3%*	N/A	N/A	82.3%*
2008	75.6%*	N/A	N/A	75.6%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	90.3%*	N/A	N/A	90.3%*
2008	89.7%**	N/A	N/A	89.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	88.6%**	N/A	N/A	88.6%**
2008	91.5%*	N/A	N/A	91.5%*
Madigan Army Medical Center—Ft. Lewis				
2009	90.8%	N/A	N/A	90.8%
2008	87.0%	N/A	N/A	87.0%
Martin Army Community Hospital—Ft. Benning				
2009	76.5%*	N/A	N/A	76.5%*
2008	76.3%*	N/A	N/A	76.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	86.8%**	N/A	N/A	86.8%**
2008	71.6%**	N/A	N/A	71.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	88.6%	N/A	N/A	88.6%
2008	85.1%	N/A	N/A	85.1%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	74.8%**	N/A	N/A	74.8%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	77.5%*	N/A	N/A	77.5%*
2008	91.3%*	N/A	N/A	91.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	84.8%*	N/A	N/A	84.8%*
2008	86.3%**	N/A	N/A	86.3%**
Womack Army Medical Center—Ft. Bragg				
2009	76.3% ↓	N/A	N/A	76.3%
2008	79.6%	N/A	N/A	79.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	81.5%	N/A	N/A	81.5%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	85.4%**	N/A	N/A	85.4%**
2008	80.4%**	N/A	N/A	80.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70.4%**	N/A	N/A	70.4%**
2008	73.1%**	N/A	N/A	73.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	88.4%*	N/A	N/A	88.4%*
2008	81.4%*	N/A	N/A	81.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	78.5%	N/A	N/A	78.5%
2008	79.3%*	N/A	N/A	79.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	89.0%*	N/A	N/A	89.0%*
2008	77.9%*	N/A	N/A	77.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	90.6%* ↑	N/A	N/A	90.6%*
2008	82.1%*	N/A	N/A	82.1%*
Heidelberg Meddacc				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	85.6%*	N/A	N/A	85.6%*
2008	69.1%**	N/A	N/A	69.1%**
Irwin Army Community Hospital—Ft. Riley				
2009	85.3%*	N/A	N/A	85.3%*
2008	73.4%*	N/A	N/A	73.4%*
Keller Army Community Hospital—West Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	86.9%*	N/A	N/A	86.9%*
2008	90.1%**	N/A	N/A	90.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	88.2%**	N/A	N/A	88.2%**
2008	78.8%*	N/A	N/A	78.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	83.5%	N/A	N/A	83.5%
2008	86.3%	N/A	N/A	86.3%
Martin Army Community Hospital—Ft. Benning				
2009	75.4%*	N/A	N/A	75.4%*
2008	67.1%*	N/A	N/A	67.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	83.7%**	N/A	N/A	83.7%**
2008	71.6%**	N/A	N/A	71.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	83.3%	N/A	N/A	83.3%
2008	80.5%	N/A	N/A	80.5%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	68.8%**	N/A	N/A	68.8%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	74.2%*	N/A	N/A	74.2%*
2008	88.3%*	N/A	N/A	88.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	85.0%*	N/A	N/A	85.0%*
2008	80.7%**	N/A	N/A	80.7%**
Womack Army Medical Center—Ft. Bragg				
2009	71.5% ↓	N/A	N/A	71.5%
2008	71.9%	N/A	N/A	71.9%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	67.3%	N/A	N/A	67.3%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	80.9%**	N/A	N/A	80.9%**
2008	59.9%**	N/A	N/A	59.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	56.3%**	N/A	N/A	56.3%**
2008	47.8%**	N/A	N/A	47.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	72.6%*	N/A	N/A	72.6%*
2008	67.5%*	N/A	N/A	67.5%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	63.3%	N/A	N/A	63.3%
2008	69.2%*	N/A	N/A	69.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	74.1%*	N/A	N/A	74.1%*
2008	74.0%*	N/A	N/A	74.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	77.9%* ↑	N/A	N/A	77.9%*
2008	68.0%*	N/A	N/A	68.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	72.5%*	N/A	N/A	72.5%*
2008	54.9%**	N/A	N/A	54.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	68.5%*	N/A	N/A	68.5%*
2008	63.6%*	N/A	N/A	63.6%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	57.0%**	N/A	N/A	57.0%**
2008	77.3%**	N/A	N/A	77.3%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	63.1%**	N/A	N/A	63.1%**
2008	72.0%*	N/A	N/A	72.0%*
Madigan Army Medical Center—Ft. Lewis				
2009	73.2%	N/A	N/A	73.2%
2008	72.1%	N/A	N/A	72.1%
Martin Army Community Hospital—Ft. Benning				
2009	61.7%*	N/A	N/A	61.7%*
2008	50.0%*	N/A	N/A	50.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	70.3%**	N/A	N/A	70.3%**
2008	52.3%**	N/A	N/A	52.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	65.0%	N/A	N/A	65.0%
2008	66.1%	N/A	N/A	66.1%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	50.7%**	N/A	N/A	50.7%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	63.7%*	N/A	N/A	63.7%*
2008	80.6%*	N/A	N/A	80.6%*
Winn Army Community Hospital—Ft. Stewart				
2009	79.2%*	N/A	N/A	79.2%*
2008	79.0%**	N/A	N/A	79.0%**
Womack Army Medical Center—Ft. Bragg				
2009	55.6% ↓	N/A	N/A	55.6%
2008	59.5%	N/A	N/A	59.5%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	73.0%	N/A	N/A	73.0%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	76.7%**	N/A	N/A	76.7%**
2008	70.5%**	N/A	N/A	70.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	61.7%**	N/A	N/A	61.7%**
2008	75.1%**	N/A	N/A	75.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	63.7%*	N/A	N/A	63.7%*
2008	69.3%*	N/A	N/A	69.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	75.6%	N/A	N/A	75.6%
2008	64.9%*	N/A	N/A	64.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	81.3%*	N/A	N/A	81.3%*
2008	69.6%*	N/A	N/A	69.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	75.4%*	N/A	N/A	75.4%*
2008	75.5%*	N/A	N/A	75.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	66.2%*	N/A	N/A	66.2%*
2008	66.7%**	N/A	N/A	66.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	68.5%*	N/A	N/A	68.5%*
2008	58.9%*	N/A	N/A	58.9%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	83.0%*	N/A	N/A	83.0%*
2008	80.6%**	N/A	N/A	80.6%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	78.8%**	N/A	N/A	78.8%**
2008	77.7%*	N/A	N/A	77.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	73.3%	N/A	N/A	73.3%
2008	69.6%	N/A	N/A	69.6%
Martin Army Community Hospital—Ft. Benning				
2009	73.4%*	N/A	N/A	73.4%*
2008	64.3%*	N/A	N/A	64.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	82.3%**	N/A	N/A	82.3%**
2008	60.9%**	N/A	N/A	60.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	71.6%	N/A	N/A	71.6%
2008	72.6%	N/A	N/A	72.6%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	60.8%**	N/A	N/A	60.8%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	78.4%*	N/A	N/A	78.4%*
2008	77.4%*	N/A	N/A	77.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	76.3%*	N/A	N/A	76.3%*
2008	48.9%**	N/A	N/A	48.9%**
Womack Army Medical Center—Ft. Bragg				
2009	68.6%	N/A	N/A	68.6%
2008	61.7%	N/A	N/A	61.7%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	79.0%	N/A	N/A	79.0%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	83.0%**	N/A	N/A	83.0%**
2008	79.9%**	N/A	N/A	79.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	64.8%**	N/A	N/A	64.8%**
2008	78.7%**	N/A	N/A	78.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	72.9%*	N/A	N/A	72.9%*
2008	73.9%*	N/A	N/A	73.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	80.0%	N/A	N/A	80.0%
2008	61.0%*	N/A	N/A	61.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.8%*	N/A	N/A	84.8%*
2008	80.3%*	N/A	N/A	80.3%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	78.7%*	N/A	N/A	78.7%*
2008	83.9%*	N/A	N/A	83.9%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	81.0%*	N/A	N/A	81.0%*
2008	73.4%**	N/A	N/A	73.4%**
Irwin Army Community Hospital—Ft. Riley				
2009	85.6%*	N/A	N/A	85.6%*
2008	68.1%*	N/A	N/A	68.1%*
Keller Army Community Hospital—West Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	83.0%*	N/A	N/A	83.0%*
2008	84.4%**	N/A	N/A	84.4%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	83.1%**	N/A	N/A	83.1%**
2008	76.9%*	N/A	N/A	76.9%*
Madigan Army Medical Center—Ft. Lewis				
2009	81.0%	N/A	N/A	81.0%
2008	72.7%	N/A	N/A	72.7%
Martin Army Community Hospital—Ft. Benning				
2009	79.2%*	N/A	N/A	79.2%*
2008	65.3%*	N/A	N/A	65.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	90.0%**	N/A	N/A	90.0%**
2008	74.7%**	N/A	N/A	74.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	73.0%	N/A	N/A	73.0%
2008	75.1%	N/A	N/A	75.1%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	74.4%**	N/A	N/A	74.4%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	75.8%*	N/A	N/A	75.8%*
2008	82.3%*	N/A	N/A	82.3%*
Winn Army Community Hospital—Ft. Stewart				
2009	88.5%*	N/A	N/A	88.5%*
2008	54.0%**	N/A	N/A	54.0%**
Womack Army Medical Center—Ft. Bragg				
2009	73.7%	N/A	N/A	73.7%
2008	80.4%	N/A	N/A	80.4%
Wuerzburg Meddac				
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.

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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%
Army, Overall	90.5%	N/A	N/A	90.5%
121st General Hospital—Seoul				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	86.8%**	N/A	N/A	86.8%**
2008	100.0%**	N/A	N/A	100.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	100.0%** ↑	N/A	N/A	100.0%**
2008	86.7%**	N/A	N/A	86.7%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	86.7%*	N/A	N/A	86.7%*
2008	81.8%*	N/A	N/A	81.8%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	89.5%	N/A	N/A	89.5%
2008	92.2%*	N/A	N/A	92.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	92.3%*	N/A	N/A	92.3%*
2008	85.9%*	N/A	N/A	85.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	86.8%*	N/A	N/A	86.8%*
2008	90.0%*	N/A	N/A	90.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	79.6%*	N/A	N/A	79.6%*
2008	80.5%**	N/A	N/A	80.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	88.3%*	N/A	N/A	88.3%*
2008	80.3%*	N/A	N/A	80.3%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	91.6%*	N/A	N/A	91.6%*
2008	96.0%**	N/A	N/A	96.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	96.5%**	N/A	N/A	96.5%**
2008	83.3%*	N/A	N/A	83.3%*
Madigan Army Medical Center—Ft. Lewis				
2009	91.3%	N/A	N/A	91.3%
2008	90.2%	N/A	N/A	90.2%
Martin Army Community Hospital—Ft. Benning				
2009	96.0%*	N/A	N/A	96.0%*
2008	88.9%*	N/A	N/A	88.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	87.6%**	N/A	N/A	87.6%**
2008	94.2%**	N/A	N/A	94.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	92.0%	N/A	N/A	92.0%
2008	88.7%	N/A	N/A	88.7%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	80.4%**	N/A	N/A	80.4%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	92.4%*	N/A	N/A	92.4%*
2008	93.8%*	N/A	N/A	93.8%*
Winn Army Community Hospital—Ft. Stewart				
2009	95.0%*	N/A	N/A	95.0%*
2008	95.9%**	N/A	N/A	95.9%**
Womack Army Medical Center—Ft. Bragg				
2009	88.3%	N/A	N/A	88.3%
2008	91.7%	N/A	N/A	91.7%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	68.2%	N/A	N/A	68.2%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	82.9%**	N/A	N/A	82.9%**
2008	72.6%**	N/A	N/A	72.6%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70.0%**	N/A	N/A	70.0%**
2008	64.2%**	N/A	N/A	64.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	55.3%* ↓	N/A	N/A	55.3%*
2008	55.1%*	N/A	N/A	55.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	68.6%	N/A	N/A	68.6%
2008	62.0%*	N/A	N/A	62.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	78.5%*	N/A	N/A	78.5%*
2008	68.1%*	N/A	N/A	68.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	74.6%*	N/A	N/A	74.6%*
2008	69.6%*	N/A	N/A	69.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	59.7%**	N/A	N/A	59.7%**
2008	49.7%**	N/A	N/A	49.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	78.1%*	N/A	N/A	78.1%*
2008	68.1%*	N/A	N/A	68.1%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	75.3%**	N/A	N/A	75.3%**
2008	87.5%**	N/A	N/A	87.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	77.5%**	N/A	N/A	77.5%**
2008	63.0%**	N/A	N/A	63.0%**
Madigan Army Medical Center—Ft. Lewis				
2009	75.6%	N/A	N/A	75.6%
2008	61.3%	N/A	N/A	61.3%
Martin Army Community Hospital—Ft. Benning				
2009	60.5%*	N/A	N/A	60.5%*
2008	63.4%*	N/A	N/A	63.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	75.7%**	N/A	N/A	75.7%**
2008	76.7%**	N/A	N/A	76.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	59.0%	N/A	N/A	59.0%
2008	69.8%	N/A	N/A	69.8%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	60.0%**	N/A	N/A	60.0%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	66.2%*	N/A	N/A	66.2%*
2008	80.6%*	N/A	N/A	80.6%*
Winn Army Community Hospital—Ft. Stewart				
2009	72.4%*	N/A	N/A	72.4%*
2008	54.1%**	N/A	N/A	54.1%**
Womack Army Medical Center—Ft. Bragg				
2009	63.1%	N/A	N/A	63.1%
2008	71.6%	N/A	N/A	71.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	67.5%	N/A	N/A	67.5%
121st General Hospital—Seoul				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	78.5%**	N/A	N/A	78.5%**
2008	87.3%**	N/A	N/A	87.3%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	76.4%**	N/A	N/A	76.4%**
2008	65.1%**	N/A	N/A	65.1%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	59.9%*	N/A	N/A	59.9%*
2008	60.8%*	N/A	N/A	60.8%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	64.2%	N/A	N/A	64.2%
2008	59.7%*	N/A	N/A	59.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	62.7%*	N/A	N/A	62.7%*
2008	66.2%*	N/A	N/A	66.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	67.2%*	N/A	N/A	67.2%*
2008	69.1%*	N/A	N/A	69.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	65.4%*	N/A	N/A	65.4%*
2008	78.7%**	N/A	N/A	78.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	74.0%*	N/A	N/A	74.0%*
2008	67.9%*	N/A	N/A	67.9%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	72.0%*	N/A	N/A	72.0%*
2008	81.9%**	N/A	N/A	81.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	82.6%**	N/A	N/A	82.6%**
2008	65.3%*	N/A	N/A	65.3%*
Madigan Army Medical Center—Ft. Lewis				
2009	75.1%	N/A	N/A	75.1%
2008	77.6%	N/A	N/A	77.6%
Martin Army Community Hospital—Ft. Benning				
2009	53.9%*	N/A	N/A	53.9%*
2008	54.9%*	N/A	N/A	54.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	73.4%**	N/A	N/A	73.4%**
2008	71.5%**	N/A	N/A	71.5%**
Tripler Army Medical Center—Ft. Shafter				
2009	61.0%	N/A	N/A	61.0%
2008	68.4%	N/A	N/A	68.4%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	56.2%**	N/A	N/A	56.2%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	62.1%*	N/A	N/A	62.1%*
2008	73.6%*	N/A	N/A	73.6%*
Winn Army Community Hospital—Ft. Stewart				
2009	75.8%*	N/A	N/A	75.8%*
2008	76.8%**	N/A	N/A	76.8%**
Womack Army Medical Center—Ft. Bragg				
2009	62.5%	N/A	N/A	62.5%
2008	60.5%	N/A	N/A	60.5%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	74.2%	N/A	N/A	74.2%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	77.9%**	N/A	N/A	77.9%**
2008	82.9%**	N/A	N/A	82.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	83.0%**	N/A	N/A	83.0%**
2008	78.5%**	N/A	N/A	78.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	66.5%*	N/A	N/A	66.5%*
2008	62.6%*	N/A	N/A	62.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	75.2%	N/A	N/A	75.2%
2008	66.2%*	N/A	N/A	66.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	83.6%*	N/A	N/A	83.6%*
2008	68.9%*	N/A	N/A	68.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	75.2%*	N/A	N/A	75.2%*
2008	83.2%*	N/A	N/A	83.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	56.9%**	N/A	N/A	56.9%**
2008	73.9%**	N/A	N/A	73.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	83.4%*	N/A	N/A	83.4%*
2008	71.2%**	N/A	N/A	71.2%**
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	76.3%**	N/A	N/A	76.3%**
2008	86.9%**	N/A	N/A	86.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	81.0%**	N/A	N/A	81.0%**
2008	74.0%*	N/A	N/A	74.0%*
Madigan Army Medical Center—Ft. Lewis				
2009	78.5%	N/A	N/A	78.5%
2008	77.2%	N/A	N/A	77.2%
Martin Army Community Hospital—Ft. Benning				
2009	64.7%*	N/A	N/A	64.7%*
2008	72.5%*	N/A	N/A	72.5%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	80.2%**	N/A	N/A	80.2%**
2008	85.1%**	N/A	N/A	85.1%**
Tripler Army Medical Center—Ft. Shafter				
2009	74.0%	N/A	N/A	74.0%
2008	78.8%	N/A	N/A	78.8%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	72.5%*	N/A	N/A	72.5%*
2008	73.2%*	N/A	N/A	73.2%*
Winn Army Community Hospital—Ft. Stewart				
2009	76.1%*	N/A	N/A	76.1%*
2008	56.1%**	N/A	N/A	56.1%**
Womack Army Medical Center—Ft. Bragg				
2009	70.0%	N/A	N/A	70.0%
2008	73.7%	N/A	N/A	73.7%
Wuerzburg Meddac				
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.

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**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., Army). 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%
Army, Overall	61.0%	N/A	N/A	61.0%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	74.6%**	N/A	N/A	74.6%**
2008	66.7%**	N/A	N/A	66.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	69.4%**	N/A	N/A	69.4%**
2008	66.9%**	N/A	N/A	66.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	50.0%*	N/A	N/A	50.0%*
2008	51.2%*	N/A	N/A	51.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	59.7%	N/A	N/A	59.7%
2008	48.3%*	N/A	N/A	48.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	70.5%*	N/A	N/A	70.5%*
2008	61.6%*	N/A	N/A	61.6%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	66.5%*	N/A	N/A	66.5%*
2008	63.7%*	N/A	N/A	63.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	55.3%*	N/A	N/A	55.3%*
2008	60.7%**	N/A	N/A	60.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	71.4%*	N/A	N/A	71.4%*
2008	58.6%*	N/A	N/A	58.6%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	66.9%**	N/A	N/A	66.9%**
2008	78.2%**	N/A	N/A	78.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	65.2%**	N/A	N/A	65.2%**
2008	49.4%*	N/A	N/A	49.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	66.9%	N/A	N/A	66.9%
2008	56.5%	N/A	N/A	56.5%
Martin Army Community Hospital—Ft. Benning				
2009	44.6%* ↓	N/A	N/A	44.6%*
2008	55.1%*	N/A	N/A	55.1%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	69.2%**	N/A	N/A	69.2%**
2008	68.7%**	N/A	N/A	68.7%**
Tripler Army Medical Center—Ft. Shafter				
2009	59.9%	N/A	N/A	59.9%
2008	61.9%	N/A	N/A	61.9%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	43.3%**	N/A	N/A	43.3%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	54.7%*	N/A	N/A	54.7%*
2008	58.9%*	N/A	N/A	58.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	76.8%* ↑	N/A	N/A	76.8%*
2008	50.2%**	N/A	N/A	50.2%**
Womack Army Medical Center—Ft. Bragg				
2009	47.3% ↓	N/A	N/A	47.3%
2008	56.5%	N/A	N/A	56.5%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	67.3%	N/A	N/A	67.3%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	80.9%**	N/A	N/A	80.9%**
2008	61.7%**	N/A	N/A	61.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	70.4%**	N/A	N/A	70.4%**
2008	57.2%**	N/A	N/A	57.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	69.5%*	N/A	N/A	69.5%*
2008	66.4%*	N/A	N/A	66.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	65.7%	N/A	N/A	65.7%
2008	68.2%*	N/A	N/A	68.2%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	71.9%*	N/A	N/A	71.9%*
2008	74.8%*	N/A	N/A	74.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Evans Army Community Hospital—Ft. Carson				
2009	71.0%*	N/A	N/A	71.0%*
2008	71.7%*	N/A	N/A	71.7%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	49.2%*	N/A	N/A	49.2%*
2008	54.7%**	N/A	N/A	54.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	61.7%*	N/A	N/A	61.7%*
2008	62.9%*	N/A	N/A	62.9%*
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	72.0%*	N/A	N/A	72.0%*
2008	84.8%**	N/A	N/A	84.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	60.2%**	N/A	N/A	60.2%**
2008	71.8%*	N/A	N/A	71.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	67.5%	N/A	N/A	67.5%
2008	62.9%	N/A	N/A	62.9%
Martin Army Community Hospital—Ft. Benning				
2009	49.5%* ↓	N/A	N/A	49.5%*
2008	58.3%*	N/A	N/A	58.3%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	83.2%** ↑	N/A	N/A	83.2%**
2008	51.3%**	N/A	N/A	51.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	72.4%	N/A	N/A	72.4%
2008	66.8%	N/A	N/A	66.8%
Walter Reed Army Medical Center—Washington, DC				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	59.1%**	N/A	N/A	59.1%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	70.6%*	N/A	N/A	70.6%*
2008	81.1%*	N/A	N/A	81.1%*
Winn Army Community Hospital—Ft. Stewart				
2009	71.0%*	N/A	N/A	71.0%*
2008	74.7%**	N/A	N/A	74.7%**
Womack Army Medical Center—Ft. Bragg				
2009	60.0%	N/A	N/A	60.0%
2008	64.1%	N/A	N/A	64.1%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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
Army, Overall	84.6%	N/A	84.6%	N/A
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	87.1%**	N/A	87.1%**	N/A
2008	97.3%*	N/A	97.3%*	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	87.1%	N/A	87.1%	N/A
2008	90.2%	N/A	90.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	94.0%* ↑	N/A	94.0%*	N/A
2008	90.3%**	N/A	90.3%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	93.5%**	N/A	93.5%**	N/A
2008	58.7%**	N/A	58.7%**	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	88.6%*	N/A	88.6%*	N/A
2008	87.1%*	N/A	87.1%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	97.8%* ↑	N/A	97.8%*	N/A
2008	95.0%*	N/A	95.0%*	N/A
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	67.9%**	N/A	67.9%**	N/A
2008	89.2%**	N/A	89.2%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	72.1%**	N/A	72.1%**	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	98.4%** ↑	N/A	98.4%**	N/A
2008	84.3%**	N/A	84.3%**	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
Landstuhl Regional Medcen				
2009	86.4%*	N/A	86.4%*	N/A
2008	100.0%**	N/A	100.0%**	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	97.8%** ↑	N/A	97.8%**	N/A
2008	N/A	N/A	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	84.0%	N/A	84.0%	N/A
2008	88.9%	N/A	88.9%	N/A
Martin Army Community Hospital—Ft. Benning				
2009	87.0%**	N/A	87.0%**	N/A
2008	82.9%*	N/A	82.9%*	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	62.0%**	N/A	62.0%**	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	52.0%**	N/A	52.0%**	N/A
2008	N/A	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	77.8%	N/A	77.8%	N/A
2008	86.1%	N/A	86.1%	N/A
Walter Reed Army Medical Center—Washington, DC				
2009	88.1%	N/A	88.1%	N/A
2008	95.2%	N/A	95.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	86.7%*	N/A	86.7%*	N/A
2008	89.6%*	N/A	89.6%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	61.5%* ↓	N/A	61.5%*	N/A
2008	95.3%*	N/A	95.3%*	N/A
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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
Army, Overall	73.4%	N/A	73.4%	N/A
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	54.7%**	N/A	54.7%**	N/A
2008	88.6%*	N/A	88.6%*	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	76.5%	N/A	76.5%	N/A
2008	84.8%	N/A	84.8%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	85.3%*	N/A	85.3%*	N/A
2008	87.7%**	N/A	87.7%**	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	65.6%**	N/A	65.6%**	N/A
2008	76.0%**	N/A	76.0%**	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	73.3%*	N/A	73.3%*	N/A
2008	86.2%*	N/A	86.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	90.8%* ↑	N/A	90.8%*	N/A
2008	70.6%*	N/A	70.6%*	N/A
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	54.6%**	N/A	54.6%**	N/A
2008	98.6%**	N/A	98.6%**	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	45.3%**	N/A	45.3%**	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	70.0%**	N/A	70.0%**	N/A
2008	72.9%**	N/A	72.9%**	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
Landstuhl Regional Medcen				
2009	80.0%*	N/A	80.0%*	N/A
2008	95.0%**	N/A	95.0%**	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	56.8%**	N/A	56.8%**	N/A
2008	N/A	N/A	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	76.7%	N/A	76.7%	N/A
2008	70.8%	N/A	70.8%	N/A
Martin Army Community Hospital—Ft. Benning				
2009	84.7%**	N/A	84.7%**	N/A
2008	92.4%*	N/A	92.4%*	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	62.0%**	N/A	62.0%**	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	79.5%**	N/A	79.5%**	N/A
2008	N/A	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	61.7%	N/A	61.7%	N/A
2008	74.4%	N/A	74.4%	N/A
Walter Reed Army Medical Center—Washington, DC				
2009	77.8%	N/A	77.8%	N/A
2008	77.6%	N/A	77.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	83.7%*	N/A	83.7%*	N/A
2008	88.7%*	N/A	88.7%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	72.3%*	N/A	72.3%*	N/A
2008	80.0%*	N/A	80.0%*	N/A
Wuerzburg Meddac				
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.

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**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., Army). 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%
Army, Overall	75.4%	78.4%	75.2%	72.6%
121st General Hospital—Seoul				
2009	61.8%**	N/A	N/A	N/A
2008	70.0%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	63.1%*	N/A	N/A	74.4%**
2008	83.2%*	N/A	N/A	77.5%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	62.5%*	N/A	N/A	49.2%**
2008	58.7%*	N/A	N/A	42.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70.8%	73.8%*	58.2%**	73.5%*
2008	80.1%	62.2%*	94.7%*	80.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	83.8% ↑	81.5%	87.8%	N/A
2008	80.1%	77.6%	83.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	76.6%	77.1%*	77.5%*	76.0%
2008	77.2%	79.0%*	97.6%**	71.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	89.5% ↑	94.3%*	90.9%**	86.5%*
2008	86.7%	95.0%*	64.9%**	86.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	76.7%	74.2%	82.7%*	N/A
2008	83.7%	85.2%*	81.6%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	75.1%	87.0%*	91.7%*	64.0%*
2008	67.4%	74.6%*	89.8%*	60.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	84.8%*	N/A	73.8%**	86.1%*
2008	75.0%*	N/A	76.2%**	78.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	63.2%*	59.6%**	49.1%**	72.2%*
2008	74.9%*	N/A	N/A	69.1%*
Keller Army Community Hospital—West Point				
2009	82.7%*	N/A	78.6%**	N/A
2008	92.5%*	N/A	98.8%**	N/A

(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
Landstuhl Regional Medcen				
2009	76.1%	77.3%*	69.3%*	83.1%*
2008	81.9%*	72.9%*	93.3%**	81.4%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	77.1%*	N/A	78.6%**	65.7%**
2008	75.8%*	60.7%*	N/A	87.4%*
Madigan Army Medical Center—Ft. Lewis				
2009	74.7%	80.5%	69.3%	73.3%
2008	75.4%	82.8%	73.7%	69.1%
Martin Army Community Hospital—Ft. Benning				
2009	73.0%	86.8%*	68.9%**	60.3%*
2008	70.0%	79.0%*	74.2%**	51.6%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	77.3%**	N/A	85.2%**	N/A
2008	61.8%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	76.3%*	72.4%*	72.4%**	81.5%**
2008	81.0%*	71.9%*	N/A	84.1%**
Tripler Army Medical Center—Ft. Shafter				
2009	71.7%	74.2%*	69.2%	71.7%
2008	74.8%	78.2%	76.3%	71.8%
Walter Reed Army Medical Center—Washington, DC				
2009	83.1% ↑	81.9%	84.0%	N/A
2008	87.4%	84.1%	91.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	71.3%**	N/A	N/A	63.0%**
2008	85.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	75.4%	79.2%	60.9%*	81.8%*
2008	80.9%	76.2%	95.3%*	70.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	82.1%*	77.6%**	N/A	82.8%*
2008	82.8%*	N/A	N/A	82.4%**
Womack Army Medical Center—Ft. Bragg				
2009	67.4% ↓	66.6%	74.1%*	66.6%
2008	64.3%	71.2%	71.3%*	58.3%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	50.3%	47.7%	52.7%	49.9%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	30.1%**	N/A	N/A	N/A
2008	46.8%*	N/A	N/A	49.2%**
Brooke Army Medical Center—Ft. Sam Houston				
2009	47.1%	59.4%*	37.8%*	N/A
2008	63.5%	66.9%*	60.5%*	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	59.2%*	N/A	N/A	52.7%**
2008	59.1%**	N/A	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	61.2%**	N/A	N/A	63.4%**
2008	58.4%**	N/A	N/A	54.1%**
Eisenhower Army Medical Center—Ft. Gordon				
2009	62.8%*	62.4%*	63.9%**	N/A
2008	62.1%*	66.0%**	59.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	53.8%**	N/A	N/A	N/A
2008	45.2%*	N/A	N/A	N/A
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	72.8%** ↑	N/A	N/A	83.7%**
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	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
Landstuhl Regional Medcen				
2009	51.3%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	47.5%	49.0%*	54.0%*	31.9%**
2008	42.0%	34.9%*	44.3%*	47.2%**
Martin Army Community Hospital—Ft. Benning				
2009	63.4%**	N/A	N/A	N/A
2008	52.0%**	N/A	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	33.4%**	N/A	N/A	N/A
2008	46.5%**	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	51.1%*	45.8%**	49.9%*	55.9%**
2008	42.0%*	46.6%**	39.1%**	40.8%**
Walter Reed Army Medical Center—Washington, DC				
2009	67.1% ↑	56.8%*	71.9%*	N/A
2008	61.0%*	57.5%*	63.4%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	43.0%*	34.5%*	46.4%**	N/A
2008	55.2%*	52.4%**	57.3%**	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	36.5%*	24.9%**	62.8%**	33.5%**
2008	43.4%*	48.9%**	N/A	32.8%**
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%**
Army, Overall	97.7%**	96.9%**	98.8%**	97.8%**
121st General Hospital—Seoul				
2009	96.4%**	N/A	N/A	N/A
2008	98.9%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	100.0%* ↑	N/A	N/A	100.0%**
2008	100.0%*	N/A	N/A	100.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	96.0%*	N/A	N/A	96.2%**
2008	100.0%*	N/A	N/A	100.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	96.3%	91.3%*	100.0%**	97.3%*
2008	96.9%	100.0%*	100.0%*	94.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	99.5% ↑	99.5%	99.5%	N/A
2008	99.1%	98.7%	99.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	96.9%	96.5%*	100.0%*	96.0%
2008	98.0%	96.9%*	100.0%**	98.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	99.6% ↑	100.0%*	100.0%**	99.2%*
2008	96.1%	100.0%*	100.0%**	93.8%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	98.5%	97.9%	100.0%*	N/A
2008	96.5%	95.5%*	97.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	98.7%	98.9%*	98.3%*	98.6%*
2008	98.2%	100.0%*	98.6%*	97.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	95.2%*	N/A	97.8%**	99.2%*
2008	100.0%*	N/A	100.0%**	100.0%**
Irwin Army Community Hospital—Ft. Riley				
2009	100.0%* ↑	100.0%**	100.0%**	100.0%*
2008	95.9%*	N/A	N/A	93.1%*
Keller Army Community Hospital—West Point				
2009	99.1%*	N/A	98.4%**	N/A
2008	100.0%*	N/A	100.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	98.7%	97.4%*	100.0%*	100.0%**
2008	100.0%*	100.0%*	100.0%**	100.0%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	98.2%*	N/A	100.0%**	96.4%**
2008	100.0%*	100.0%*	N/A	100.0%**
Madigan Army Medical Center—Ft. Lewis				
2009	97.1%	95.9%	96.6%	99.1%
2008	97.8%	99.1%	98.6%	95.9%
Martin Army Community Hospital—Ft. Benning				
2009	95.9%	95.1%*	100.0%**	95.0%*
2008	96.0%	97.3%*	89.9%*	100.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	93.0%**	N/A	100.0%**	N/A
2008	93.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	94.8%*	89.6%*	100.0%**	99.2%**
2008	98.9%*	98.6%*	N/A	100.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	98.4%	99.2%	99.3%	97.1%
2008	98.0%	99.2%	98.8%	96.9%
Walter Reed Army Medical Center—Washington, DC				
2009	97.9%	96.9%	98.7%	N/A
2008	98.7%	98.3%	99.1%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	95.8%**	N/A	N/A	93.7%**
2008	100.0%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	96.5%	97.5%	93.5%*	97.4%*
2008	95.4%	92.2%	98.8%*	97.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	97.0%*	100.0%**	N/A	95.3%*
2008	99.0%*	N/A	N/A	100.0%**
Womack Army Medical Center—Ft. Bragg				
2009	98.4%	95.7%	100.0%*	100.0%
2008	95.6%	94.0%	92.9%*	97.5%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	75.0%	73.9%	75.9%	78.7%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	67.0%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	69.3%*	66.5%**	N/A	N/A
2008	79.6%*	73.3%**	81.2%**	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	76.1%	74.8%	80.1%*	N/A
2008	80.5%	80.1%	81.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	77.7%*	82.1%*	70.4%**	N/A
2008	81.5%*	75.9%*	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	74.2%*	69.5%*	N/A	N/A
2008	79.6%*	91.4%**	N/A	N/A
Eisenhower Army Medical Center—Ft. Gordon				
2009	68.3%	67.1%	71.4%*	N/A
2008	75.7%	75.9%*	75.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	96.5%* ↑	94.9%*	N/A	N/A
2008	63.8%*	66.6%**	73.5%**	N/A
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A ↑	N/A	N/A	N/A
2008	80.0%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	90.5%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	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
Landstuhl Regional Medcen				
2009	78.4%*	76.2%*	79.5%**	N/A
2008	73.0%*	77.8%**	N/A	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	70.9%**	N/A	N/A	N/A
2008	64.1%*	57.1%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	69.1%	68.2%	73.8%	56.5%**
2008	67.6%	65.0%	69.3%*	76.9%**
Martin Army Community Hospital—Ft. Benning				
2009	78.3%*	84.8%*	N/A	N/A
2008	78.1%*	71.6%*	83.8%**	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	89.7%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	57.8%*	61.5%**	N/A	N/A
2008	70.5%*	89.0%**	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	63.2% ↓	53.7%*	64.5%*	87.8%**
2008	65.5%	70.0%*	62.4%*	58.9%**
Walter Reed Army Medical Center—Washington, DC				
2009	80.5%	78.7%	82.5%	N/A
2008	72.9%	69.8%	77.8%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	69.0%	63.3%	80.9%*	N/A
2008	68.8%	59.2%*	81.9%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	75.5%**	81.6%**	N/A	N/A
2008	60.5%**	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	75.3%	77.4%	74.5%**	70.2%**
2008	81.1%	83.5%	76.9%**	73.6%**
Wuerzburg Meddac				
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.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Army). 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%
Army, Overall	73.4%	75.5%	73.5%	71.0%
121st General Hospital—Seoul				
2009	88.3%** ↑	N/A	N/A	N/A
2008	75.4%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	76.0%*	N/A	N/A	74.4%**
2008	74.1%*	N/A	N/A	75.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	81.3%*	N/A	N/A	80.9%**
2008	83.2%*	N/A	N/A	76.4%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	70.9%	71.9%*	56.4%**	75.4%*
2008	73.7%	59.2%*	78.4%*	76.7%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	79.7% ↑	79.3%	80.4%	N/A
2008	81.0%	81.7%	80.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	68.8%	77.0%*	68.9%*	65.6%
2008	68.2%	62.9%*	95.4%**	65.8%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	82.6% ↑	83.1%*	75.8%**	83.4%*
2008	73.3%	72.2%*	72.1%**	74.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	72.4%	73.6%	69.4%*	N/A
2008	81.8%	85.0%*	77.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	84.4% ↑	91.5%*	87.1%*	79.9%*
2008	76.0%	76.5%*	81.7%*	74.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	84.0%*	N/A	N/A	83.4%*
2008	87.7%*	N/A	79.9%**	89.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	72.1%*	85.6%**	61.2%**	73.7%*
2008	71.7%*	N/A	N/A	65.6%*
Keller Army Community Hospital—West Point				
2009	76.6%*	N/A	62.4%**	N/A
2008	96.6%*	N/A	96.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	78.5%	77.1%*	79.9%*	79.7%*
2008	81.5%*	90.1%*	84.5%**	64.7%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	87.7%* ↑	N/A	93.5%**	89.7%**
2008	73.3%*	70.1%*	N/A	81.0%*
Madigan Army Medical Center—Ft. Lewis				
2009	60.8% ↓	68.7%	60.2%	52.7%
2008	65.5%	72.4%	66.8%	57.8%
Martin Army Community Hospital—Ft. Benning				
2009	67.2%	68.1%*	83.0%**	59.5%*
2008	75.6%	74.1%*	87.0%*	65.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	90.9%** ↑	N/A	86.0%**	N/A
2008	82.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	69.0%*	63.6%*	75.7%**	72.9%**
2008	74.3%*	85.0%*	N/A	60.8%**
Tripler Army Medical Center—Ft. Shafter				
2009	68.5%	64.5%	71.1%	69.5%
2008	70.3%	59.9%	78.0%	71.8%
Walter Reed Army Medical Center—Washington, DC				
2009	78.0%	80.4%	76.0%	N/A
2008	78.6%	74.8%	83.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	79.0%**	N/A	N/A	80.9%**
2008	67.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	67.7%	71.1%	72.6%*	57.6%*
2008	74.7%	59.9%	90.5%*	81.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	65.3%*	50.8%**	N/A	71.4%*
2008	76.3%*	N/A	N/A	76.6%**
Womack Army Medical Center—Ft. Bragg				
2009	74.9%	80.4%	81.1%*	70.3%
2008	77.4%	72.7%	85.8%*	79.4%
Wuerzburg Meddac				
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.

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Arrow represents statistically significant differences, at the 95% confidence level, from the service (e.g., Army). 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%
Army, Overall	21.3%	25.0%	21.2%	17.6%
121st General Hospital—Seoul				
2009	24.1%**	N/A	N/A	N/A
2008	30.4%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	19.2%*	N/A	N/A	16.5%**
2008	19.2%*	N/A	N/A	12.4%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	27.3%*	N/A	N/A	18.8%**
2008	26.9%*	N/A	N/A	13.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	26.0%	36.5%*	4.1%**	29.0%*
2008	30.5%	40.4%*	14.4%*	33.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	27.0% ↑	27.1%	26.9%	N/A
2008	24.7%	24.3%	25.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	11.9% ↓	22.6%*	14.6%*	7.1%
2008	19.1%	21.8%*	16.4%**	18.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	19.3%	23.3%*	13.5%**	17.8%*
2008	23.4%	23.6%*	25.9%**	22.9%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	24.4%	29.3%	13.1%*	N/A
2008	32.0%	31.8%*	32.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	30.2% ↑	37.6%*	39.1%*	23.8%*
2008	23.1%	35.9%*	16.8%*	19.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	25.6%*	N/A	N/A	32.2%*
2008	33.2%*	N/A	30.8%**	30.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	20.3%*	16.8%**	22.5%**	20.4%*
2008	26.6%*	N/A	N/A	29.7%*
Keller Army Community Hospital—West Point				
2009	24.6%*	N/A	24.6%**	N/A
2008	38.3%*	N/A	40.8%**	N/A

(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
Landstuhl Regional Medcen				
2009	12.7% ↓	16.2%*	2.9%*	19.6%*
2008	30.3%*	28.3%*	39.3%**	23.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	29.2%*	N/A	43.5%**	22.3%**
2008	33.5%*	38.2%*	N/A	33.1%*
Madigan Army Medical Center—Ft. Lewis				
2009	20.3%	26.7%	15.7%	17.5%
2008	25.4%	29.7%	31.0%	17.6%
Martin Army Community Hospital—Ft. Benning				
2009	24.5%	31.5%*	9.7%**	23.9%*
2008	25.2%	36.1%*	26.7%*	5.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	31.1%**	N/A	28.8%**	N/A
2008	12.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	21.2%*	21.5%*	34.8%**	16.4%**
2008	28.1%*	32.8%*	N/A	21.1%**
Tripler Army Medical Center—Ft. Shafter				
2009	17.4%	14.1%	29.3%	11.3%
2008	14.9%	11.6%	12.6%	18.1%
Walter Reed Army Medical Center—Washington, DC				
2009	25.9%	25.2%	26.5%	N/A
2008	28.9%	28.4%	29.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	21.8%**	N/A	N/A	12.0%**
2008	26.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	21.5%	24.6%	22.5%*	16.0%*
2008	26.0%	26.5%	30.1%*	19.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	12.1%* ↓	18.8%**	N/A	10.6%*
2008	23.2%*	N/A	N/A	26.8%**
Womack Army Medical Center—Ft. Bragg				
2009	18.7%	21.7%	14.8%*	17.4%
2008	24.7%	28.0%	36.9%*	19.8%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	50.2%	57.5%	51.3%	41.8%
121st General Hospital—Seoul				
2009	60.0%**	N/A	N/A	N/A
2008	62.7%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	49.9%*	N/A	N/A	39.1%**
2008	42.4%*	N/A	N/A	29.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	71.3%* ↑	N/A	N/A	62.8%**
2008	44.8%*	N/A	N/A	45.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	44.1%	63.6%*	56.5%**	31.6%*
2008	45.2%	50.6%*	63.7%*	36.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	56.7% ↑	63.9%	43.2%	N/A
2008	57.4%	61.7%	51.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	54.7%	62.0%*	59.5%*	50.3%
2008	42.2%	49.8%*	44.4%**	36.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	32.8% ↓	49.2%*	26.4%**	23.0%*
2008	33.2%	33.0%*	61.6%**	28.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	52.0%	52.8%	50.2%*	N/A
2008	55.1%	54.6%*	55.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	52.1%	62.1%*	45.5%*	48.4%*
2008	43.7%	52.7%*	50.0%*	38.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	49.8%*	N/A	72.9%**	39.1%*
2008	58.8%*	N/A	74.6%**	27.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	40.0%*	23.9%**	36.7%**	47.8%*
2008	53.2%*	N/A	N/A	47.3%*
Keller Army Community Hospital—West Point				
2009	51.2%*	N/A	63.5%**	N/A
2008	67.1%*	N/A	73.5%**	N/A

(continued)

The Hospital Environment

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	63.6% ↑	65.2%*	60.9%*	63.7%*
2008	61.2%*	73.4%*	62.7%**	40.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	41.8%*	N/A	35.7%**	39.8%**
2008	51.0%*	46.9%*	N/A	53.6%*
Madigan Army Medical Center—Ft. Lewis				
2009	48.6%	60.0%	49.8%	34.7%
2008	47.3%	55.4%	54.1%	34.5%
Martin Army Community Hospital—Ft. Benning				
2009	47.3%	56.1%*	55.5%**	34.1%*
2008	52.8%	46.7%*	71.3%*	43.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	45.1%**	N/A	44.4%**	N/A
2008	63.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	48.4%*	51.7%*	56.3%**	42.3%**
2008	49.3%*	52.0%*	N/A	42.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	47.7%	47.9%	55.3%	41.7%
2008	47.8%	47.9%	60.1%	40.2%
Walter Reed Army Medical Center—Washington, DC				
2009	48.7%	54.9%	43.2%	N/A
2008	47.4%	42.8%	53.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	38.1%**	N/A	N/A	24.3%**
2008	52.8%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	52.3%	57.1%	51.3%*	45.7%*
2008	50.1%	41.9%	64.5%*	45.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	57.4%*	49.1%**	N/A	59.4%*
2008	38.8%*	N/A	N/A	27.4%**
Womack Army Medical Center—Ft. Bragg				
2009	43.7% ↓	57.3%	46.7%*	34.6%
2008	50.5%	64.8%	54.4%*	38.5%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	65.1%	73.6%	64.7%	56.5%
121st General Hospital—Seoul				
2009	70.7%**	N/A	N/A	N/A
2008	70.7%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	65.5%*	N/A	N/A	68.4%**
2008	83.9%*	N/A	N/A	79.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	77.2%*	N/A	N/A	78.7%**
2008	69.6%*	N/A	N/A	55.5%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	63.1%	81.1%*	81.7%**	49.6%*
2008	68.1%	64.2%*	80.7%*	64.8%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	76.4% ↑	82.9%	64.2%	N/A
2008	77.7%	84.3%	68.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	72.1%	82.9%*	75.4%*	66.8%
2008	68.0%	78.3%*	62.8%**	62.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	38.1% ↓	49.6%*	23.6%**	32.3%*
2008	45.6%	68.3%*	49.0%**	35.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	66.9%	66.4%	68.0%*	N/A
2008	75.0%	79.2%*	68.7%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	72.9%	77.2%*	72.3%*	70.8%*
2008	65.1%	72.7%*	60.0%*	63.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	58.6%*	N/A	N/A	52.4%*
2008	69.3%*	N/A	85.6%**	57.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	60.9%*	67.7%**	42.8%**	68.1%*
2008	82.8%*	N/A	N/A	85.6%*
Keller Army Community Hospital—West Point				
2009	84.8%* ↑	N/A	88.5%**	N/A
2008	82.9%*	N/A	89.4%**	N/A

(continued)

The Hospital Environment

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	67.7%	67.9%*	68.1%*	66.5%*
2008	72.8%*	88.8%*	75.6%**	44.8%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	60.0%*	N/A	35.3%**	64.6%**
2008	71.4%*	71.4%*	N/A	74.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	67.5%	77.0%	67.8%	56.3%
2008	68.3%	72.1%	74.3%	60.7%
Martin Army Community Hospital—Ft. Benning				
2009	58.8%	74.8%*	71.0%**	36.2%*
2008	66.8%	79.7%*	80.7%*	30.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	69.4%**	N/A	59.3%**	N/A
2008	82.2%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	65.1%*	62.0%*	72.4%**	66.4%**
2008	63.4%*	55.4%*	N/A	66.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	62.6%	74.2%	60.3%	56.1%
2008	62.0%	60.7%	63.6%	61.9%
Walter Reed Army Medical Center—Washington, DC				
2009	59.3%	69.0%	50.6%	N/A
2008	59.2%	52.5%	67.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	49.7%**	N/A	N/A	31.2%**
2008	62.7%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	59.4%	63.4%	71.2%*	43.3%*
2008	73.3%	80.0%	83.8%*	44.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	68.5%*	89.7%**	N/A	58.3%*
2008	69.4%*	N/A	N/A	60.4%**
Womack Army Medical Center—Ft. Bragg				
2009	59.8%	73.7%	63.1%*	50.5%
2008	64.2%	70.9%	84.9%*	54.7%
Wuerzburg Meddac				
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.

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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%
Army, Overall	63.6%	68.3%	63.5%	53.4%
121st General Hospital—Seoul				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	N/A ↓	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	45.2%**	N/A	N/A	45.9%**
2008	66.2%**	N/A	N/A	N/A
Brooke Army Medical Center—Ft. Sam Houston				
2009	71.2%	72.0%	70.0%	N/A
2008	71.0%	69.3%	73.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	71.1%*	N/A	N/A	66.7%**
2008	62.1%*	81.8%**	N/A	N/A
Dewitt Army Community Hospital—Ft. Belvoir				
2009	60.1%*	N/A	N/A	53.1%*
2008	57.3%*	N/A	N/A	58.1%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	60.8%*	57.1%*	67.0%*	N/A
2008	79.5%*	86.9%**	74.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	77.2%*	91.4%**	59.2%**	N/A
2008	56.6%*	67.4%**	66.1%**	51.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	N/A	N/A	N/A	N/A
2008	70.6%**	N/A	N/A	N/A
Irwin Army Community Hospital—Ft. Riley				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Keller Army Community Hospital—West Point				
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
Landstuhl Regional Medcen				
2009	62.2%*	62.8%*	63.6%*	N/A
2008	72.8%*	79.3%**	69.5%**	N/A
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	49.6%**	N/A	N/A	N/A
2008	73.3%**	61.8%**	N/A	N/A
Madigan Army Medical Center—Ft. Lewis				
2009	59.0%	62.2%	60.2%	54.2%*
2008	66.1%	72.3%	67.5%	58.4%*
Martin Army Community Hospital—Ft. Benning				
2009	63.1%**	N/A	N/A	N/A
2008	71.6%**	60.2%**	N/A	N/A
Moncrief Army Community Hospital—Ft. Jackson				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Tripler Army Medical Center—Ft. Shafter				
2009	58.4%	59.3%*	57.8%*	N/A
2008	54.5%	47.1%*	56.5%*	N/A
Walter Reed Army Medical Center—Washington, DC				
2009	64.9%	66.4%	63.8%	N/A
2008	75.5%	69.1%	82.0%*	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	75.4%*	79.5%*	68.0%**	N/A
2008	72.0%	74.0%*	73.5%*	N/A
Winn Army Community Hospital—Ft. Stewart				
2009	N/A ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Womack Army Medical Center—Ft. Bragg				
2009	60.2%	64.1%	68.7%*	55.2%*
2008	65.4%	68.0%*	63.1%**	63.2%*
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	81.3%	81.7%	68.7%	91.9%
121st General Hospital—Seoul				
2009	84.6%**	N/A	N/A	N/A
2008	56.9%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	82.7%*	N/A	N/A	84.5%**
2008	83.7%*	N/A	N/A	84.7%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	79.2%*	N/A	N/A	76.5%**
2008	87.4%**	N/A	N/A	N/A
Blanchfield Army Community Hospital—Ft. Campbell				
2009	79.6%	N/A	51.9%**	94.3%*
2008	82.4%	85.0%**	54.8%*	94.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	82.4%	87.1%	75.8%	N/A
2008	72.4%	88.0%	59.6%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	82.1%	91.8%**	60.5%*	88.9%*
2008	84.4%	84.0%**	71.2%**	88.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	84.9%*	68.0%**	50.3%**	99.4%*
2008	92.5%	80.9%**	86.0%**	98.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	74.8%	71.3%*	78.9%*	N/A
2008	71.0%	79.8%*	63.8%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	88.0% ↑	85.3%*	68.9%*	95.4%*
2008	82.6%	62.5%**	79.3%*	90.5%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	70.7%*	N/A	N/A	84.1%**
2008	69.8%*	N/A	58.5%**	65.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	73.9%*	N/A	N/A	89.2%*
2008	86.0%*	N/A	N/A	92.5%**
Keller Army Community Hospital—West Point				
2009	94.4%** ↑	N/A	96.0%**	N/A
2008	89.9%**	N/A	86.1%**	N/A

(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
Landstuhl Regional Medcen				
2009	78.2%	84.2%*	65.7%*	88.1%**
2008	78.0%*	84.3%**	61.8%**	89.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	66.1%*	N/A	24.3%**	90.8%**
2008	80.5%*	92.5%**	N/A	82.8%**
Madigan Army Medical Center—Ft. Lewis				
2009	86.2% ↑	90.3%	72.8%	97.7%*
2008	82.6%	85.7%	78.2%	83.2%*
Martin Army Community Hospital—Ft. Benning				
2009	83.1%*	82.0%*	62.5%**	94.9%*
2008	77.4%*	81.8%*	68.8%**	82.4%**
Moncrief Army Community Hospital—Ft. Jackson				
2009	88.5%**	N/A	80.4%**	N/A
2008	61.9%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	83.3%*	76.8%**	80.0%**	90.8%**
2008	75.8%*	70.5%**	N/A	100.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	76.7%	72.2%*	60.1%*	93.4%
2008	78.3%	74.7%*	63.5%	89.7%
Walter Reed Army Medical Center—Washington, DC				
2009	75.7%	83.5%*	72.3%	N/A
2008	81.7%	94.5%	70.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	72.2%**	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	81.1%	78.9%*	69.1%*	98.9%**
2008	84.9%	80.4%*	80.8%*	97.9%*
Winn Army Community Hospital—Ft. Stewart				
2009	93.1%* ↑	81.0%**	N/A	100.0%**
2008	87.7%*	N/A	N/A	95.4%**
Womack Army Medical Center—Ft. Bragg				
2009	83.4%	79.2%*	64.3%*	89.2%
2008	83.5%	71.3%*	83.5%*	91.1%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	64.8%	96.7%	97.0%	35.2%
121st General Hospital—Seoul				
2009	63.6%**	N/A	N/A	N/A
2008	71.6%**	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	50.5%*	N/A	N/A	31.3%**
2008	58.7%*	N/A	N/A	44.6%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	47.3%**	N/A	N/A	37.5%**
2008	55.6%**	N/A	N/A	41.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	45.0% ↓	100.0%**	100.0%**	26.5%*
2008	45.8%	92.6%**	100.0%**	27.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	96.7% ↑	94.9%	100.0%	N/A
2008	96.9%	95.3%	99.1%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	52.2% ↓	100.0%**	100.0%**	34.9%
2008	63.3%	92.3%**	N/A	48.3%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	55.9%	97.5%**	N/A	40.0%*
2008	55.2%	93.6%**	N/A	42.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	98.6% ↑	99.0%*	98.1%*	N/A
2008	98.8%	100.0%*	97.5%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	51.2% ↓	100.0%*	100.0%**	31.2%*
2008	48.8%	100.0%**	100.0%**	30.4%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	47.6%* ↓	N/A	N/A	30.5%*
2008	66.2%*	N/A	N/A	39.5%**
Irwin Army Community Hospital—Ft. Riley				
2009	45.7%* ↓	N/A	N/A	31.3%*
2008	66.2%*	N/A	N/A	53.4%*
Keller Army Community Hospital—West Point				
2009	55.4%**	N/A	N/A	N/A
2008	87.7%**	N/A	N/A	N/A

(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
Landstuhl Regional Medcen				
2009	70.2%*	94.7%*	91.7%**	23.9%*
2008	79.4%*	100.0%**	N/A	54.1%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	45.8%* ↓	N/A	N/A	34.2%**
2008	60.4%*	97.4%**	N/A	36.3%*
Madigan Army Medical Center—Ft. Lewis				
2009	71.2% ↑	98.0%	95.5%	42.6%
2008	68.2%	97.1%	94.3%*	39.0%
Martin Army Community Hospital—Ft. Benning				
2009	69.7%*	90.3%**	N/A	52.8%*
2008	77.3%*	100.0%**	100.0%**	48.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	100.0%** ↑	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	63.0%*	100.0%**	N/A	29.2%**
2008	52.4%*	97.7%**	N/A	28.1%**
Tripler Army Medical Center—Ft. Shafter				
2009	66.5%	100.0%*	99.3%*	41.4%
2008	60.6%	98.5%*	99.3%*	38.2%
Walter Reed Army Medical Center—Washington, DC				
2009	97.1% ↑	94.4%	99.0%	N/A
2008	97.1%	98.4%	95.9%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	56.1%**	N/A	N/A	41.3%**
2008	N/A	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	62.5%	97.7%*	92.7%*	23.8%*
2008	81.4%	95.8%*	100.0%*	48.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	55.6%*	N/A	N/A	42.9%*
2008	45.7%*	N/A	N/A	36.2%**
Womack Army Medical Center—Ft. Bragg				
2009	48.3% ↓	96.0%*	97.3%*	32.0%
2008	54.3%	96.2%*	100.0%**	31.8%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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**Army 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%
Army, Overall	73.8%	73.7%	78.4%	70.5%
121st General Hospital—Seoul				
2009	68.3%**	N/A	N/A	N/A
2008	84.5%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	76.6%*	N/A	N/A	87.1%**
2008	78.1%*	N/A	N/A	80.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	79.7%*	N/A	N/A	71.4%**
2008	66.7%*	N/A	N/A	65.3%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	60.5% ↓	59.1%*	67.5%**	58.9%*
2008	70.6%	62.1%*	98.1%*	62.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	80.6% ↑	78.7%	84.2%	N/A
2008	79.8%	78.0%	82.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	77.4%	80.6%*	76.6%*	76.5%
2008	78.7%	87.8%*	85.4%**	71.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	73.5%	84.4%*	50.6%**	69.7%*
2008	79.9%	80.3%*	90.5%**	78.0%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	64.4% ↓	62.0%	70.0%*	N/A
2008	84.9% ↑	88.1%*	80.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	84.2% ↑	89.6%*	94.6%*	78.2%*
2008	74.6%	73.4%*	82.4%*	73.2%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	69.5%*	N/A	54.8%**	72.6%*
2008	68.0%*	N/A	68.3%**	61.8%**
Irwin Army Community Hospital—Ft. Riley				
2009	71.7%*	36.7%**	N/A	80.7%*
2008	76.3%*	N/A	N/A	72.7%*
Keller Army Community Hospital—West Point				
2009	89.2%* ↑	N/A	90.0%**	N/A
2008	93.9%* ↑	N/A	92.2%**	N/A

(continued)

Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	81.9% ↑	82.5%*	83.2%*	78.2%*
2008	83.6%*	83.0%*	85.2%**	82.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	64.4%*	N/A	62.7%**	67.5%**
2008	79.5%*	74.4%*	N/A	85.6%*
Madigan Army Medical Center—Ft. Lewis				
2009	74.3%	72.1%	79.9%	71.7%
2008	71.6%	69.8%	73.0%	72.6%
Martin Army Community Hospital—Ft. Benning				
2009	74.2%	79.8%*	73.1%**	68.5%*
2008	74.7%	76.0%*	73.2%*	74.2%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	69.4%**	N/A	47.9%**	N/A
2008	70.1%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	64.6%*	60.3%*	N/A	70.0%**
2008	71.4%*	77.0%*	N/A	55.4%**
Tripler Army Medical Center—Ft. Shafter				
2009	68.5%	60.4%	75.3%	69.1%
2008	77.3%	79.0%	85.5%	71.5%
Walter Reed Army Medical Center—Washington, DC				
2009	83.0% ↑	82.7%	83.3%	N/A
2008	79.5%	77.1%	82.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	84.1%**	N/A	N/A	81.9%**
2008	73.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	73.9%	72.2%	83.5%*	68.7%*
2008	79.1%	72.0%	84.6%*	85.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	68.4%*	66.8%**	N/A	68.7%*
2008	64.6%*	N/A	N/A	57.1%**
Womack Army Medical Center—Ft. Bragg				
2009	65.1% ↓	69.4%	74.8%*	60.8%
2008	71.4%	71.2%	94.6%*	66.7%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	56.3%	61.6%	62.2%	46.4%
121st General Hospital—Seoul				
2009	54.5%**	N/A	N/A	N/A
2008	48.5%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	45.3%*	N/A	N/A	49.0%**
2008	46.4%*	N/A	N/A	27.8%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	63.5%*	N/A	N/A	47.3%**
2008	72.9%*	N/A	N/A	69.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	40.1% ↓	46.3%*	23.9%**	43.1%*
2008	57.0%	56.2%*	67.4%*	53.3%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	64.8% ↑	61.8%	70.6%	N/A
2008	67.2% ↑	67.7%	66.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	51.5%	55.1%*	65.4%*	45.3%
2008	54.6%	56.8%*	81.0%**	47.4%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	66.6% ↑	71.0%*	76.5%**	62.5%*
2008	52.0%	77.7%*	25.8%**	45.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	50.0%	49.7%	50.8%*	N/A
2008	63.5%	63.1%*	64.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	52.7%	69.4%*	53.7%*	44.1%*
2008	55.0%	63.5%*	68.4%*	48.8%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	49.9%*	N/A	50.9%**	49.9%*
2008	47.7%*	N/A	56.3%**	35.4%**
Irwin Army Community Hospital—Ft. Riley				
2009	56.7%*	62.0%**	72.1%**	46.2%*
2008	47.4%*	N/A	N/A	47.6%*
Keller Army Community Hospital—West Point				
2009	70.3%*	N/A	78.5%**	N/A
2008	57.2%*	N/A	59.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	62.8%	68.6%*	60.3%*	51.8%**
2008	57.4%*	52.4%*	63.5%**	58.6%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	39.9%* ↓	N/A	27.1%**	44.7%**
2008	48.9%*	53.9%*	N/A	48.9%*
Madigan Army Medical Center—Ft. Lewis				
2009	61.9%	65.4%	70.0%	50.2%
2008	54.3%	59.3%	58.8%	46.3%
Martin Army Community Hospital—Ft. Benning				
2009	60.4%	66.7%*	48.4%**	58.5%*
2008	57.0%	67.1%*	48.1%*	49.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	31.8%** ↓	N/A	35.1%**	N/A
2008	50.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	56.3%*	46.2%*	83.5%**	58.9%**
2008	53.8%*	55.3%*	N/A	45.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	52.2%	61.5%	52.7%	45.2%
2008	53.4%	60.9%	65.1%	42.0%
Walter Reed Army Medical Center—Washington, DC				
2009	72.5% ↑	77.7%	68.3%	N/A
2008	68.6% ↑	63.2%	75.3%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	62.5%**	N/A	N/A	55.1%**
2008	53.3%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	50.7%	54.8%	69.6%*	28.9%*
2008	56.6%	57.0%	63.3%*	46.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	48.9%*	57.3%**	N/A	41.9%*
2008	49.1%*	N/A	N/A	40.6%**
Womack Army Medical Center—Ft. Bragg				
2009	50.6%	61.0%	68.0%*	41.3%
2008	48.4% ↓	49.3%	81.7%*	40.8%
Wuerzburg Meddac				
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.

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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%
Army, Overall	31.7%	32.7%	37.0%	26.8%
121st General Hospital—Seoul				
2009	31.1%**	N/A	N/A	N/A
2008	34.9%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	30.5%*	N/A	N/A	27.6%**
2008	30.3%*	N/A	N/A	23.0%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	33.0%*	N/A	N/A	37.2%**
2008	17.1%* ↓	N/A	N/A	20.2%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	20.2% ↓	20.5%*	17.3%**	21.1%*
2008	21.9% ↓	26.7%*	32.0%*	16.2%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	35.1%	30.8%	43.2%	N/A
2008	32.9%	31.7%	34.5%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	34.7%	36.3%*	49.3%*	29.1%
2008	30.1%	32.4%*	43.9%**	25.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	40.0%	50.4%*	31.6%**	34.8%*
2008	39.3%	49.2%*	40.9%**	34.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	29.1%	26.8%	34.1%*	N/A
2008	30.9%	28.1%*	35.0%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	32.0%	32.1%*	46.1%*	27.9%*
2008	29.4%	25.9%*	40.6%*	28.1%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	30.4%*	N/A	N/A	31.0%*
2008	19.9%*	N/A	15.1%**	15.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	22.5%*	22.9%**	30.9%**	17.9%*
2008	36.3%*	N/A	N/A	30.8%*
Keller Army Community Hospital—West Point				
2009	51.8%* ↑	N/A	49.5%**	N/A
2008	39.8%*	N/A	37.8%**	N/A

(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
Landstuhl Regional Medcen				
2009	45.1% ↑	51.6%*	44.1%*	30.0%*
2008	34.2%*	37.4%*	46.6%**	15.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	38.8%*	N/A	51.5%**	28.3%**
2008	25.6%*	18.5%*	N/A	30.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	31.1%	27.4%	45.3%	22.1%
2008	34.0%	32.4%	43.1%	29.9%
Martin Army Community Hospital—Ft. Benning				
2009	30.6%	37.8%*	23.9%**	25.6%*
2008	25.1%	23.0%*	32.1%*	20.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	11.2%** ↓	N/A	6.2%**	N/A
2008	25.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	25.7%*	31.5%*	15.5%**	22.7%**
2008	25.9%*	36.3%*	N/A	15.0%**
Tripler Army Medical Center—Ft. Shafter				
2009	31.3%	26.2%	34.5%	32.3%
2008	28.2%	35.3%	32.9%	21.1%
Walter Reed Army Medical Center—Washington, DC				
2009	38.0%	41.1%	35.4%	N/A
2008	44.7% ↑	43.3%	46.6%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	26.9%**	N/A	N/A	29.6%**
2008	22.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	25.7%	23.7%	33.0%*	22.7%*
2008	31.1%	27.8%	39.5%*	25.8%*
Winn Army Community Hospital—Ft. Stewart				
2009	29.3%*	30.3%**	N/A	31.0%*
2008	15.5%* ↓	N/A	N/A	14.2%**
Womack Army Medical Center—Ft. Bragg				
2009	25.1% ↓	34.6%	23.6%*	19.3%
2008	29.1%	28.5%	51.5%*	24.8%
Wuerzburg Meddac				
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., Army). Your MHS score is: higher ↑ or lower ↓ than the overall score for the service.

Trust Question

Your health care provider was always 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%
Army, Overall	83.7%	83.2%	87.4%	81.6%
121st General Hospital—Seoul				
2009	84.5%**	N/A	N/A	N/A
2008	95.0%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	89.9%*	N/A	N/A	87.1%**
2008	87.4%*	N/A	N/A	86.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	83.3%*	N/A	N/A	76.1%**
2008	79.0%*	N/A	N/A	70.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	75.9%	57.3%*	83.5%**	81.4%*
2008	78.7%	70.2%*	92.7%*	76.1%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	88.3% ↑	87.7%	89.5%	N/A
2008	89.3%	85.6%	94.4%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	82.0%	89.6%*	83.8%*	78.6%
2008	83.8%	88.1%*	88.0%**	80.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	89.5%	99.0%*	96.7%**	81.8%*
2008	90.9%	95.2%*	100.0%**	87.5%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	84.3%	82.5%	88.5%*	N/A
2008	92.0%	95.2%*	87.3%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	91.6% ↑	91.5%*	95.8%*	90.5%*
2008	85.7%	89.9%*	85.5%*	84.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	78.2%*	N/A	70.0%**	82.3%*
2008	83.6%*	N/A	90.7%**	82.6%**
Irwin Army Community Hospital—Ft. Riley				
2009	81.5%*	63.8%**	N/A	88.8%*
2008	81.8%*	N/A	N/A	81.4%*
Keller Army Community Hospital—West Point				
2009	100.0%* ↑	N/A	100.0%**	N/A
2008	93.9%*	N/A	92.2%**	N/A

(continued)

Trust Question

Your health care provider was always thoughtful and thorough (continued)

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	91.4% ↑	92.5%*	91.9%*	88.2%**
2008	94.0%*	91.4%*	100.0%**	91.4%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	79.9%*	N/A	90.1%**	82.4%**
2008	79.9%*	70.8%*	N/A	90.1%*
Madigan Army Medical Center—Ft. Lewis				
2009	84.8%	84.6%	89.3%	80.8%
2008	80.8%	76.4%	86.3%	81.7%
Martin Army Community Hospital—Ft. Benning				
2009	87.9%	88.7%*	100.0%**	81.7%*
2008	83.2%	82.7%*	98.3%*	67.0%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	91.8%**	N/A	86.0%**	N/A
2008	95.6%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	70.2%* ↓	65.0%*	N/A	75.0%**
2008	83.0%*	83.2%*	N/A	76.3%**
Tripler Army Medical Center—Ft. Shafter				
2009	78.9%	70.5%	81.0%	83.3%
2008	82.3%	83.3%	85.3%	79.9%
Walter Reed Army Medical Center—Washington, DC				
2009	87.2%	85.9%	88.4%	N/A
2008	89.5%	83.8%	96.8%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	84.1%**	N/A	N/A	82.0%**
2008	82.6%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	81.8%	78.2%	85.6%*	84.5%*
2008	89.3%	85.9%	94.7%*	88.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	81.5%*	85.2%**	N/A	81.1%*
2008	72.3%*	N/A	N/A	67.2%**
Womack Army Medical Center—Ft. Bragg				
2009	76.5% ↓	79.4%	78.6%*	74.4%
2008	84.2%	85.3%	97.0%*	80.6%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	83.5%	83.1%	88.1%	80.6%
121st General Hospital—Seoul				
2009	86.6%**	N/A	N/A	N/A
2008	87.2%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	83.4%*	N/A	N/A	78.5%**
2008	86.3%*	N/A	N/A	84.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	83.3%*	N/A	N/A	76.1%**
2008	78.3%*	N/A	N/A	72.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	75.0%	56.7%*	86.7%**	79.1%*
2008	76.1%	69.1%*	98.8%*	69.6%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	89.2% ↑	86.7%	94.0%	N/A
2008	90.8%	89.8%	92.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	84.2%	82.4%*	87.1%*	83.9%
2008	79.8%	81.5%*	88.0%**	76.9%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	86.4%	95.9%*	67.8%**	82.5%*
2008	86.7%	96.5%*	96.9%**	80.7%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	84.6%	81.4%	92.1%*	N/A
2008	89.2%	90.5%*	87.4%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	88.2%	91.3%*	93.9%*	85.0%*
2008	86.4%	76.2%*	88.7%*	89.9%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	73.1%*	N/A	70.0%**	72.3%*
2008	86.9%*	N/A	90.3%**	77.4%**
Irwin Army Community Hospital—Ft. Riley				
2009	76.2%*	62.5%**	61.8%**	88.9%*
2008	87.4%*	N/A	N/A	85.9%*
Keller Army Community Hospital—West Point				
2009	100.0%* ↑	N/A	100.0%**	N/A
2008	91.1%*	N/A	92.2%**	N/A

(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
Landstuhl Regional Medcen				
2009	86.7%	82.1%*	95.0%*	85.1%*
2008	89.2%*	86.1%*	95.7%**	86.9%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	78.2%*	N/A	75.7%**	78.9%**
2008	86.4%*	77.4%*	N/A	92.8%*
Madigan Army Medical Center—Ft. Lewis				
2009	85.2%	83.0%	92.5%	80.9%
2008	81.8%	77.1%	88.1%	82.7%
Martin Army Community Hospital—Ft. Benning				
2009	88.9%	92.0%*	87.0%**	86.3%*
2008	78.9%	77.0%*	97.4%*	61.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	91.8%**	N/A	86.0%**	N/A
2008	83.0%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	71.5%*	66.5%*	70.3%**	77.5%**
2008	82.5%*	80.2%*	N/A	78.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	79.9%	77.1%	81.3%	80.7%
2008	83.7%	84.8%	89.3%	79.8%
Walter Reed Army Medical Center—Washington, DC				
2009	87.6%	87.6%	87.5%	N/A
2008	91.1%	86.1%	97.5%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	85.6%**	N/A	N/A	82.0%**
2008	88.4%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	77.6%	79.2%	92.3%*	62.8%*
2008	90.1%	85.5%	94.5%*	93.0%*
Winn Army Community Hospital—Ft. Stewart				
2009	86.6%*	90.2%**	N/A	86.9%*
2008	76.0%*	N/A	N/A	73.8%**
Womack Army Medical Center—Ft. Bragg				
2009	78.2%	81.9%	79.2%*	75.8%
2008	81.0%	80.9%	95.7%*	78.0%
Wuerzburg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A

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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%
Army, Overall	83.3%	81.9%	87.8%	81.4%
121st General Hospital—Seoul				
2009	78.4%**	N/A	N/A	N/A
2008	91.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	87.0%*	N/A	N/A	82.7%**
2008	83.2%*	N/A	N/A	84.9%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	85.7%*	N/A	N/A	76.1%**
2008	82.0%*	N/A	N/A	79.8%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	78.4%	60.1%*	93.6%**	81.5%*
2008	75.3%	70.0%*	92.7%*	70.4%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	87.0%	84.2%	92.4%	N/A
2008	90.2%	88.5%	92.7%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	86.8%	84.4%*	98.2%*	83.8%
2008	81.6%	82.7%*	97.6%**	77.7%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	88.5%	91.5%*	100.0%**	84.5%*
2008	82.6%	82.9%*	96.9%**	80.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	85.8%	83.1%	92.1%*	N/A
2008	88.8%	88.7%*	88.9%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	88.9%	99.0%*	95.8%*	81.0%*
2008	88.7%	81.5%*	85.4%*	92.3%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	77.5%*	N/A	85.5%**	75.8%*
2008	81.4%*	N/A	89.2%**	72.7%**
Irwin Army Community Hospital—Ft. Riley				
2009	78.2%*	68.3%**	63.3%**	90.0%*
2008	82.7%*	N/A	N/A	78.0%*
Keller Army Community Hospital—West Point				
2009	100.0%* ↑	N/A	100.0%**	N/A
2008	81.4%*	N/A	84.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	86.5%	78.6%*	96.0%*	91.6%*
2008	88.0%*	75.4%*	100.0%**	95.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	85.6%*	N/A	90.1%**	86.0%**
2008	76.8%*	60.8%*	N/A	93.1%*
Madigan Army Medical Center—Ft. Lewis				
2009	81.1%	78.5%	85.7%	79.8%
2008	84.7%	78.9%	92.1%	85.9%
Martin Army Community Hospital—Ft. Benning				
2009	89.4% ↑	94.2%*	85.0%**	86.1%*
2008	78.6%	78.0%*	92.3%*	64.4%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	76.7%**	N/A	60.3%**	N/A
2008	89.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	73.0%*	58.2%*	95.9%**	82.4%**
2008	81.2%*	88.4%*	N/A	68.2%**
Tripler Army Medical Center—Ft. Shafter				
2009	78.1%	74.2%	78.7%	80.3%
2008	87.0%	82.1%	96.9%	83.8%
Walter Reed Army Medical Center—Washington, DC				
2009	87.0%	86.7%	87.3%	N/A
2008	89.4%	86.1%	93.7%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	85.7%**	N/A	N/A	82.2%**
2008	97.9%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	83.9%	82.0%	89.2%*	82.4%*
2008	87.0%	84.5%	88.0%*	90.4%*
Winn Army Community Hospital—Ft. Stewart				
2009	88.1%*	89.5%**	N/A	89.5%*
2008	75.9%*	N/A	N/A	78.5%**
Womack Army Medical Center—Ft. Bragg				
2009	74.6% ↓	76.4%	81.6%*	72.2%
2008	81.6%	74.3%	95.7%*	84.3%
Wuerzburg Meddac				
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.

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**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., Army). 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%
Army, Overall	83.7%	83.3%	89.1%	80.2%
121st General Hospital—Seoul				
2009	82.0%**	N/A	N/A	N/A
2008	91.3%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	86.8%*	N/A	N/A	82.7%**
2008	84.5%*	N/A	N/A	89.2%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	82.9%*	N/A	N/A	71.4%**
2008	75.9%*	N/A	N/A	66.0%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	74.9% ↓	57.5%*	84.2%**	79.3%*
2008	74.4%	61.3%*	92.7%*	71.9%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	90.6% ↑	88.2%	95.1%	N/A
2008	90.1%	90.1%	90.0%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	80.0%	77.8%*	90.7%*	77.1%
2008	80.9%	88.3%*	97.8%**	72.6%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	90.6% ↑	98.1%*	100.0%**	83.9%*
2008	90.8%	94.0%*	96.9%**	88.4%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	83.4%	82.6%	85.3%*	N/A
2008	87.9%	87.6%*	88.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	90.6% ↑	93.5%*	97.8%*	86.9%*
2008	84.3%	82.2%*	87.0%*	84.6%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	78.4%*	N/A	68.3%**	82.2%*
2008	89.7%*	N/A	90.5%**	83.2%**
Irwin Army Community Hospital—Ft. Riley				
2009	81.2%*	68.3%**	80.8%**	86.2%*
2008	85.0%*	N/A	N/A	82.7%*
Keller Army Community Hospital—West Point				
2009	100.0%* ↑	N/A	100.0%**	N/A
2008	93.4%*	N/A	92.2%**	N/A

(continued)

Trust Question

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

	Percent Most Positive Response			
	Overall	Medical	Surgical	Obstetric
Landstuhl Regional Medcen				
2009	89.6% ↑	87.5%*	93.9%*	87.9%*
2008	87.2%*	83.1%*	95.7%**	84.2%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	81.4%*	N/A	77.9%**	85.7%**
2008	81.8%*	67.3%*	N/A	93.1%*
Madigan Army Medical Center—Ft. Lewis				
2009	84.2%	81.2%	92.3%	80.1%
2008	84.3%	78.2%	88.9%	87.5%
Martin Army Community Hospital—Ft. Benning				
2009	86.4%	89.9%*	84.9%**	83.0%*
2008	81.9%	82.0%*	97.4%*	64.9%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	84.3%**	N/A	86.0%**	N/A
2008	88.7%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	72.7%*	64.3%*	74.3%**	81.3%**
2008	84.2%*	83.8%*	N/A	78.6%**
Tripler Army Medical Center—Ft. Shafter				
2009	78.7%	76.3%	83.2%	77.0%
2008	84.1%	84.9%	90.1%	80.1%
Walter Reed Army Medical Center—Washington, DC				
2009	87.7%	86.3%	89.0%	N/A
2008	92.3%	88.5%	97.2%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	85.7%**	N/A	N/A	82.2%**
2008	89.2%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	78.8%	79.4%	87.7%*	70.2%*
2008	88.6%	79.7%	99.5%*	90.7%*
Winn Army Community Hospital—Ft. Stewart				
2009	84.5%*	88.1%**	N/A	84.8%*
2008	84.8%*	N/A	N/A	85.3%**
Womack Army Medical Center—Ft. Bragg				
2009	79.3%	82.1%	88.4%*	75.9%
2008	83.0%	80.4%	95.7%*	82.5%
Wuerzburg Meddac				
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., Army). 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%
Army, Overall	82.6%	83.3%	85.2%	79.8%
121st General Hospital—Seoul				
2009	77.5%**	N/A	N/A	N/A
2008	87.6%*	N/A	N/A	N/A
Bassett Army Community Hospital—Ft. Wainwright				
2009	70.7%*	N/A	N/A	74.4%**
2008	85.9%*	N/A	N/A	80.1%**
Bayne-Jones Army Community Hospital—Ft. Polk				
2009	79.2%*	N/A	N/A	76.1%**
2008	84.9%*	N/A	N/A	80.9%**
Blanchfield Army Community Hospital—Ft. Campbell				
2009	73.5% ↓	66.7%*	77.0%**	75.2%*
2008	74.8%	66.2%*	92.7%*	71.0%*
Brooke Army Medical Center—Ft. Sam Houston				
2009	86.6%	86.7%	86.3%	N/A
2008	89.1%	89.7%	88.2%	N/A
Darnall Army Community Hospital—Ft. Hood				
2009	82.9%	87.0%*	87.8%*	79.6%
2008	82.4%	83.9%*	97.8%**	78.0%*
Dewitt Army Community Hospital—Ft. Belvoir				
2009	81.5%	93.8%*	68.5%**	75.8%*
2008	83.3%	81.6%*	82.4%**	84.2%*
Eisenhower Army Medical Center—Ft. Gordon				
2009	81.5%	81.2%	82.1%*	N/A
2008	89.7%	91.3%*	87.2%*	N/A
Evans Army Community Hospital—Ft. Carson				
2009	89.0% ↑	91.9%*	100.0%*	84.3%*
2008	82.5%	83.7%*	82.9%*	82.0%*
Heidelberg Meddac				
2009	N/A	N/A	N/A	N/A
2008	N/A	N/A	N/A	N/A
Ireland Army Community Hospital—Ft. Knox				
2009	72.9%*	N/A	54.8%**	71.8%*
2008	91.3%*	N/A	100.0%**	77.9%**
Irwin Army Community Hospital—Ft. Riley				
2009	76.8%*	69.7%**	74.6%**	80.5%*
2008	82.5%*	N/A	N/A	81.8%*
Keller Army Community Hospital—West Point				
2009	89.1%*	N/A	80.1%**	N/A
2008	84.6%*	N/A	84.0%**	N/A

(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
Landstuhl Regional Medcen				
2009	88.7% ↑	88.4%*	91.5%*	84.9%**
2008	85.1%*	80.1%*	87.7%**	90.5%**
Leonard Wood Army Community Hospital—Ft. Leonard Wood				
2009	83.4%*	N/A	77.9%**	88.3%**
2008	75.4%*	61.6%*	N/A	88.7%*
Madigan Army Medical Center—Ft. Lewis				
2009	84.2%	79.6%	90.6%	83.4%
2008	83.3%	80.2%	89.3%	82.8%
Martin Army Community Hospital—Ft. Benning				
2009	86.0%	91.6%*	82.5%**	81.3%*
2008	83.6%	80.7%*	98.1%*	72.7%*
Moncrief Army Community Hospital—Ft. Jackson				
2009	76.8%**	N/A	73.2%**	N/A
2008	89.5%**	N/A	N/A	N/A
Reynolds Army Community Hospital—Ft. Sill				
2009	75.6%*	65.8%*	69.3%**	87.9%**
2008	84.9%*	89.3%*	N/A	74.9%**
Tripler Army Medical Center—Ft. Shafter				
2009	79.2%	74.0%	82.8%	80.2%
2008	82.4%	86.2%	87.2%	77.5%
Walter Reed Army Medical Center—Washington, DC				
2009	88.8% ↑	90.5%	87.3%	N/A
2008	90.5%	85.9%	96.4%	N/A
Weed Army Community Hospital—Ft. Irwin				
2009	84.3%**	N/A	N/A	82.2%**
2008	68.5%**	N/A	N/A	N/A
William Beaumont Army Medical Center—Ft. Bliss				
2009	82.2%	85.5%	93.6%*	67.5%*
2008	84.1%	77.5%	90.7%*	87.5%*
Winn Army Community Hospital—Ft. Stewart				
2009	90.5%* ↑	88.8%**	N/A	90.2%*
2008	79.8%*	N/A	N/A	78.5%**
Womack Army Medical Center—Ft. Bragg				
2009	76.8%	76.6%	88.8%*	74.9%
2008	82.5%	79.2%	92.7%*	83.1%
Wuerzburg Meddac				
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., Army). 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**.

TRICARE Inpatient Satisfaction Survey, Mail Survey of July–September 2009 Inpatients—Army

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.